

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.....	3
4. OS Units.....	5
5. Annexure: Nomenclature for QP & OS.....	54
6. Assessment Criteria.....	56

Introduction

Qualification Pack- General Duty Assistant

SECTOR/S: HEALTHCARE

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Non-Direct Care

REFERENCE ID: HSS/Q5101

ALIGNED TO: NCO-2015/5329.0101

Brief Job Description: Individuals in this job provide patient care and assist in preparing patient's unit. Some of the key responsibilities of a General Duty Assistant are to provide personal care, comfort and assistance in fulfilling the nutritional and elimination needs of the patient while ensuring their safety

Personal Attributes: The job requires the candidate to be empathetic, mature, compassionate, patient centric. The candidate must be polite and should show respect to the patients belonging to diverse cultural backgrounds. The individual should have good communication and interpersonal skills.

Job Details	Qualifications Pack Code	HSS/Q5101		
	Job Role	General Duty Assistant		
	Credits	TBD	Version number	2.0
	Sector	Healthcare	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
	Occupation	Non-Direct Care	Next review date	16/12/2024
	NSQC Clearance on	NA		

Job Role	General Duty Assistant
Role Description	Individuals in this job provide patient care and assist in preparing patient's unit. Some of the key responsibilities of a General Duty Assistant are to provide personal care, comfort and assistance in fulfilling the nutritional and elimination needs of the patient while ensuring their safety
NSQF Level	4
Minimum Educational Qualifications	10 th Pass
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/N5133: Assist patient in bathing, dressing up and grooming HSS/N5104: Support individuals to eat and drink HSS/N5105: Assist the patient in maintaining normal elimination HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital HSS/N5135: Provide support in routine activities of in-patient department HSS/N5115: Carry out last office (death care) 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 organisation.
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.
Organisational Context	Organisational context includes the way the organisation 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.

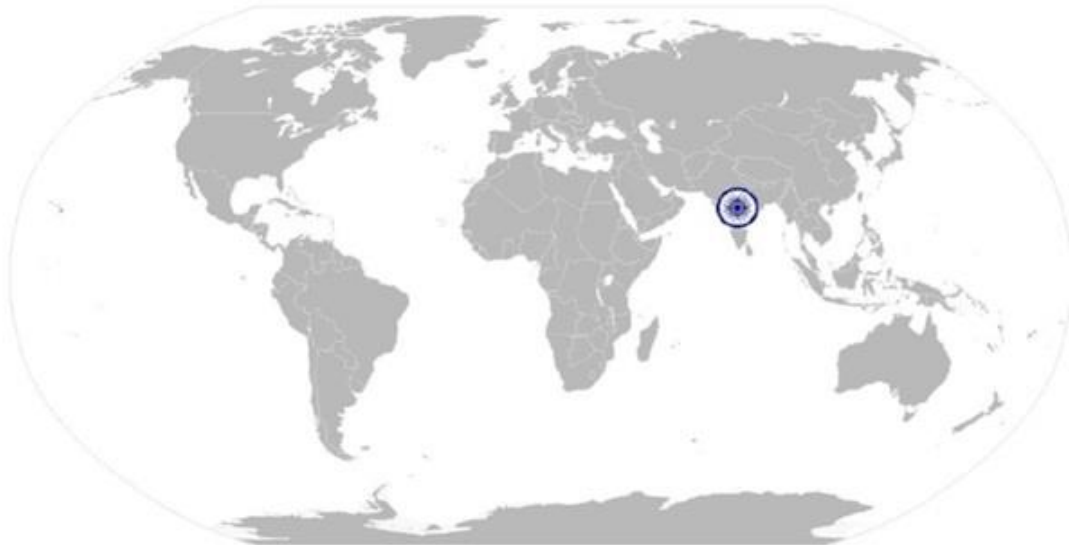
Acronyms

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.
Keywords/ Terms	Description
HIV	Human Immunodeficiency Virus
MLC	Medico Legal Case
MTP	Medical Termination of Pregnancy
NOS	National Occupational Standard(S)
OS	Occupational Standard(S)
QP	Qualification Pack

HSS/N5133

Assist patient in bathing, dressing up and grooming

National Occupational Standard



Overview

This OS unit is about assisting the patient in bathing, dressing up and grooming to cleanse the patient's body, stimulate blood circulation and improve self-image.

