

QUALIFICATION PACK - OCCUPATIONAL STANDARDS FOR HEALTH CARE

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:

Healthcare Sector Skill
Council (HSSC)
520-521, 5th Floor, DLF
Tower A,
Jasola District Centre
New Delhi - 110025,
Delhi, India
E-mail:

info@healthcare-ssc.in



Contents

1. Introduction and Contacts.....	1
2. Qualifications Pack.....	2
3. Glossary of Key Terms.....	4
4. OS Units.....	7
5. Annexure: Nomenclature for QP & OS.....	53
6. Assessment Criteria.....	55

Introduction

Qualification Pack- Vision Assistant

SECTOR/S: HEALTHCARE

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Curative

REFERENCE ID: HSS/Q3003

ALIGNED TO: NCO-2015/3256.0101

Brief Job Description: Vision Assistant performs administrative duties including scheduling appointments, maintaining medical records and provides support to an ophthalmologist and healthcare team as per organizational policies.

Personal Attributes: This job requires individuals to have patience, confidence, maturity, compassion, customer centricity, good listening skills and resourcefulness.

Job Details	Qualifications Pack Code	HSS/Q3003		
	Job Role	Vision Assistant		
	Credits	TBD	Version number	1.0
	Sector	Healthcare	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
	Occupation	Curative	Next review date	16/12/2024
	NSQC Clearance on	NA		

Job Role	Vision Assistant
Role Description	Vision Assistant performs administrative duties including scheduling appointments, maintaining medical records and provides support to an ophthalmologist and healthcare team as per organizational policies.
NSQF Level	4
Minimum Educational Qualifications	12 th Standard pass (Science)
Maximum Educational Qualifications	Not Applicable
Prerequisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HSS/N3001 Obtain the case history HSS/N3002 Measure visual acuity HSS/N3012 Assess refractive status using autorefractor HSS/N3004 Dispense spectacles and dispense optical prescriptions accurately HSS/N3010 Support clients in selecting appropriate spectacle frames or contact lenses HSS/N3011 Assist ophthalmologist in clinic management HSS/N9617 Maintain a safe, healthy and secure working environment HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols
Performance Criteria	As described in the relevant OS units

Definitions

Keywords/ Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual need to perform to the required standard.
Organizational Context	Organizational context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific

	designated responsibilities.
Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles.
Astigmatism	Astigmatism is the visual defect in which the unequal curvature of one or more refractive surfaces of the eye, usually the cornea, prevents light rays from focusing clearly at one point on the retina, resulting in blurred vision.
Farsightedness	Farsightedness also known as Hyperopia, long-sightedness or hypermetropia, is a defect of vision caused by an imperfection in the eye (often when the eyeball is too short, or the lens cannot become round enough), causing difficulty focusing on near objects, and in extreme cases causing a sufferer to be unable to focus on objects at any distance.
Focimeter	Focimeter is an optical instrument for determining the vertex power, axis direction and optical center of an ophthalmic lens.
Glaucoma	Glaucoma is a group of eye diseases characterized by damage to the optic nerve usually due to excessively high intraocular pressure (IOP). This increased pressure within the eye, if untreated can lead to optic nerve damage resulting in progressive, permanent vision loss, starting with unnoticeable blind spots at the edges of the field of vision, progressing to tunnel vision, and then to blindness.
Intraocular pressure	Intraocular pressure the pressure exerted against the outer coats by the contents of the eyeball
Invasive procedures	Invasive procedures are diagnostic or therapeutic technique that requires entry of a body cavity or interruption of normal body functions.
Nearsightedness	Nearsightedness is a defect of the eye that causes light to focus in front of the retina instead of directly on it, resulting in an inability to see distant objects clearly. It is often caused by an elongated eyeball or a misshapen lens. Also called Myopia.
Ocular adnexa	Ocular adnexa are the adjacent structures of the eye such as the lacrimal apparatus, the extra ocular muscles and the eyelids, eyelashes, eyebrows and the conjunctiva.
Ophthalmic	Pertaining to eye
Refractive error	Refractive error is a defect in the ability of the lens of the eye to focus an image accurately, as occurs in nearsightedness and farsightedness.
Tonography	Tonography is recording of changes in intraocular pressure due to sustained pressure on the eyeball.
Tonometry	Tonometry is measurement of tension or pressure, particularly intraocular pressure.
Topical anesthetics	Any of various drugs that are applied directly to the surface of a part of the body and produce topical anesthesia.
Visual acuity	Sharpness of vision especially as tested with a Snellen chart. Normal visual acuity based on the Snellen chart is 20/20.
Visual field	The space or range within which objects are visible to the immobile eyes at a given time. Also called field of vision.

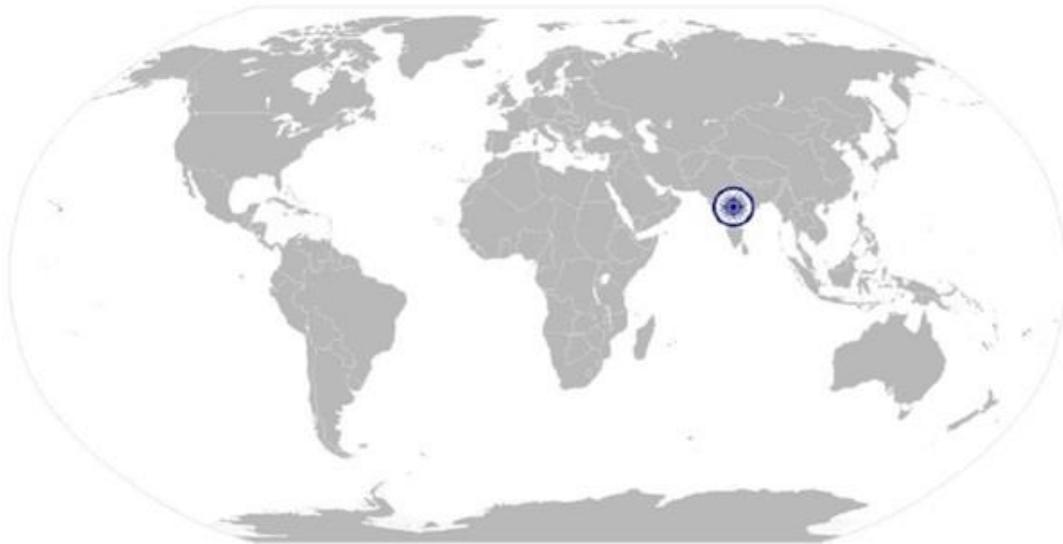
Acronyms

Keywords/ Terms	Description
LogMAR	Logarithm of The Minimum Angle of Resolution
NOS	National Occupational Standard(S)
OCT	Optical Coherence Tomography
OHTS	Ocular Hypertension Treatment Study
OS	Occupational Standard(S)
QP	Qualifications Pack

HSS/N3001

Obtain the case history

National Occupational Standard



Overview

This OS unit is about obtaining the clinical history from the patient prior to examination and treatment.

HSS/N3001

Obtain the case history

National Occupational Standard	Unit Code	HSS/N3001
	Unit Title (Task)	Obtain the case history
	Description	This OS unit is about obtaining the clinical history from the patient prior to examination and treatment.
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Obtain the patient's case history
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Obtain the patient's case history	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. obtain the present and past history of the patient having ocular and/or visual symptoms in the prescribed format as per organizational policies and procedures PC2. collect patient's history regarding social and family history in the prescribed format PC3. obtain information about the patient's existing use of optical correction devices PC4. maintain patient's confidentiality PC5. build a rapport with patients while case-taking PC6. answer the patient's query patiently
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. roles and responsibilities of vision assistant KA2. purpose and relevant protocols for obtaining and documenting patient's history KA3. organizational data privacy and protection policies and procedures KA4. basic structure and function of the healthcare system in the country KA5. basic structure and function of healthcare facilities available at various levels, hospice care, clinics
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. components of patient and patient's family history for accurate diagnosis KB2. requirement for accurate and legible recording of information KB3. relevance of patient's history to ocular and systemic disease KB4. ocular/ visual manifestations of systemic disease KB5. symptoms of common diseases affecting the visual system and the relationship between ocular/ visual and non- ocular symptoms and diseases of the visual system and systemic disease

HSS/N3001

Obtain the case history

	<p>KB6. various types of industrial or occupational hazards and how to deal with it</p> <p>KB7. how to identify ophthalmic emergencies</p> <p>KB8. anxieties or concerns which patients or their attendants may experience and how to alleviate them</p> <p>KB9. when to refer a patient for assessment and treatment</p> <p>KB10. basic structure and function of the body system and associated component including eye and ocular anatomy, and physiology</p> <p>KB11. process, condition, and resources required by the body to support healthy functioning such as body regulation including maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure; protection from infection; active and passive physical activities</p> <p>KB12. hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency</p>
Skills (S)	
A. Core Skills / Generic Skill	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write in at least one local/ official language used in the local community</p> <p>SA2. record relevant information of the patient in a format which is understandable and usable</p> <p>SA3. write clinical notes on patient’s intake and assessment forms to record their concerns, health histories, clinical observations, visual acuity test results, diagnoses, treatment plans and recommendations for follow-up</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. keep abreast with latest professional knowledge</p> <p>SA5. read notes and comments on patient’s history, intake and assessment forms correctly</p>
	Oral Communication (Listening and Speaking Skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. communicate effectively with the patient, taking into account their physical, emotional, intellectual, social and cultural background</p> <p>SA7. question patients appropriately to understand the nature of the complaint or request</p> <p>SA8. give clear instructions to patients</p> <p>SA9. avoid using jargon, slang or acronyms when communicating with a patient</p>

HSS/N3001

Obtain the case history

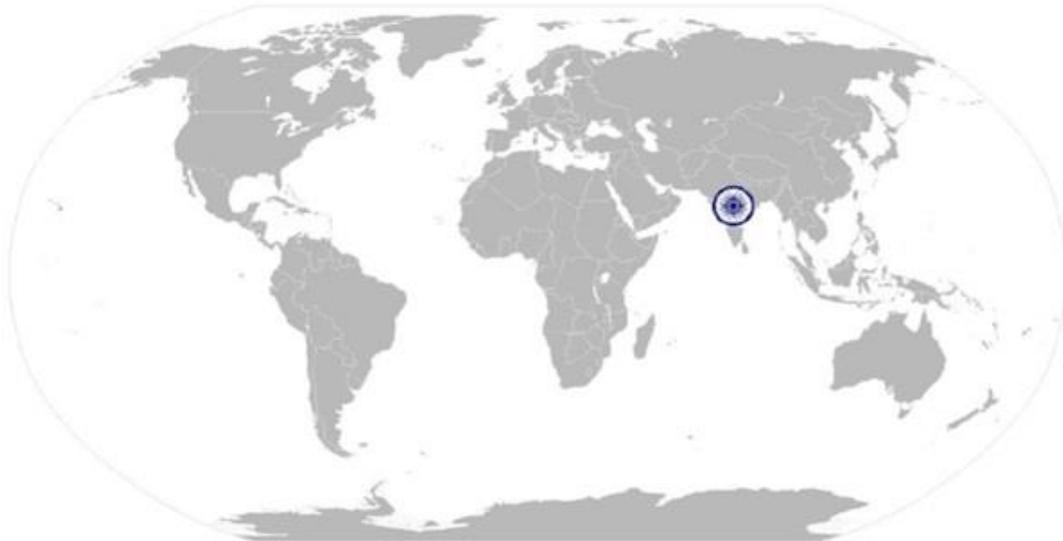
	SA10. communicate with health professionals such as family physicians and ophthalmologists to discuss specific cases or to request consultations for patients
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. follow established protocols and use their specialized knowledge to decide which cases to refer to specialists
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. organize routine patient visits within structured appointment schedules SB3. shuffle or reschedule appointments to deal with priority cases, emergencies and unusual time-consuming investigations
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. communicate clearly with patients and their family SB5. listen in a responsive and empathetic manner to establish rapport SB6. promote openness on issues of concern SB7. show sensitivity to cultural differences SB8. maintain patient's confidentiality and dignity at all times
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB9. think through problems, evaluate the possible solution(s) and suggest an optimum/ best possible solution(s) SB10. deal with patient until attended by other care providers and try to address any concerns with acquired clinical knowledge SB11. identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. integrate historical, physical, social, and ancillary data into differential diagnoses and treatment plans SB13. identify indications for various diagnostic tests and treatment modalities SB14. make concise, prompt, cogent, and thorough presentations based on various kinds of data collected
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB15. assess the health and functionality of patients' eyes and the severity of their conditions based on the patients' case histories, external and internal eye examinations, and tonometry measurements	

HSS/N3001

Obtain the case history

NOS Version Control

NOS Code	HSS/N3001		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	19/06/2019
Occupation	Curative	Next review date	19/06/2023



HSS/N3002

Measure visual acuity

National Occupational Standard



Overview

This unit deals in detail with requirement of an individual to perform test of visual acuity including distant and near vision with and without optical correction.

HSS/N3002

Measure visual acuity

National Occupational Standard

Unit Code	HSS/N3002
Unit Title (Task)	Measure visual acuity
Description	This unit deals in detail with requirement of an individual to perform test of visual acuity including distant and near vision with and without optical correction. It includes the assessment of visual acuity in patients of different ages including children; patients with communication difficulties; and patients with a range of refractive error and ocular diseases.
Scope	This unit/ task covers the following: <ul style="list-style-type: none"> • Test for vision loss
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Test for vision loss	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. record the PGP (Present Glass Prescription)- distance, intermediate, near and prismatic corrections accurately with correct notation</p> <p>PC2. select appropriate visual acuity test/chart according to patient's age, cooperation, ability, any cultural and special needs</p> <p>PC3. ensure to correctly illuminate the vision acuity chart as per standards, for testing</p> <p>PC4. ensure position and alignment of patient from test chart, as specified, and change the distance from test chart where appropriate</p> <p>PC5. provide clear instructions to the patient regarding the procedure and confirm their understanding Instructions: eg. wearing of current optical correction appropriate to the test distance, requirements for compliance</p> <p>PC6. ensure correct use of occluder, pinhole and stenopaic slit</p> <p>PC7. record results and patient's responses in standard format accurately</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. roles and responsibilities of vision assistant</p> <p>KA2. relevant national and international recommendations, guidelines and protocols for the performance of investigations and procedures</p> <p>KA3. purpose and relevant protocols for obtaining and documenting patient's history</p> <p>KA4. organizational data privacy and protection policies and procedures</p> <p>KA5. basic structure and function of the healthcare system in the country</p> <p>KA6. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p>

HSS/N3002

Measure visual acuity

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. requirements and protocols for maintenance and calibration of equipment KB2. relevant protocols for testing procedures and their correct interpretation KB3. principles of and relationship between visual acuity measurement and refractive error and how to estimate refractive error from unaided visual acuity KB4. reasons for altering test distance KB5. different types of refractive error and their correction KB6. non-refractive causes of reduced visual acuity and how they affect the measurement of visual acuity KB7. how to identify a spectacle optical prescription by inspection KB8. range of tests for visual acuity, including Snellen, LogMAR, E-test, Sheridan-Gardiner and tests for near vision KB9. principles and use of pinhole to correct reduced visual acuity and its limitations KB1. how to measure visual acuity in patients with language or communication difficulties or illiteracy KB2. how to measure visual acuity in patients with low vision KB3. how to allow the vision assistant for measuring visual acuity including the tasks such as assess eccentric viewing postures and skills, assess scanning ability (for patients with restricted fields), assess patient motivation, teach basic concepts and skills (i.e., to eccentrically view) relevant to the rehabilitation process KB4. how to evaluate abnormalities detected by screening KB5. requirements for accurate and legible recording of information KB6. basic structure and function of the body system and associated component KB7. process, condition, and resources required by the body to support healthy functioning such as body regulation including maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure; protection from infection; active and passive physical activities KB8. hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency
<p>Skills (S)</p>	
<p>A. Core Skills / Generic Skill</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p>

HSS/N3002

Measure visual acuity

	SA1. record results and patient's responses accurately
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read notes and comments on patients' history, intake and assessment forms
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA3. confirm patient's existing use of optical correction SA4. confirm patient's understanding of the procedure and requirements for compliance
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. select appropriate visual acuity test according to patients' age, co-operation, ability and any cultural or special needs
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. position and align patient at the correct distance from the test chart SB3. change distance from test chart if appropriate SB4. ensure the chart is correctly illuminated for test purpose
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. perform tests for visual acuity which is consistent with personal role, responsibilities and level of competence
	Problem Solving
	The user/individual on the job needs to know and understand how to: Not Applicable
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. apply general rules to identify specific problems to get answers that make sense SB7. find information on patients' health by interviewing them, consulting referring health care professionals and searching existing medical history forms and treatment records
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB8. assess the health and functionality of patients' eyes and the severity of their conditions based on the patients' case histories, external and internal eye examinations, and test measurements	

HSS/N3002

Measure visual acuity

NOS Version Control

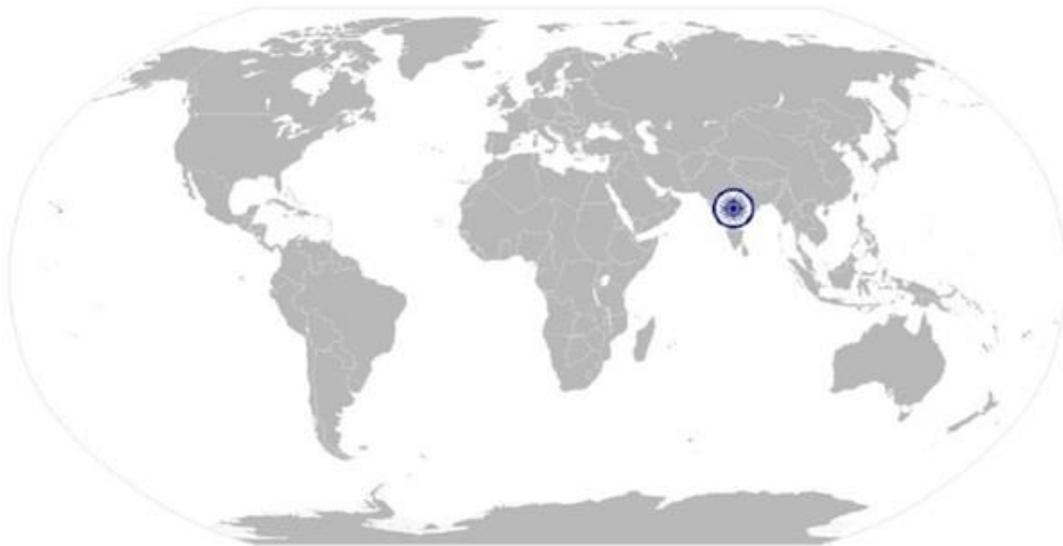
NOS Code	HSS/N3002		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Curative	Next review date	16/12/2024



HSS/N3012

Assess refractive status using autorefractor

National Occupational Standard



Overview

This unit deals in detail with the requirement of an individual to measure refractive error as per the specified standards.