HSS/N5133

Assist patient in bathing, dressing up and grooming

National Occupational Standard	Unit Code	HSS/N5133
	Unit Title (Task)	Assist patient in bathing, dressing up and grooming
	Description	This OS unit is about assisting the patient in bathing, dressing up and grooming to cleanse the patient's body, stimulate blood circulation and improve self-image.
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> • Maintain patient's privacy • Assist the patient in bathing • Assist the patient in dressing up • Assist the patient in grooming
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain patient's privacy	To be competent, the user/individual on the job must be able to: <p>PC1. ensure patient's privacy using various means like screens, curtains, locking the door, etc.</p> <p>PC2. drape the patient once the procedures (such as back care, dressing up, perineal care) are completed</p>
	Assist the patient in bathing	<p>PC3. identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort.</p> <p>PC4. dry patient's skin with a towel and offer back rub after bathing or at bed time to stimulate circulation while ensuring patient's safety</p> <p>PC5. clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use</p> <p>PC6. check the water temperature before patient checks in for bathing</p> <p>PC7. clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes</p> <p>PC8. report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc</p>
	Assist the patient in dressing up	<p>PC9. use standard procedure and protocols for dressing-up a patient</p> <p>PC10. select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols</p> <p>PC11. ensure clothes and the footwear fit the patient correctly</p> <p>PC12. ensure the clothing is fastened with elastic fasteners</p> <p>PC13. remove all the accessories like belts, jewellery and scarfs and hand over to the patient's family with proper documentation</p>

HSS/N5133

Assist patient in bathing, dressing up and grooming

<p>Assist the patient in grooming</p>	<p>PC14. follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient’s comfort and condition in mind</p> <p>PC15. perform care activities cautiously to avoid injuries to the skin and membranes</p> <p>PC16. store dentures as per latest guidelines/manufacturer’s recommendations with patient’s identification details to avoid confusion</p> <p>PC17. do part preparation for operative procedure under guidance as per directives from concerned authority</p> <p>PC18. report unusual findings to the concerned authority</p> <p>PC19. encourage patient to do as much as possible to promote independence in carrying out activities of daily living</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. important relevant protocols, good practices, standards, policies and procedures</p> <p>KA2. basic structure and function of the healthcare system in the country</p> <p>KA3. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA4. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA5. how to engage with medical team or concerned authority for support in case of requirement</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to assist patients during complete bed bath, partial bed bath or tub bath</p> <p>KB2. how to give a back rub to the patient</p> <p>KB3. how to clean dentures and store them</p> <p>KB4. how to perform oral care in unconscious patients or patients with altered sensorium</p> <p>KB5. how to prepare patient for hair care</p> <p>KB6. how to prepare patient before cutting the nails</p> <p>KB7. how to prepare patient before providing oral care</p> <p>KB8. how to dress and undress patient without causing discomfort</p> <p>KB9. dressing procedure to prevent spread of infection</p> <p>KB10. appropriate clothing depending upon the patient’s condition and the general environment</p> <p>KB11. how to manage additional equipment like catheter or IV lines (intravenous) while performing the dressing task</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>

HSS/N5133

Assist patient in bathing, dressing up and grooming

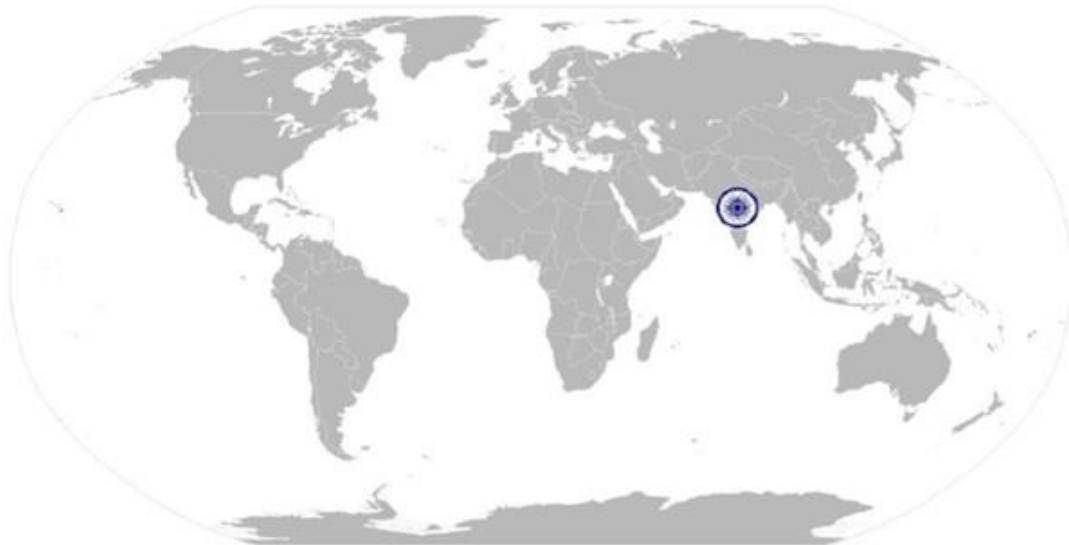
	SA1. use effective written communication protocols
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA3. use effective communication with colleagues and other health professionals
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB1. develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand: SB2. ensure that all activities of patient care are performed keeping in consideration the patient's health benefits
	Problem Solving
	The user/individual on the job needs to: SB3. how to seek the help of nurse for solving the problem if there is an unusual finding
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. use the existing experience for improving the comfort during process
Critical Thinking	
The user/individual on the job needs to know and understand how to: Not Applicable	