HSS/N3012

Assess refractive status using autorefractor

National Occupational Standard	Unit Code	HSS/N3012
	Unit Title (Task)	Assess refractive status using autorefractor
	Description	This unit deals in detail with the requirement of an individual to measure refractive error using autorefractor as per the specified standards. This includes performing refraction tests such as autorefraction
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Assess refractive status Carry out post-assessment activities
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Assess refractive status	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. cross-check patient's vision related issues and existing use of optical corrections before beginning the procedure PC2. determine the patient's visual needs PC3. ensure correct positioning and alignment of patient as per standard protocols PC4. provide the required procedural information and instructions to the patient clearly, confirming their understanding of the same PC5. support health professional in identifying any refractive errors PC6. instill mydriatic or cycloplegic drops or ointments as indicated by health professional following applicable protocols PC7. perform measurements of refractive error using an autorefractor PC8. measure refractive error for distance both with and without instilling drops PC9. record the result accurately with correct notation PC10. identify appropriate alternatives for correction as per the nature of the refractive error under supervision PC11. support health professional in identifying any associated pathological conditions
	Carry out post-assessment activities	<ul style="list-style-type: none"> PC12. record improvement in the visual acuity, visual function, and visual comfort of patients with refractive error post correction PC13. recommend various exercises to the patient for alleviating the eye strain PC14. explain the patient about the follow-up care as suggested by health professional PC15. answer any queries raised by the patient on aftercare PC16. discuss the queries related to management of any side effects with relevant authority
	Knowledge and Understanding (K)	

HSS/N3012

Assess refractive status using autorefractor

<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. roles and responsibilities of vision assistant KA2. relevant national and international recommendations, guidelines and protocols for the performance of investigations and procedures KA3. purpose and relevant protocols for obtaining and documenting patient’s history KA4. organizational data privacy and protection policies and procedures KA5. basic structure and function of the healthcare system in the country KA6. basic structure and function of healthcare facilities available at various levels, hospice care, clinics
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. requirements and protocols for maintenance and calibration of equipment KB2. different types of refractive error and their correction KB3. principles and methods of objective and subjective measurement of refractive error KB4. indications and contraindications for medications used for cycloplegic refraction and possible adverse effects KB5. optical prescription notation, and how to transpose an optical prescription KB6. possible consequences of inaccurate measurement and recording of refractive error KB7. changes in corneal curvature and refraction that can be induced by contact lens wear KB8. principles of and relationship between refractive error and visual acuity KB9. how to estimate refractive error from unaided visual acuity KB10. how to perform and be skilled in different types of retinoscopy: mirror, spot, streak and auto-refractometry KB11. basic structure and function of the body system and associated components KB12. process, condition, and resources required by the body to support healthy functioning such as body regulation including maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure; protection from infection, active and passive physical activities KB13. hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency

HSS/N3012

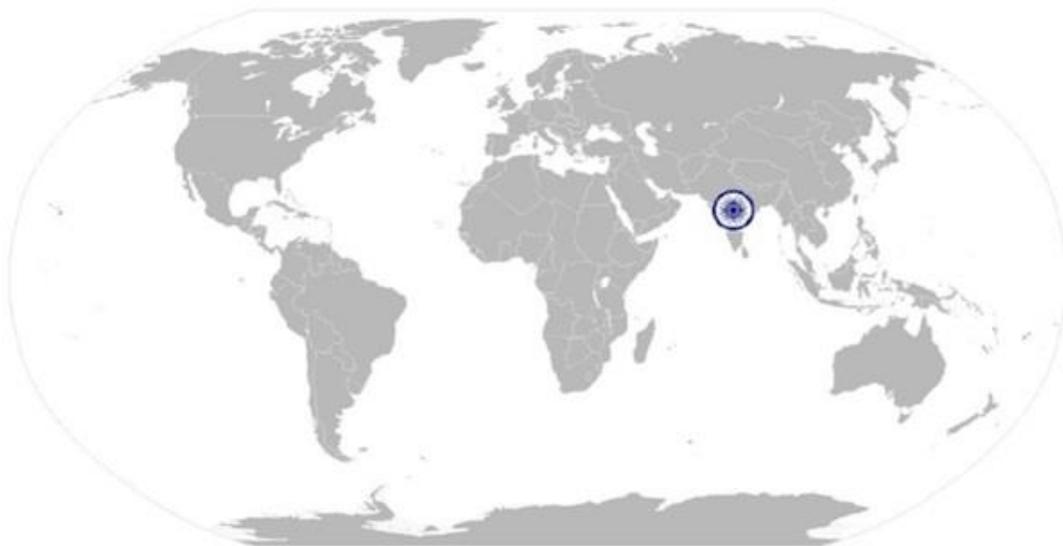
Assess refractive status using autorefractor

Skills (S)	
A. Core Skills/ Generic Skill	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. record observations made during the procedure SA2. document refraction accurately, with correct notation in patient's record SA3. transpose the optical prescription as needed
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA4. read and correctly interpret notes and comments on patients' history, intake and assessment forms
	Oral Communication (Listening and Speaking Skills)
The user/individual on the job needs to know and understand how to: SA5. interact with patients during eye examinations to obtain relevant information SA6. reassure patients who are apprehensive, restless, upset or feel uncomfortable with the level of physical closeness required for most examinations SA7. communicate with health professionals such as family physicians and ophthalmologists to discuss specific cases or to request consultations for patients	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions about optometric methods and tools SB2. decide when to refer patients to specialists while considering the urgency and severity of patients' problems and the normal development of their diseases
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. organize routine patient visits within highly structured appointment schedules
	Customer Centricity
The user/individual on the job needs to know and understand how to: SB4. ensure to maintain patient's rights, dignity and confidentiality at all times	
Problem Solving	
The user/individual on the job needs to know and understand how to: SB5. identify and access reliable sources of information for clarifying doubts related to special and non-routine cases	

HSS/N3012

Assess refractive status using autorefractor

	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. assess the health and functionality of patients' eyes and the severity of their conditions by analyzing test results, reports, observations, patient testimony and history
	SB7. estimate the size and position of abnormalities noted during eye examinations (Numerical Estimation)
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. evaluate various factors to identify the reason for variation in readings of autorefractor and take appropriate measures to correct these

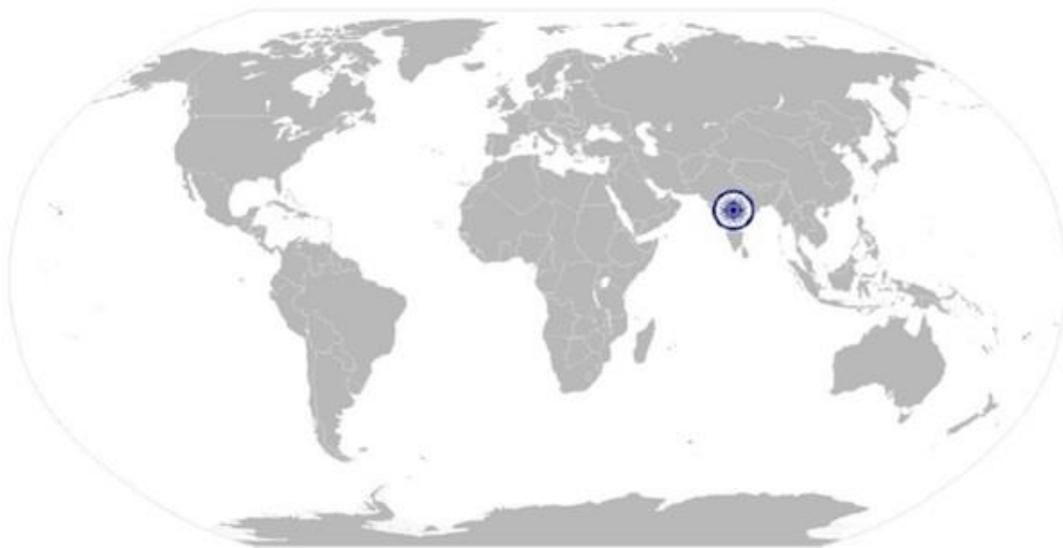


HSS/N3012

Assess refractive status using autorefractor

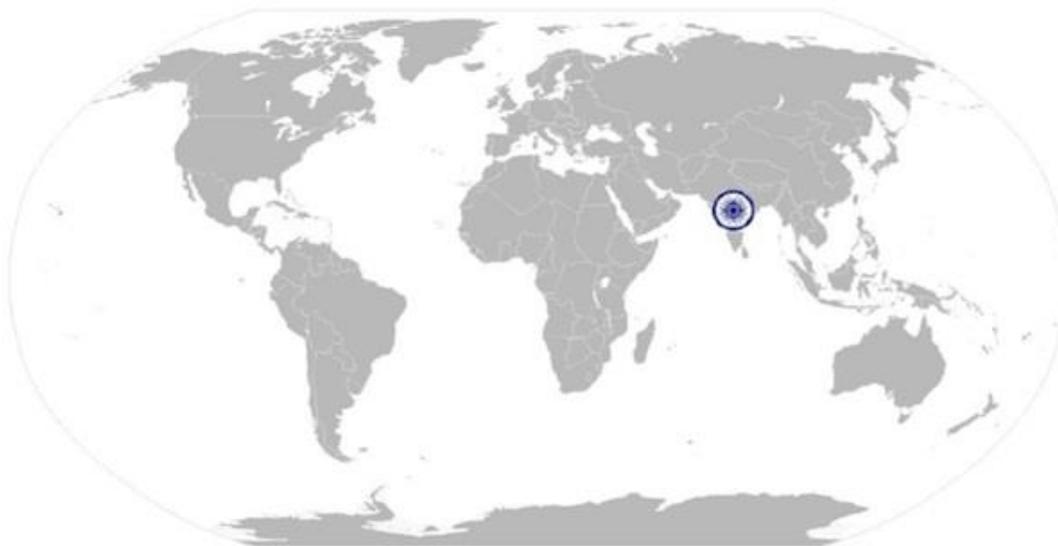
NOS Version Control

NOS Code	HSS/N3012		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Curative	Next review date	16/12/2024



HSS/N3004 Dispense spectacles and dispense optical prescriptions accurately

National Occupational Standard



Overview

This unit deals in detail with the requirement of an individual to dispense spectacles and contact lenses prescriptions as per the specified standards.

HSS/N3004

Dispense spectacles and dispense optical prescriptions accurately

National Occupational Standard	Unit Code	HSS/N3004
	Unit Title (Task)	Dispense spectacles and dispense optical prescriptions accurately
	Description	This unit deals in detail with the requirement of an individual to dispense spectacles and contact lenses prescriptions as per the specified standards.
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> • Dispense optical prescriptions
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Dispense optical prescriptions	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. ascertain the presence of conditions such as near-sightedness, farsightedness, or astigmatism based on tests and patient's reports PC2. measure existing visual aids of patient with manual and automatic focimeters with respect to distance, intermediate, near and prismatic corrections PC3. advise continued use of existing optical correction or new spectacles as required PC4. explain to the patient and their relatives, the importance of using optical correction PC5. dispense eyeglasses and contact lenses, low vision aids, and topical medications for the eyes as per optical prescriptions PC6. verify that the spectacles contain precise measurements and the type of lenses as per prescription before dispensing the same
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and processes)	The user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. roles and responsibilities of vision assistant KA2. relevant national and international recommendations, guidelines and protocols for the performance of investigations and procedures KA3. purpose and relevant protocols for obtaining and documenting patient's history KA4. organizational data privacy and protection policies and procedures KA5. basic structure and function of the healthcare system in the country KA6. basic structure and function of healthcare facilities available at various levels, hospice care, clinics
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. principles of focimetry and different types of focimeters KB2. principles of optics relevant to lenses and prisms and correction of refractive error

HSS/N3004

Dispense spectacles and dispense optical prescriptions accurately

	<p>KB3. what are the different types of lenses (varifocal, bifocal and single vision lenses) and advise the patients accordingly</p> <p>KB4. different methods for measuring and documenting optical prescriptions in bifocals, trifocals, varifocals and contact lenses</p> <p>KB5. how to identify the type of spectacle optical prescription by inspection</p> <p>KB6. how to identify spectacle correction by neutralization of lenses</p> <p>KB7. optical prescription notation and how to transpose an optical prescription</p> <p>KB8. how to identify the optical centre of a lens and lens decentration</p> <p>KB9. how to identify and measure the power and orientation of a prism incorporated into a lens</p> <p>KB10. requirements and protocols for maintenance and calibration of equipment</p> <p>KB11. how to maintain and calibrate focimeter</p> <p>KB12. possible consequences of inaccurate measurement and recording of optical prescriptions</p> <p>KB13. requirements for accurate and legible recording of information</p> <p>KB14. basic structure and function of the body system and associated components</p>
Skills (S)	
A. Core Skills/ Generic Skill	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document optical prescription accurately, with correct notation in patient record</p> <p>SA2. complete optical prescription forms while entering data such as patients' prescriptions for each eye including the sphere, cylinder, axis, prism and type of lenses required</p> <p>SA3. enter data on intake and assessment forms and related procedure such as recording patients' health histories, diagnoses, clinical observations, eye health and visual acuity test results and recommending treatments and follow-up plans</p> <p>SA4. mark eye diagrams to indicate patients' fields of vision, types of sight and corneal thickness</p> <p>SA5. write e-mail to colleagues, suppliers and patients eg. for professional issues such as legislation, and queries to suppliers about products such as contact lenses</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. read product descriptions received from contact lens manufacturers, pharmaceutical companies and optical laboratories regularly</p>

HSS/N3004

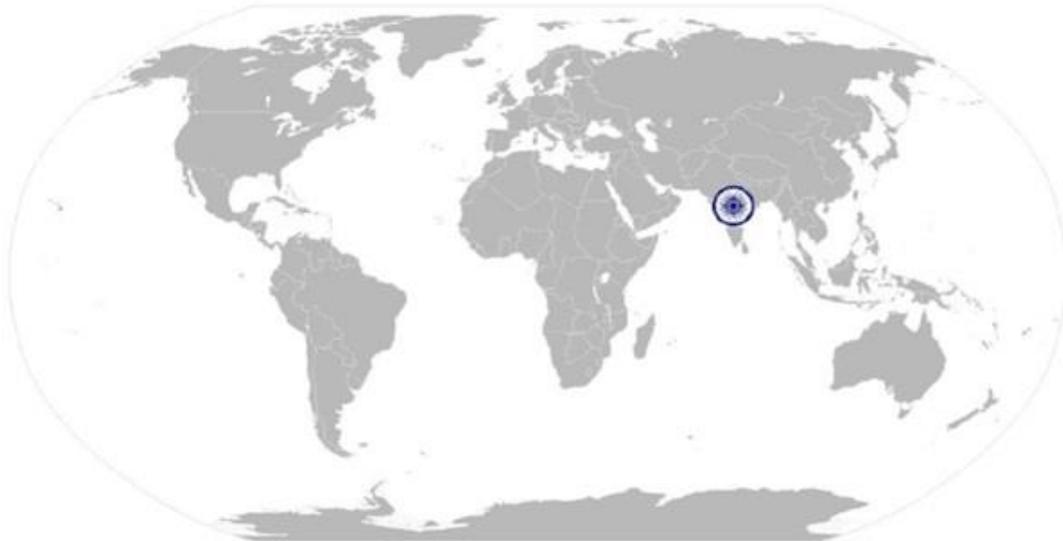
Dispense spectacles and dispense optical prescriptions accurately

	SA7. read and correctly interpret instructions, warnings and other text on the labels of products such as contact lenses
	SA8. read short reports received from family, physicians and specialists to interpret and extract relevant patient information
	SA9. refer to data in tables and lists to interpret and extract relevant information
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to:
	SA10. confirm patient's existing use of optical correction
	SA11. give proper instructions to patients about handling and storage of lenses
	SA12. answer questions raised by the patient in local language
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions about optometric methods and tools to be used
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB2. ensure that all the necessary equipment required to perform a particular task are handy
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. use a patient centric approach to ensure the patient feels comfortable at all times
	Problem Solving
The user/individual on the job needs to know and understand how to:	
SB4. address issues effectively, if patients are unhappy with their spectacles and contact lenses	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB5. analyze reports, observations and patient's history to determine their needs	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
Not Applicable	

HSS/N3004 Dispense spectacles and dispense optical prescriptions accurately

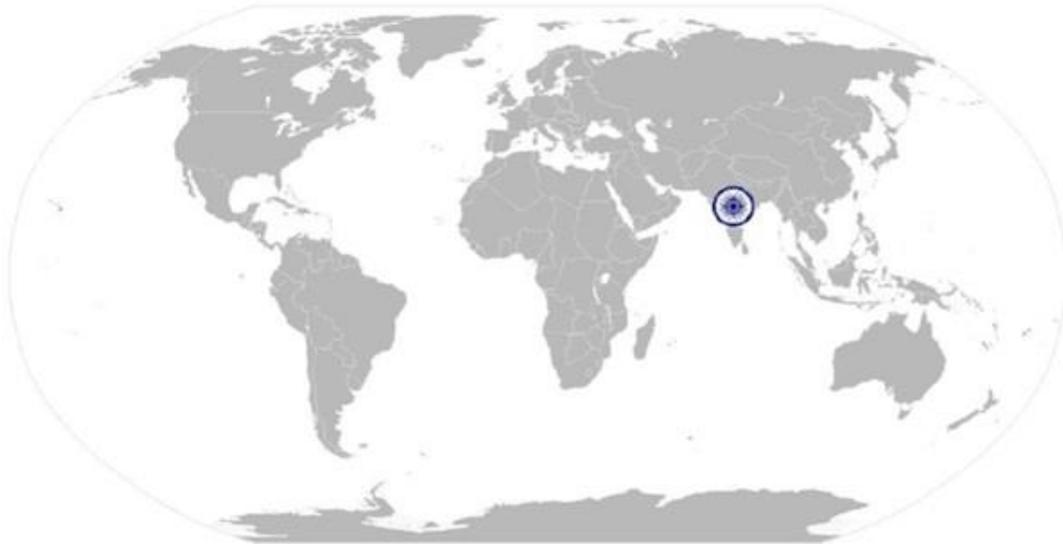
NOS Version Control

NOS Code	HSS/N3004		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Curative	Next review date	16/12/2024



HSS/N3010 Support clients in selecting appropriate spectacle frames or contact lenses

National Occupational Standard



Overview

This unit deals in detail with the requirement of an individual for supporting clients in selection of glasses or contact lenses as per the optical prescription and client's preferences.

HSS/N3010 Support clients in selecting appropriate spectacle frames or contact lenses

National Occupational Standard	Unit Code	HSS/N3010
	Unit Title (Task)	Support clients in selecting appropriate spectacle frames or contact lenses
	Description	This unit deals in detail with the requirement of an individual for supporting clients in selection of glasses or contact lenses as per the optical prescription and client's preferences.
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Facilitate necessary optical laboratory work Help the clients in making the appropriate selection Repair glasses or contact lenses
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Facilitate necessary optical laboratory work	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. determine lens specifications by interpreting and examining written prescriptions PC2. use a lensometer to record current eyeglass prescription PC3. examine contact lenses using appropriate instruments PC4. provide lens prescriptions and information on lens size, material, colors, and style to concerned official PC5. verify the glasses as per specifications PC6. file record of prescriptions accurately as per organization processes
	Help the clients in making the appropriate selection	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC7. advise eyeglass frames, lenses, and lens coatings as per need and patient preference PC8. provide information to clients about adapting to, wearing, or caring for eyeglasses/ contact lenses PC9. demonstrate how to insert, remove, and care for their contact lenses, and ensure the fit is correct
	Repair the glasses or contact lenses	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC10. fix, adjust, and refit broken frames PC11. adjust the glasses or contact lenses to ensure proper fit and comfort
	Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. roles and responsibilities of vision assistant KA2. relevant national and international recommendations, guidelines and protocols for the performance of investigations and procedures KA3. purpose and relevant protocols for obtaining and documenting patient's history KA4. organizational data privacy and protection policies and procedures KA5. basic structure and function of the healthcare system in the country 	

HSS/N3010 Support clients in selecting appropriate spectacle frames or contact lenses