HSS/N5133

Assist patient in bathing, dressing up and grooming

NOS Version Control

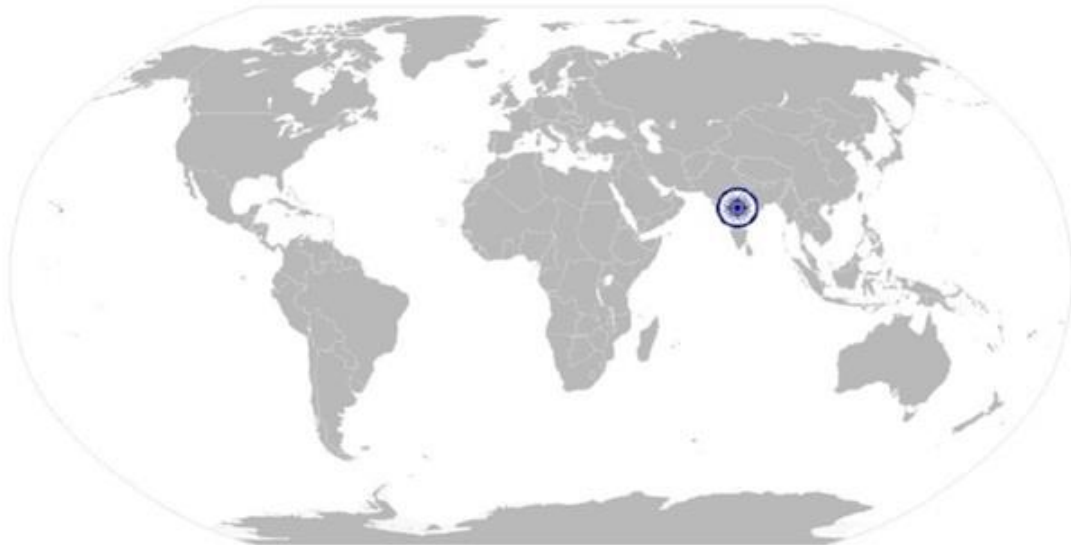
NOS Code	HSS/N5133		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



HSS/N5104

Support individuals to eat and drink

National Occupational Standard



Overview

This OS unit is about assisting the patient in maintaining overall nutrition for physical and mental wellbeing, increasing energy levels, enhancing immunity and hastening the healing process.

HSS/N5104

Support individuals to eat and drink

National Occupational Standard	Unit Code	HSS/N5104
	Unit Title (Task)	Support individuals to eat and drink
	Description	This OS unit is about assisting the patient in maintaining overall nutrition for physical and mental wellbeing, increasing energy levels, enhancing immunity and hastening the healing process.
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Provide adequate support to the patient during drinking and eating
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Provide adequate support to the patient during drinking and eating	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. wash one's hands and the patient to maintain hygiene and to prevent spread of infections PC2. make the patient comfortable and encourage them to eat and drink independently as much as possible PC3. use appropriate cutlery while feeding the patient, keeping in view the food temperature PC4. ensure the food provided is according to the dietary prescription of the attending physician or dietician PC5. assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly PC6. assist the patient to maintain elimination needs and oral care prior to feeding PC7. wipe the patients' hands and mouth and clean their dress after the procedure PC8. maintain self-cleanliness and hygiene after feeding PC9. provide water or liquid diet to the patient according to the prescribed instruction PC10. ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration PC11. report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance PC12. measure the details of the intake and record them appropriately
	Knowledge and Understanding (K)	
	A. Organizational Context	The user/individual on the job needs to know and understand:

HSS/N5104

Support individuals to eat and drink

<p>(Knowledge of the company / organization and processes)</p>	<p>KA1. important relevant protocols, good practices, standards, policies and procedures</p> <p>KA2. basic structure and function of the healthcare system in the country</p> <p>KA3. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA4. how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality, innovative services</p> <p>KA5. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA6. how to engage with medical team or concerned authority for support in case of requirement</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. basic structure and function of the body system and associated component</p> <p>KB2. the importance of balanced and healthy diet as prescribed by the physician/ dietician</p> <p>KB3. appropriate diet for different medical conditions</p> <p>KB4. symptoms like choking or uneasiness while feeding</p> <p>KB5. how to differentiate between types of diet including solid, semi-solid and liquid</p> <p>KB6. body regulation mechanisms including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure</p> <p>KB7. measures for protection from infection</p>
<p>Skills (S)</p>	
<p>A. Core Skills / Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. use effective written communication protocols</p> <p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. read and correctly interpret work related documents</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>SA3. use effective communication with colleagues and other health professionals</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>Not Applicable</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p>

HSS/N5104

Support individuals to eat and drink

	SB1. arrange the file management area for easy access and efficiency
	SB2. develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. ensure that all activities of patient care are performed keeping in consideration the patient's health benefits
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB4. seek the help of nurse for solving the problem if there is an unusual finding
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB5. use the existing experience for improving the comfort during the process	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
Not Applicable	

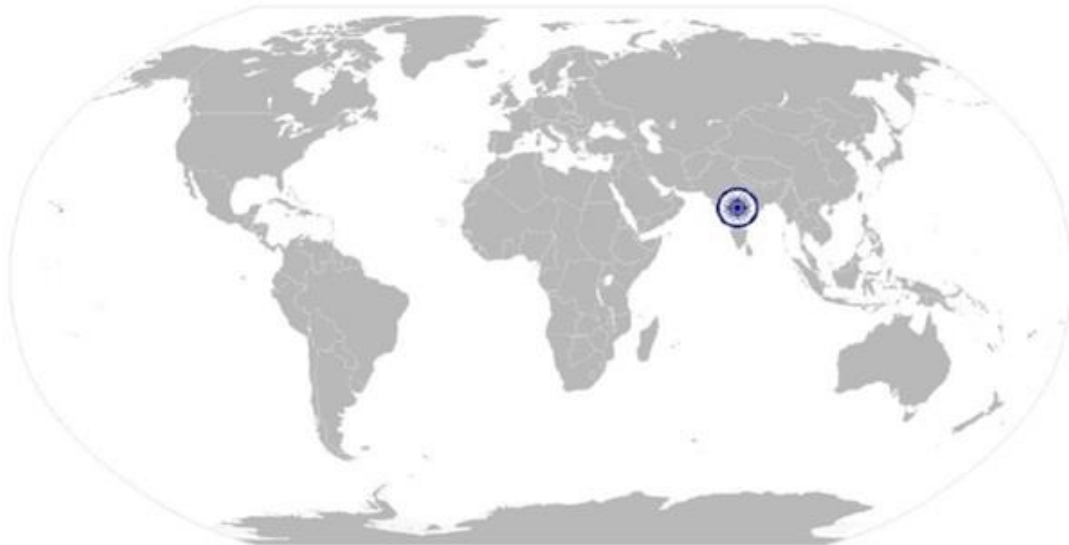


HSS/N5104

Support individuals to eat and drink

NOS Version Control

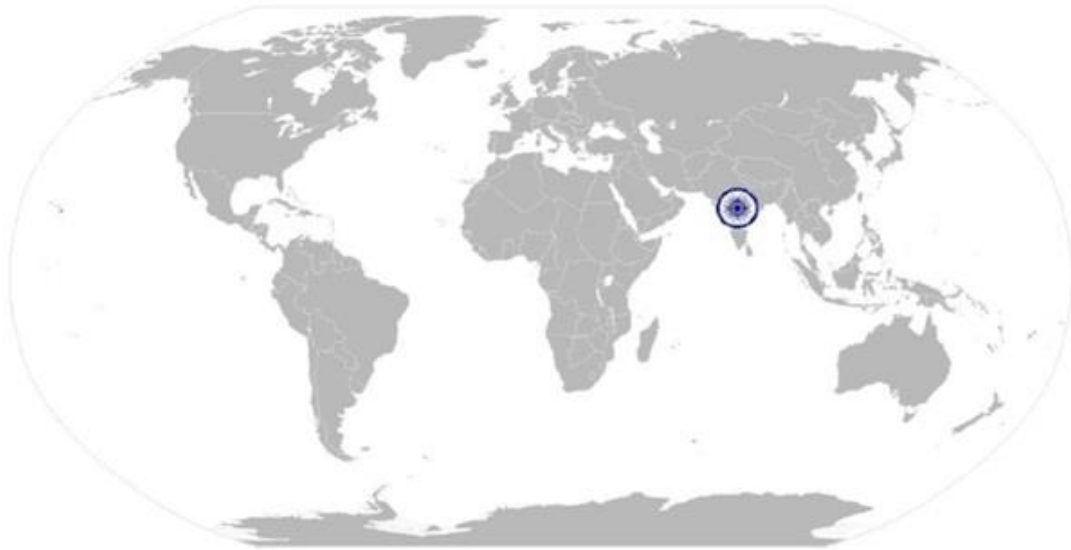
NOS Code	HSS/N5104		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



HSS/N5105

Assist the patient in maintaining normal elimination

National Occupational Standard



Overview

This OS unit is about assisting the patient in urination and defecation and maintaining hygiene during the process.

HSS/N5105

Assist the patient in maintaining normal elimination

Unit Code	HSS/N5105
Unit Title (Task)	Assist the patient in maintaining normal elimination
Description	This OS unit is about assisting the patient in urination and defecation and maintaining hygiene during the process.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Support the patient during elimination needs
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Support the patient during elimination needs	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. respond promptly to patients' elimination needs as per hospitals/procedural protocols PC2. assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode PC3. wash the patient's and one's hands to prevent infection PC4. ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage PC5. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition PC6. empty the uro bag frequently as per standard procedures and record the output under supervision PC7. clean and disinfect the equipment after use PC8. record changes in color or texture of the faeces and report unusual findings immediately PC9. measure output and record them
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. important relevant protocols, good practices, standards, policies and procedures KA2. basic structure and function of the healthcare system in the country KA3. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA4. the nature, aims, objectives, values, policies and systems of the organization KA5. how to engage with medical team or concerned authority for support in case of requirement
B. Technical Knowledge	The user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. how to assist immobile patient in using a bed pan KB2. how to assist a mobile patient to use the commode

HSS/N5105

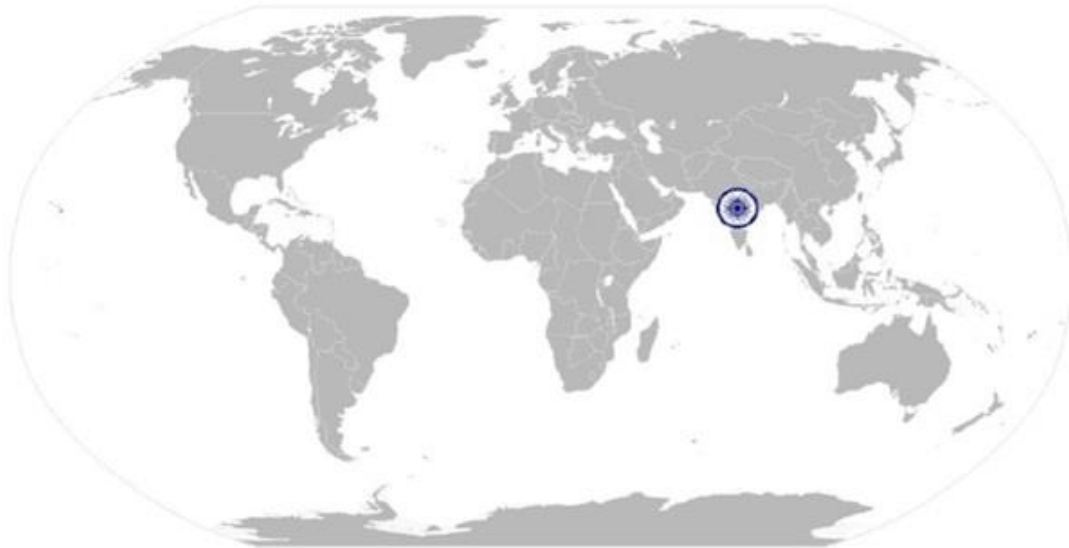
Assist the patient in maintaining normal elimination