	<p>KA6. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p>
<p>B. Technical Knowledge</p>	<p>The user/ individual on the job needs to know and understand:</p> <p>KB1. power of the lenses and information on the size, material, colour, and style</p> <p>KB2. how to determine best features of spectacle frames and contact lenses as per the patient's preferences</p> <p>KB3. what are the different types of lenses (varifocal, bifocal and single vision lenses) and advise the patients accordingly</p> <p>KB4. how to identify the type of spectacle optical prescription by inspection</p> <p>KB5. how to adjust spectacle or contact lenses</p> <p>KB6. requirements and protocols for maintenance and calibration of equipment</p> <p>KB7. latest trends of frames/ contact lenses available in industry</p> <p>KB8. how to measure various factors related to eyes using appropriate devices</p> <p>KB9. possible consequences of inaccurate measurement and recording of optical prescriptions</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skill</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document optical prescription accurately, with correct notation in patient record</p> <p>SA2. complete optical prescription forms e.g. entering data such as patient's prescriptions for each eye including the sphere, cylinder, axis, prism and type of lenses required</p> <p>SA3. enter data on intake and assessment forms such as recording patients' health histories, diagnoses, clinical observations, eye health and visual acuity test results, recommended treatments and follow-up plans</p> <p>SA4. mark eye diagrams to indicate patients' fields of vision, types of sight and corneal thickness</p> <p>SA5. write e-mail to colleagues, suppliers and patients eg. for professional issues such as legislation, and queries to suppliers about products such as contact lenses</p> <p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA6. read product descriptions received from contact lens manufacturers, pharmaceutical companies and optical laboratories regularly</p> <p>SA7. read and correctly interpret instructions, warnings and other text on the labels of products such as contact lenses</p> <p>SA8. read short reports received from family, physicians and specialists to interpret and extract relevant patient information</p> <p>SA9. refer to data in tables and lists to interpret and extract relevant information</p> <p>Oral Communication (Listening and Speaking Skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. confirm patient's existing use of optical correction</p>

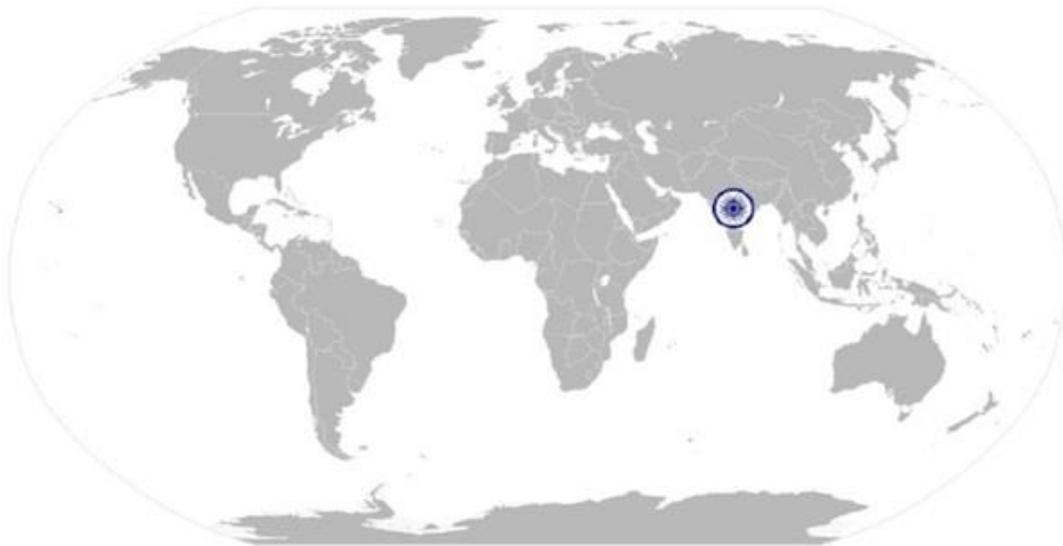
HSS/N3010 Support clients in selecting appropriate spectacle frames or contact lenses

	<p>SA11. give proper instructions to patients about handling and storage of lenses</p> <p>SA12. answer patient's questions in a language and manner that the patient understands</p>
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions about optometric methods and tools to be used
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. ensure that all the necessary equipment required to perform a particular task are handy
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. use a patient centric approach to ensure the patient feel comfortable at all times
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. address issues effectively, if patients are unhappy with their glasses and contact lenses
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. analyse reports, observations and patient's history to determine patient's needs
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB6. evaluate the suitability of dispensing spectacles or contact lenses for particular clients by gathering relevant information from patient interactions, files and reports by gathering information from files and conversations with clients SB7. evaluate patient's abilities to change focus, perceive colour and depth correctly	

HSS/N3010 Support clients in selecting appropriate spectacle frames or contact lenses

NOS Version Control

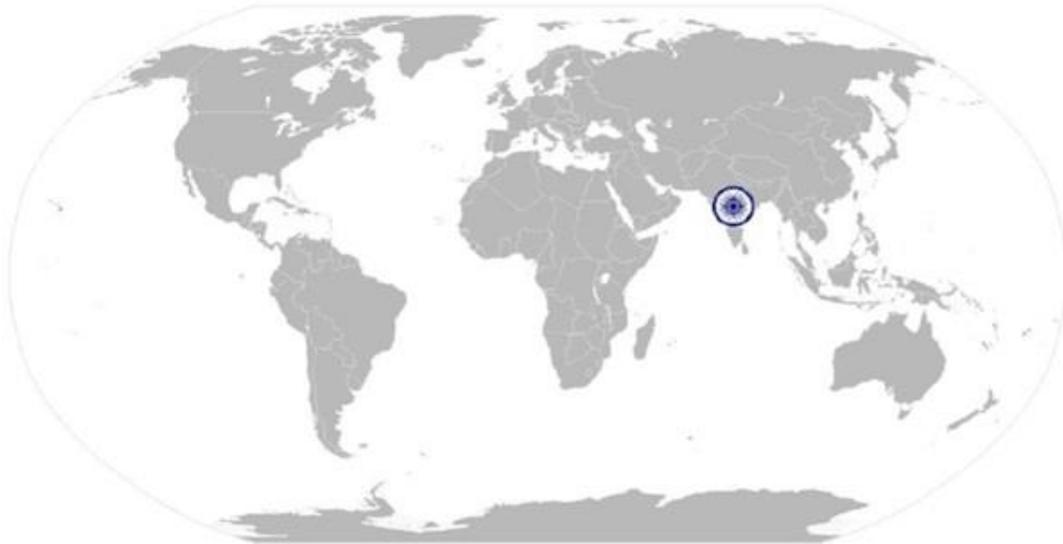
NOS Code	HSS/N3010		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Curative	Next review date	16/12/2024



HSS/N3011

Assist ophthalmologist in clinic management

National Occupational Standard



Overview

This unit deals in detail with the requirement by an individual to perform clinic management tasks as per standards to assist the ophthalmologist.

HSS/N3011

Assist ophthalmologist in clinic management

National Occupational Standard	Unit Code	HSS/N3011
	Unit Title (Task)	Assist ophthalmologist in the clinic management
	Description	This unit deals in detail with the requirement by an individual to perform clinic management tasks as per standards to assist the ophthalmologist.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Perform support activities at ophthalmic clinic/ department/ center • Support before and after procedures performed by the ophthalmologist • Storage and retention of medical records
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Perform support activities at ophthalmic clinic/ department/ center	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. schedule appointments and send reminders to the patients about their upcoming appointments</p> <p>PC2. gather personal information from the patient including address and insurance provider information</p> <p>PC3. perform cancellations and re-schedule appointments as required</p> <p>PC4. organize all relevant information in standardized formats related to patient's profile as per standard procedure for various purposes</p> <p>PC5. carry out detailed paperwork for documenting clinical and procedure related records as per norms and legislation</p> <p>PC6. use Hospital Information System (HIS) to maintain longevity of the records</p> <p>PC7. retrieve patient's medical charts as and when required</p> <p>PC8. perform patient's billing activities as per the ophthalmologist's orders</p>
	Support before and after procedures performed by the ophthalmologist	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC9. prepare patients for examination and procedure</p> <p>PC10. apply eye medications and eye drops as per ophthalmologist's instructions</p> <p>PC11. check if the equipment used during surgery, procedures or testing is sterilized and ready for use</p> <p>PC12. ensure availability of adequate stock of supplies and equipment in examination and procedure rooms</p> <p>PC13. change the eye bandages following the eye surgery/procedure as per ophthalmologist's instructions</p> <p>PC14. demonstrate the procedure of insertion and removal of contact lenses to the patient</p> <p>PC15. identify the relevant eye-care related information leaflets and hand it over to the patient</p> <p>PC16. inform the patient regarding the next follow-up schedule</p>

HSS/N3011

Assist ophthalmologist in clinic management

<p>Storage and retention of medical records</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC17. review the medical records for completeness and maintain them as per the organization protocol</p> <p>PC18. enter the laboratory results in the report carefully</p> <p>PC19. store current and past records safely and securely as per organizational policy</p> <p>PC20. retain all medical records for a time specified in the organizational policies</p> <p>PC21. dispose of medical records as per Standard Operating Procedure (SOPs)</p> <p>PC22. take written consent of authorized officer or follow organizational policy for sharing any patient related information to others</p> <p>PC23. ensure that medical records are kept secured and treated confidential</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. roles and responsibilities of vision assistant</p> <p>KA2. relevant national and international recommendations, guidelines and protocols for the performance of investigations and procedures</p> <p>KA3. purpose and relevant protocols for obtaining and documenting patient's history</p> <p>KA4. organizational data privacy and protection policies and procedures</p> <p>KA5. basic structure and function of the healthcare system in the country</p> <p>KA6. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p>
<p>B. Technical Knowledge</p>	<p>The user/ individual on the job needs to know and understand:</p> <p>KB1. how to schedule, reschedule or cancel the appointments</p> <p>KB2. inventory management principles and practices</p> <p>KB3. how to perform billing activities</p> <p>KB4. how to identify the probable cause for an eye problem</p> <p>KB5. various tests to be performed for identifying eye problems</p> <p>KB6. importance of first aid and related procedures</p> <p>KB7. personal hygiene, its importance and elements, importance of personal hygiene</p> <p>KB8. how to assist ophthalmologist in clinical management of eyes</p> <p>KB9. procedures and protocols to be followed for eye disorders</p> <p>KB10. basic structure and function of the body system and associated components</p> <p>KB11. process, condition, and resources required by the body to support healthy functioning such as body regulation including maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure; protection from infection, active and passive physical activities</p>