	<p>KB3. how to check for kinks and obstruction in an indwelling catheter</p> <p>KB4. the process of cleaning and wiping the patient after elimination to prevent infections</p> <p>KB5. how to identify change in colour, odour or texture of the faeces</p> <p>KB6. basic structure and function of the body system</p> <p>KB7. process, condition & resources required by the body to support healthy functioning</p> <p>KB8. common medical terminologies and abbreviations used</p>	
Skills (S)		
A. Core Skills / Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: SA1. use effective written communication protocols where necessary	
	Reading Skills	
	The user/ individual on the job needs to know and understand how to: SA2. read and correctly interpret work related documents	
	Oral Communication (Listening and Speaking Skills)	
	The user/individual on the job needs to know and understand how to: SA3. use effective communication with colleagues and other health professionals while maintaining a professional attitude SA4. listen to colleagues and other health professionals SA5. communicate with the concerned person if the information provided or the medical records are not complete	
	B. Professional Skills	Decision Making
		The user/ individual on the job needs to know and understand how to: Not Applicable
		Plan and Organize
		The user/individual on the job needs to know and understand how to: SB1. plan the activity and organize the same with other team members if they are needed
Customer Centricity		
The user/ individual on the job needs to know and understand how to: SB2. ensure that all patient's care activities are performed keeping in consideration the patient's comfort and willingness		
Problem Solving		
The user/ individual on the job needs to know and understand how to: SB3. communicate patient's concerns to appropriate authority		
Analytical Thinking		
The user/individual on the job needs to know and understand how to: SB4. use the existing experience for improving the comfort during process		

HSS/N5105

Assist the patient in maintaining normal elimination

	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not Applicable

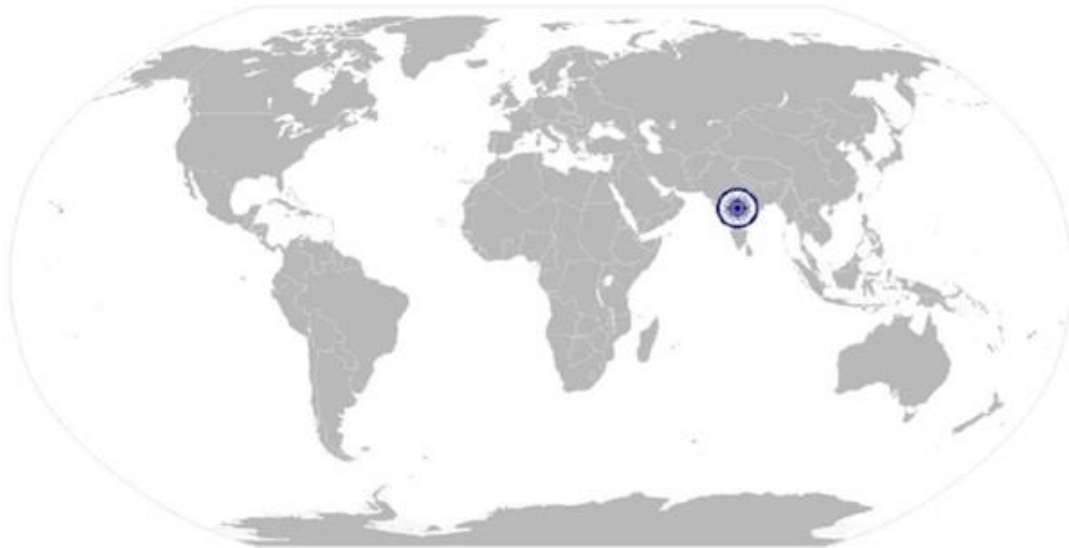


HSS/N5105

Assist the patient in maintaining normal elimination

NOS Version Control

NOS Code	HSS/N5105		
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	Non-Direct Care	Next review date	16/12/2024



HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital

National Occupational Standard



Overview

This unit is about transferring a patient using proper body mechanics and mobility equipment. This unit also entails transferring patient samples, drugs, patient documentation (patient files, discharge summary etc.) within the hospital.

HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital

National Occupational Standard	Unit Code	HSS/N5134
	Unit Title (Task)	Transferring patients and their samples, drugs, documents within the hospital
	Description	This unit is about transferring a patient using proper body mechanics and mobility equipment. This unit also entails transferring patient samples, drugs, patient documentation (patient files, discharge summary etc.) within the hospital.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Transfer the patient • Transfer patient’s paraphernalia such as samples, drugs and documents within hospital
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Transfer the patient	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. check patient’s medical condition before transfer and estimate if additional help is required based on his/her weight and ability PC2. ensure that the correct patient is being transferred PC3. ensure the patient has comfortable clothing during transfer process PC4. maintain patient’s privacy during the transfer process PC5. use the correct equipment and techniques for transferring the patients to avoid falls or injuries PC6. use proper body mechanics for transferring the patient PC7. ensure that tubings attached to patient are intact while transferring
	Transfer patient’s paraphernalia such as samples, drugs and documents within hospital	<ul style="list-style-type: none"> PC8. hand over the patient’s documents, samples and drugs to the concerned authority carefully PC9. check if patient’s identity on the document and samples are coherent
	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. how to and whom to inform in case of observing something which is clinically important KA2. relevant protocols, good practices, standards, policies and procedures KA3. basic structure and function of the healthcare system in the country KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA5. professional standards and codes of practice for the area of work KA6. how to balance responsibilities as a professional with organizational and contractual requirements

HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital

	<p>KA7. the nature, aims, objectives, values, policies and systems of the organization</p> <p>KA8. relevant legislation, standards, policies, procedure, human rights perspective for patients</p> <p>KA9. how to engage with medical team or concerned authority for support in case of requirement</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. follow relevant protocols, good practices, standards, policies and procedures while transferring the patient</p> <p>KB2. use equipment and techniques correctly to avoid injury or inconvenience to the patient</p> <p>KB3. how to use the equipment like wheelchairs and stretchers</p> <p>KB4. how to maneuver smaller equipment like catheters while transferring the patient</p> <p>KB5. how to use body mechanics while transferring the patient to prevent injury or fall</p> <p>KB6. how to determine patients' general medical condition before mobility</p> <p>KB7. use of correct equipment and how to follow proper procedures</p> <p>KB8. how and when to use the brakes on the transferring equipment during the transfer process</p> <p>KB9. ensure that all the required equipment is available for transfer</p> <p>KB10. how to assess the patient's size and understand if one needs help to transfer the patient safely</p> <p>KB11. how to protect special attachments like drainage tubings, catheters during transfer</p> <p>KB12. how to move the patient/equipment on ramps, slopes, ladder, lift, rough surfaces, etc.</p> <p>KB13. how to handover the document and drugs and receive the acknowledgment</p> <p>KB14. the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.</p> <p>KB15. basic structure and function of the body system</p> <p>KB16. process, condition & resources required by the body to support healthy functioning</p> <p>KB17. how to communicate with the patient and count till three so that the patient knows when to move</p> <p>KB18. significance of asking the patient if he is comfortable during the transferring process.</p> <p>KB19. when to check and make request for assistance if required</p> <p>KB20. how to assist the patient in moving from the bed to the stretcher/wheelchair or vice versa by using correct body mechanics</p> <p>KB21. how to check all equipment before moving the patient and ensure safety of additional equipment like catheter while moving the patient</p> <p>KB22. when to set brakes at destination only to prevent falls and injuries</p>