HSS/N3011

Assist ophthalmologist in clinic management

	<p>KB12. hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency</p> <p>KB13. clinical interpretation and required information from the individual's medical history, current health status or other sources to establish it</p> <p>KB14. range of clinical features and conditions that underpin and lead to the investigation or therapy</p> <p>KB15. range of diagnostic or therapeutic results which may require urgent action and how to instigate such action</p> <p>KB16. how to source information regarding the individual's medical history, current health status and presenting condition and any other relevant information</p> <p>KB17. how to obtain and use approved sources of information</p> <p>KB18. importance of maintaining patient's information confidentiality and privacy, and related policies and procedures</p> <p>KB19. importance of a systematic and logical approach towards the analysis of information</p> <p>KB20. importance of appropriate data analysis and validation methods in providing results for clinical interpretation</p> <p>KB21. range of normal and abnormal values and the significance of any variances within the results relevant to the clinical interpretation</p> <p>KB22. verification and authorization protocols to avoid making a premature or incorrect interpretation within your work practice</p> <p>KB23. how to find and check the validity of the individual's results to provide clinical interpretation</p> <p>KB24. how to carry out the test and procedures as guided by the doctor</p> <p>KB25. how to review the results of the initial assessment and initiate any further tests to confirm the diagnosis and the possible underlying causes and hence presenting and explaining the diagnosis to the patient</p> <p>KB26. importance and methods of obtaining valid consent and how to do so</p> <p>KB27. importance of obtaining full and accurate information about an individual and his/her family past medical history and how to do so</p> <p>KB28. how to interpret evidence from an individual's history, baseline observations and tests, and further investigations to make a diagnosis of suspected health conditions</p> <p>KB29. importance of communicating with individuals and relatives in a manner that is consistent with their level of understanding, culture, background and preferred ways of communicating</p> <p>KB30. anatomy and physiology of the human body relevant to the individuals presenting health condition</p>
--	---

HSS/N3011

Assist ophthalmologist in clinic management

	<p>KB31. range of baseline and additional observations/ investigations that can be undertaken, how and when they are performed, their relevance to the diagnostic process</p> <p>KB32. clinical examination skills and procedures appropriate for establishing a diagnosis of suspected health conditions</p> <p>KB33. difference between assessment and diagnosis</p> <p>KB34. normal and abnormal results from investigations and their implications</p> <p>KB35. factors which determine the risk of specific health conditions and the relative impact of these factors</p> <p>KB36. signs, symptoms, and indications of the different stages of specific health conditions</p> <p>KB37. conditions which may present with similar symptoms to suspected health conditions</p> <p>KB38. short, medium, and long-term effects of specific health conditions on physical, psychological, mental and biological states and functions</p> <p>KB39. socio-economic and epidemiological factors affecting specific health conditions</p> <p>KB40. effects, side-effects and potential interactions of different drugs and their effect on the diagnostic process</p> <p>KB41. methods for establishing prognosis and the implication of different types of prognosis</p> <p>KB42. how patient's information should be recorded and stored as per policies and procedures</p> <p>KB43. information technology available to maintain registers and call and recall people for assessments to establish a diagnosis, and how to use it</p>
Skills (S)	
A. Core Skills/ Generic Skill	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write at least one local/ official language used in the local community</p> <p>SA2. record relevant information pertaining to the patient or the clinic in a format which is understandable and usable</p> <p>SA3. write clinical notes on patients' test results, diagnoses, treatment plans and recommendations for follow-up</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. read and correctly interpret instructions, warnings and other text on the labels of products such as contact lenses</p> <p>SA5. read short reports from family physicians and specialists to interpret and extract relevant patient information</p>

HSS/N3011

Assist ophthalmologist in clinic management

	SA6. refer to data in tables and lists to interpret and extract relevant information
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to:
	SA7. communicate effectively with the patient, taking into account his/her physical, emotional, intellectual, social and cultural background
	SA8. question patients appropriately to understand the nature of the complaint or request
	SA9. give clear instructions to patients
	SA10. keep the patient informed about the progress
	SA11. avoid using jargon, slang or acronyms when communicating with a patient
	SA12. communicate with health professionals such as family physicians and ophthalmologists to discuss specific cases or to request consultations for patients
	SA13. listen in a responsive and empathetic manner to establish rapport
	B. Professional Skills
	Decision Making
	The user/individual on the job needs to know and understand how to:
SB1. make decisions about optometric methods and tools	
Plan and Organize	
The user/individual on the job needs to know and understand how to:	
SB2. organize routine patient visits within highly structured appointment schedules	
SB3. shuffle or reschedule appointments to deal with emergencies and unusual time-consuming investigations	
SB4. determine priority cases and decide how to adjust their schedules to provide efficient and quality patient care	
Customer Centricity	
The user/individual on the job needs to know and understand how to:	
SB5. ensure patient's rights, dignity and privacy are protected at all times	
SB6. identify and deal with cultural differences with respect and sensitivity	
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB7. analyse problems and identify and evaluate a range of possible solution(s) to it	
SB8. determine an optimum /best possible solution(s) based on impacting factors and considerations	
SB9. deal with unattended patients until attended by other care providers and to ensure patient satisfaction	
SB10. identify immediate or temporary solutions to resolve delays	
Analytical Thinking	

HSS/N3011

Assist ophthalmologist in clinic management

	The user/individual on the job needs to know and understand how to: SB11. analyse symptoms, test results and patient’s history to diagnose or identify possible eye emergency condition, the patient is suffering from
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. monitor and review the on-going effectiveness of planned activity and modify it accordingly

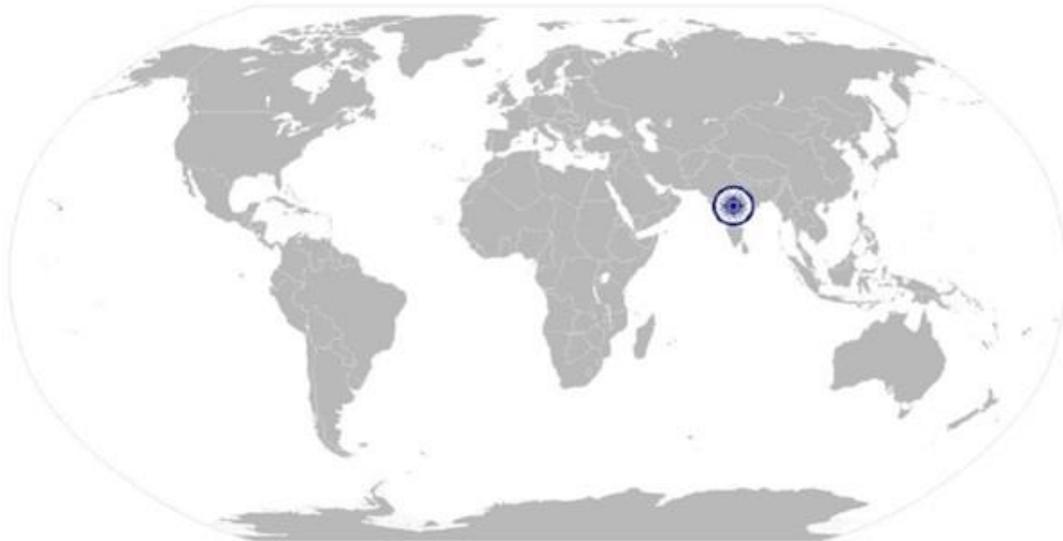


HSS/N3011

Assist ophthalmologist in clinic management

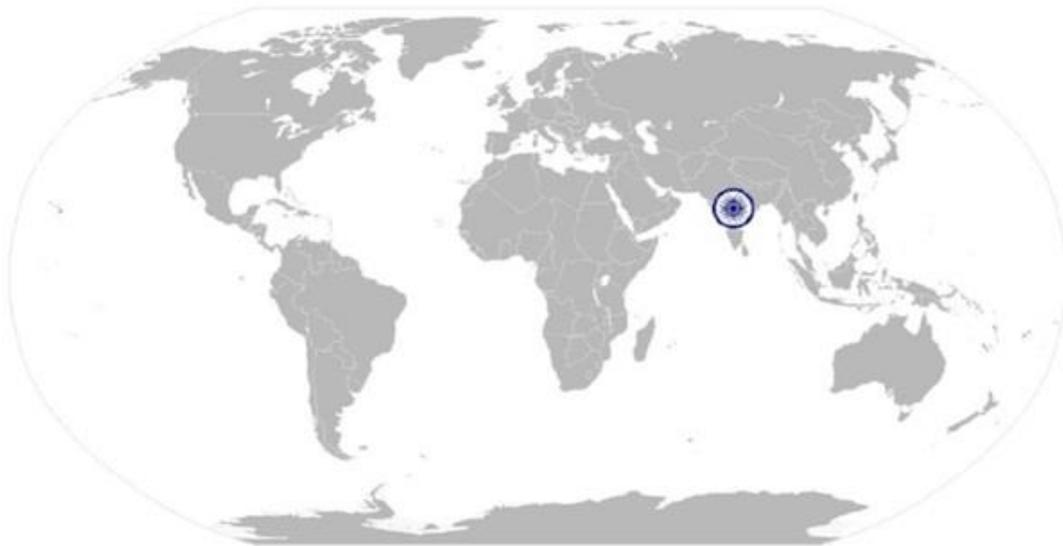
NOS Version Control

NOS Code	HSS/N3011		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Curative	Next review date	16/12/2024



HSS/N9617 Maintain a safe, healthy and secure working environment

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

HSS/N9617 Maintain a safe, healthy and secure working environment

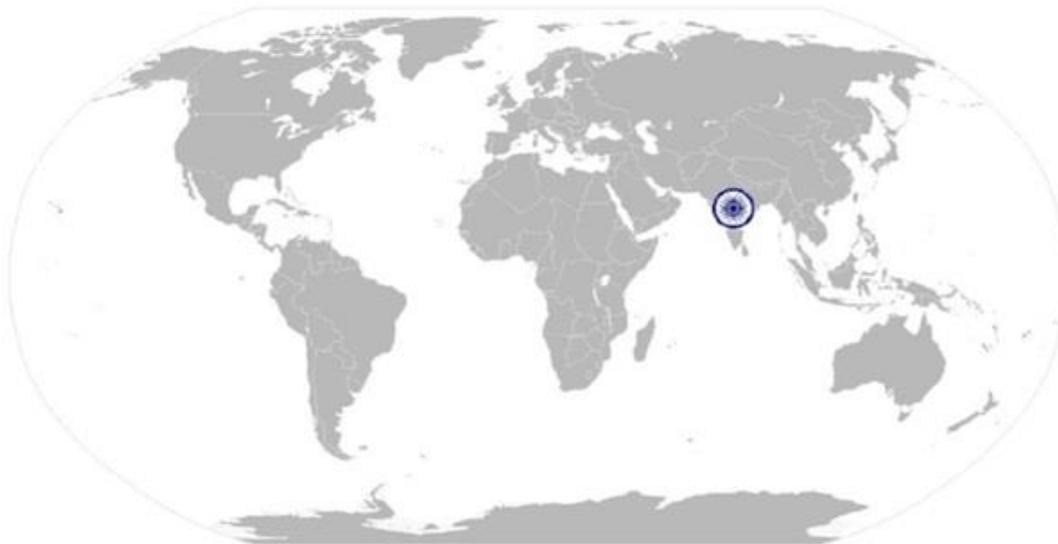
National Occupational Standard	Unit Code	HSS/N9617
	Unit Title (Task)	Maintain a safe, healthy and secure working environment
	Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Comply the health, safety and security requirements and procedures for workplace • Handle any hazardous situation with safely, competently and within the limits of authority • Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Comply the health, safety and security requirements and procedures for workplace	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. comply with health, safety and security procedures for the workplace</p> <p>PC3. comply with health, safety and security procedures and protocols for environmental safety</p>
	Handle any hazardous situation with safely, competently and within the limits of authority	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. identify potential hazards and breaches of safe work practices</p> <p>PC5. identify and interpret various hospital codes for emergency situations</p> <p>PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable</p> <p>PC8. follow the organization’s emergency procedures promptly, calmly, and efficiently</p> <p>PC9. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC10. complete any health and safety records legibly and accurately</p>
	Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC11. report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately</p>

HSS/N9617 Maintain a safe, healthy and secure working environment

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. importance of health, safety, and security in the workplace KA2. basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. person(s) responsible for maintaining healthy, safe and secure workplace KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace KA5. responsibilities of individual to maintain safe, healthy and secure workplace KA6. how to report the hazard
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. requirements of health, safety and security in workplace KB2. how to create safety records and maintaining them KB3. importance of being alert to health, safety, and security hazards in the work environment KB4. common health, safety, and security hazards that affect people working in an administrative role KB5. how to identify health, safety, and security hazards KB6. importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA2. read and understand company policies and procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. report hazards and incidents with the appropriate level of urgency clearly
	Decision Making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. make decisions pertaining to the area of work
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB2. plan for safety of the work environment
	Customer Centricity
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB3. communicate effectively with patients and their family, physicians, and other

HSS/N9617 Maintain a safe, healthy and secure working environment

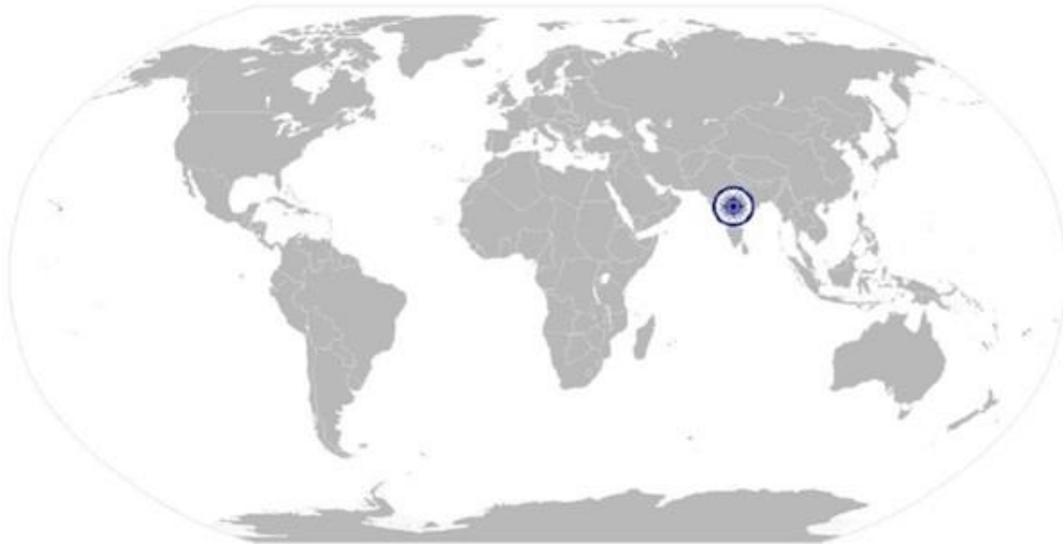
	members of the health care team
	SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	



HSS/N9617 Maintain a safe, healthy and secure working environment

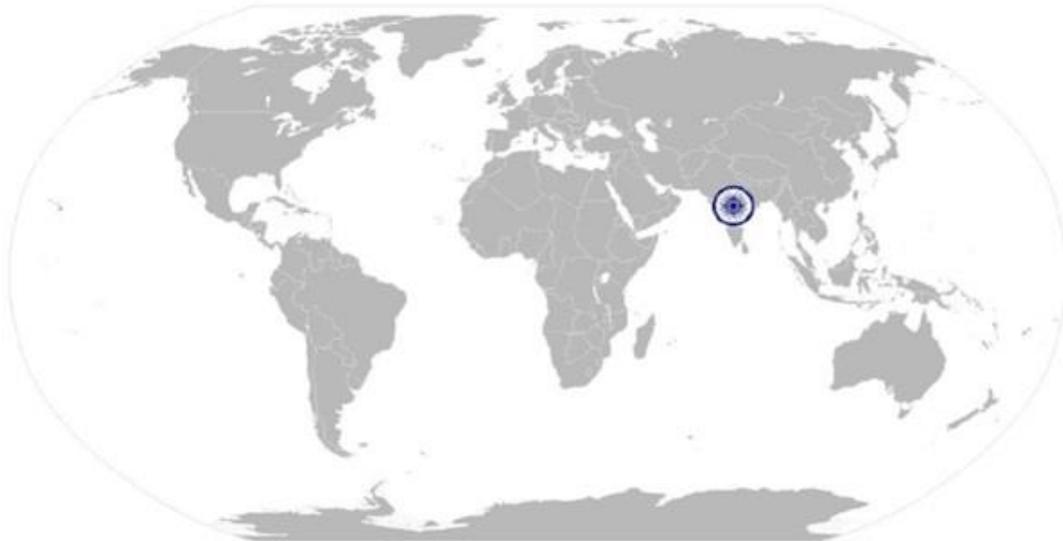
NOS Version Control

NOS Code	HSS/N9617		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Curative	Next review date	16/12/2024



HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required by an individual to manage biomedical waste and to comply with infection control policies and procedures.

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

National Occupational Standard	Unit Code	HSS/N9618
	Unit Title (Task)	Follow infection control policies & procedures including biomedical waste disposal protocols
	Description	This OS unit is about the safe handling and management of health care waste and following infection control polices.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste • Comply with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/ services) • Maintain personal protection and preventing the transmission of infection from person to person
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC2. store clinical or related waste in an area that is accessible only to authorized persons</p> <p>PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter</p>
	Comply with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/ services)	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control</p> <p>PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization</p> <p>PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate</p> <p>PC7. follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC8. remove spills in accordance with the policies and procedures of the organization</p> <p>PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work</p>

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	<p>PC11. confine records, materials and medicaments to a well-designated clean zone</p> <p>PC12. confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
<p>Maintain personal protection and preventing the transmission of infection from person to person</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination</p> <p>PC18. cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/ individual on the job needs to know and understand:</p> <p>KA1. relevant up-to-date information on health, safety, and security that applies to the organization</p> <p>KA2. organization’s emergency procedures and responsibilities for handling hazardous situations</p> <p>KA3. person(s) responsible for health, safety, and security in the organization</p> <p>KA4. good personal hygiene practice including hand care</p> <p>KA5. the current national legislation, guidelines, local policies and protocols which affect work practice</p>
<p>B. Technical Knowledge</p>	<p>The user / individual on the job needs to know and understand:</p> <p>KB1. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>KB2. the importance to adhere to the organizational and national waste management principles and procedures</p> <p>KB3. the hazards and risks associated with the disposal and the importance of</p>

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	<p>risk assessments and how to provide these</p> <p>KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment</p> <p>KB7. identification and management of infectious risks in the workplace</p> <p>KB8. aspects of infectious diseases including opportunistic organisms, pathogens</p> <p>KB9. basic microbiology including bacteria and bacterial spores, fungi, viruses</p> <p>KB10. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition</p> <p>KB11. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and infants or elderlies</p> <p>KB12. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill</p> <p>KB13. sharps handling and disposal techniques</p> <p>KB14. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed</p> <p>KB15. how to use personal protective equipment</p> <p>KB16. the personal clothing and protective equipment required to manage the different types of waste generated by different work activities</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
	Oral Communication (Listening and Speaking Skills)
B. Professional Skills	The user/ individual on the job needs to know and understand how to: SA3. listen patiently SA4. clearly report hazards and incidents with the appropriate level of urgency
	Decision Making
	The user/ individual on the job needs to know and understand how to: SB1. take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/ individual on the job needs to know and understand how to:
	SB3. consistently follow the procedure for washing and drying hands
	SB4. consistently maintain clean surfaces and limit contamination
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB5. make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/ individual on the job needs to know and understand how to:
SB6. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections	
Analytical Thinking	
The user/ individual on the job needs to know and understand how to:	
SB7. analyze the seriousness of hazards pertaining to hospital waste and related infections	
Critical Thinking	
The user/ individual on the job needs to know and understand how to:	
SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act	
SB9. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues	

HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

NOS Version Control

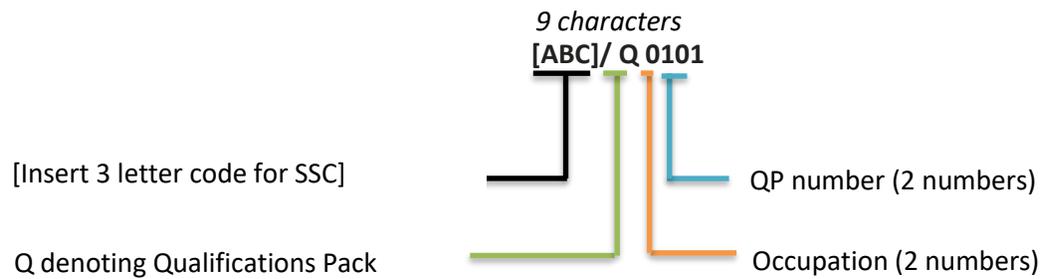
NOS Code	HSS/N9618		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Curative	Next review date	16/12/2024



Annexure

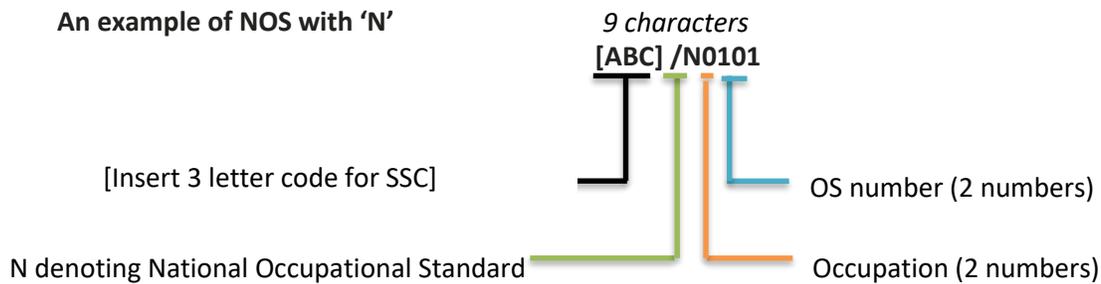
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Diagnostic	01-20
Curative Services	21-50
Non-direct Care	51-75
Community Related	76-85
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry Name	HSS
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria for Assessment of Trainees

Job Role: Vision Assistant

Qualification Pack: HSS/Q3003

Sector Skill Council: Healthcare Sector Skill Council

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below.)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS			Marks Allocation			
Total Marks: 1000						
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Theory	Viva	OJT	Skills Practical
HSS/N3001 Obtain the case history	PC1.obtain the present and past history of the patient having ocular and/or visual symptoms in the prescribed format as per organizational policies and procedures	74	30	10	6	4
	PC2.collect patient's history regarding social and family history in the prescribed format					4
	PC3.obtain information about the patient's existing use of optical correction devices					5
	PC4.maintain patient's confidentiality					5
	PC5.build a rapport with patients while case-taking					5
	PC6.answer the patient's query patiently					5
		74	30	10	6	28
HSS/N3002 Measure visual acuity	PC1.confirm patient's existing use of optical correction and record the PGP (Present Glass Prescription)- distance, intermediate, near and	93	30	20	12	5

	prismatic corrections of visual aids) accurately with correct notation					
	PC2.select appropriate visual acuity test/chart according to patient's age, cooperation, ability, any cultural and special needs					4
	PC3.ensure to correctly illuminate the vision acuity chart as per standards, for testing					4
	PC4.ensure position and alignment of patient from test chart, as specified, and change the distance from test chart where appropriate					4
	PC5.provide the patient clear instructions regarding the procedure and confirm patient's understanding of it and its related requirements					4
	PC6.ensure correct use of occluder, pinhole and stenopaeic slit					5
	PC7.accurately record results and patient responses in standard format					5
		93	30	20	12	31
HSS/N3012 Assess refractive status using autorefractor	PC1.cross-check patient's vision related issues and existing use of optical corrections before beginning the procedure	176	60	30	25	4
	PC2.determine the patient's visual needs					4
	PC3.ensure correct positioning and alignment of patient as per standard protocols					4
	PC4.provide the required procedural information and instructions to the patient clearly, confirming their understanding of the same					4
	PC5.support health professional in identifying any refractive errors					4
	PC6.instill mydriatic or cycloplegic drops or ointments as indicated by health professional following applicable protocols					4
	PC7.perform measurements of refractive error using an autorefractor					4
	PC8.measure refractive error for distance both with and without instilling drops					4
	PC9.record the result accurately with correct notation					4
	PC10.identify appropriate alternatives for correction as per the nature of the refractive error under supervision					4
	PC11.support health professional in identifying any associated pathological conditions					4

	PC12.record improvement in the visual acuity, visual function, and visual comfort of patients with refractive error post correction					3
	PC13.recommend various exercises to the patient for alleviating the eye strain					3
	PC14.explain the patient about the follow-up care as suggested by health professional					5
	PC15.answer any queries raised by the patient on aftercare					3
	PC16.discuss the queries related to management of any side effects with relevant authority					3
		176	60	30	25	61
HSS/N3004 Dispense spectacles and dispense optical prescriptions accurately	PC1.ascertain the presence of conditions such as near-sightedness, farsightedness, or astigmatism based on tests and patient's reports	81	35	10	10	5
	PC2.measure existing visual aids of patient with manual and automatic focimeters with respect to distance, intermediate, near and prismatic corrections					4
	PC3.advise continued use of existing optical correction or new spectacles as required					4
	PC4.explain to the patient and their relatives, the importance of using optical correction					4
	PC5.dispense eyeglasses and contact lenses, low vision aids, and topical medications for the eyes as per optical prescriptions					4
	PC6.verify that the spectacles contain precise measurements and the type of lenses as per prescription before dispensing the same					5
		81	35	10	10	26
HSS/N3010 Support clients in selecting appropriate spectacle frames or contact lenses	PC1.determine lens specifications by interpreting and examining written prescriptions	155	58	15	30	5
	PC2.use a lensometer to record current eyeglass prescription					2
	PC3.examine contact lenses using appropriate instruments					6
	PC4.provide lens prescriptions and information on lens size, material, colors, and style to concerned official					5
	PC5.verify the glasses as per specifications					2
	PC6.file record of prescriptions accurately as per organization processes					5
	PC7.advise eyeglass frames, lenses, and lens coatings as per need and patient preference					5

	PC8.provide information to clients about adapting to, wearing, or caring for eyeglasses/contact lenses					5
	PC9.demonstrate how to insert, remove, and care for their contact lenses, and ensure the fit is correct					5
	PC10.fix, adjust, and refit broken frames					6
	PC11.adjust the glasses or contact lenses to ensure proper fit and comfort					6
		155	58	15	30	52
HSS/N3011 Assist ophthalmologist in the clinic management	PC1.schedule appointments and send reminders to the patients about their upcoming appointments	298	96	55	45	5
	PC2.gather personal information from the patient including address and insurance provider information					5
	PC3.perform cancellations and re-schedule appointments as required					4
	PC4.organize all relevant information in standardized formats related to patient's profile as per standard procedure for various purposes					3
	PC5.carry out detailed paperwork for documenting clinical and procedure related records as per norms and legislation					4
	PC6.use Hospital Information System (HIS) to maintain longevity of the records					5
	PC7.retrieve patient's medical charts as and when required					5
	PC8.perform patient's billing activities as per the ophthalmologist's orders					5
	PC9.prepare patients for examination and procedure					6
	PC10.apply eye medications and eye drops as per ophthalmologist's instructions					6
	PC11.check if the equipment used during surgery, procedures or testing is sterilized and ready for use					4
	PC12.ensure availability of adequate stock of supplies and equipment in examination and procedure rooms					4
	PC13.change the eye bandages following the eye surgery/procedure as per ophthalmologist's instructions					4
	PC14.demonstrate the procedure of insertion and removal of contact lenses to the patient					4

	PC15. identify the relevant eye-care related information leaflets and hand it over to the patient					6
	PC16. inform the patient regarding the next follow-up schedule					4
	PC17. review the medical records for completeness and maintain them as per the organization protocol					4
	PC18. enter the laboratory results in the report carefully					4
	PC19. store current and past records safely and securely as per organizational policy					4
	PC20. retain all medical records for a time specified in the organizational policies					4
	PC21. dispose of medical records as per Standard Operating Procedure (SOPs)					4
	PC22. take written consent of authorized officer or follow organizational policy for sharing any patient related information to others					4
	PC23. ensure that medical records are kept secured and treated confidential					4
		298	96	55	45	102
HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements	59	20	30	9	0
	PC2. comply with health, safety and security procedures for the workplace					
	PC3. comply with health, safety and security procedures and protocols for environmental safety					
	PC4. identify potential hazards and breaches of safe work practices					
	PC5. identify and interpret various hospital codes for emergency situations					
	PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority					
	PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable					
	PC8. follow the organization's emergency procedures promptly, calmly, and efficiently					
	PC9. identify and recommend opportunities for improving health, safety, and security to the designated person					

	PC10. complete any health and safety records legibly and accurately					
	PC11. report any identified breaches in health, safety, and security procedures to the designated person					
	PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately					
		59	20	30	9	0
HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols	PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release					
	PC2. store clinical or related waste in an area that is accessible only to authorized persons					
	PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter					
	PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control					
	PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization	64	21	30	13	0
	PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate					
	PC7. follow protocols for care following exposure to blood or other body fluids as required					
	PC8. remove spills in accordance with the policies and procedures of the organization					
	PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled					
	PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work					
	PC11. confine records, materials and medicaments to a well-designated clean zone					

PC12. confine contaminated instruments and equipment to a well-designated contaminated zone					
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols					
PC14. replace surface covers where applicable					
PC15. maintain and store cleaning equipment					
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures					
PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination					
PC18. cover cuts and abrasions with water-proof dressings and change as necessary					
PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact					
PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection					
	64	21	30	13	0