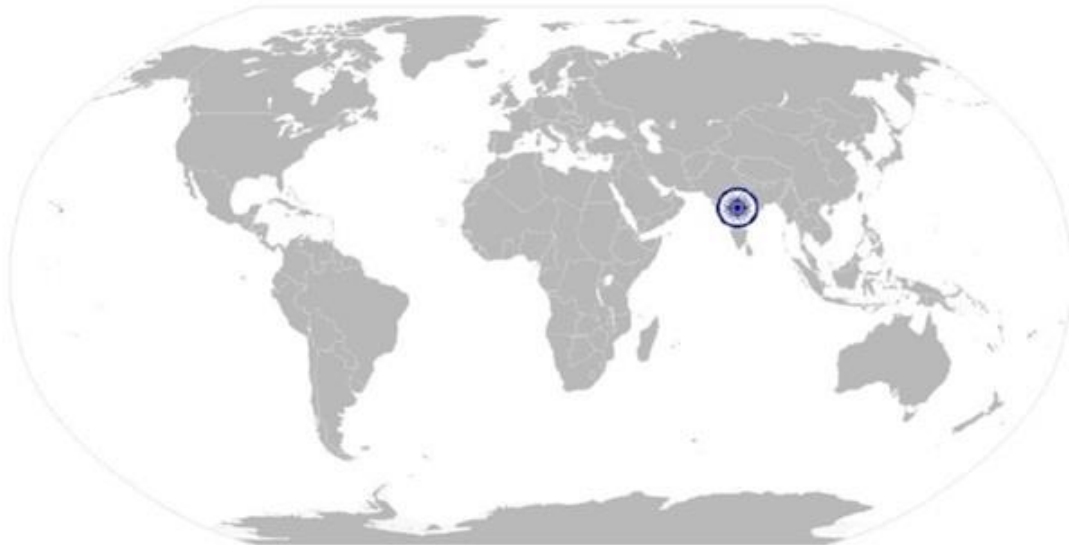
HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital

	KB23. the location where the patient needs to be transferred to
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. record when and where the patient is being moved as per the protocols
	Reading Skills
	The user/individual on the job needs to: SA2. read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: SA3. use effective communication with colleagues and other health professionals
A. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB5. develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand: SB6. ensure that all activities of patient care are performed keeping in consideration the patient's health benefits
	Problem Solving
	The user/individual on the job needs to: SB7. how to seek the help of nurse for solving the problem if there is an unusual finding
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. use the existing experience for improving the comfort during process
Critical Thinking	
The user/individual on the job needs to know and understand how to: Not Applicable	

HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital

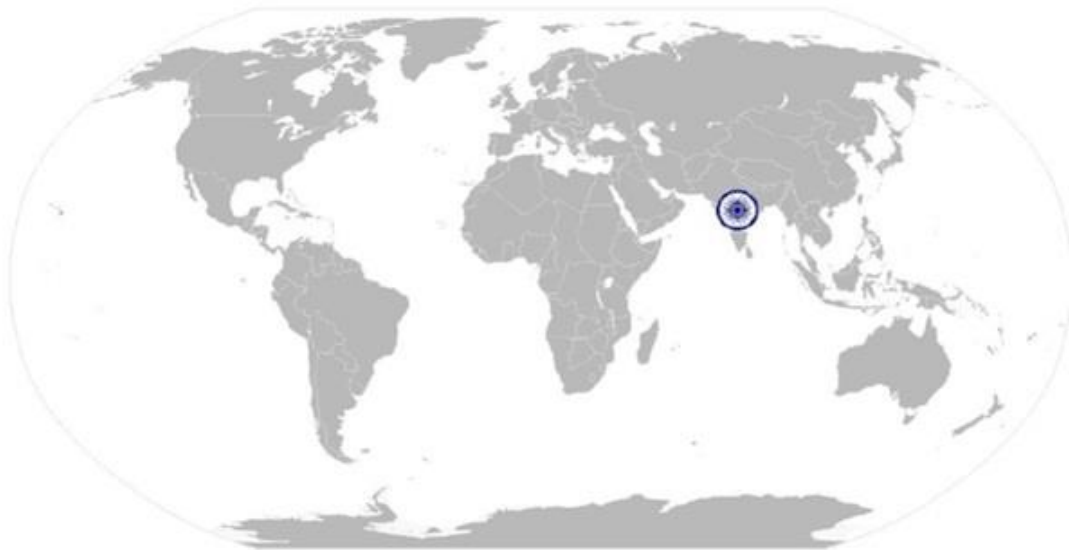
NOS Version Control

NOS Code	HSS/N5134		
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	Non-Direct Care	Next review date	16/12/2024



HSS/N5135 Provide support in routine activities of in-patient department

National Occupational Standard



Overview

This OS unit is about assisting the nurse in making observations and reporting changes in patient's condition; taking appropriate measurements and cleaning basic clinical equipment, changing/ transferring/ managing laundry/ linen on the floor.

HSS/N5135 Provide support in routine activities of in-patient department

National Occupational Standard	Unit Code	HSS/N5135
	Unit Title (Task)	Provide support in routine activities of in-patient department
	Description	This OS unit is about assisting the nurse in making observations and reporting changes in patient's condition; taking appropriate measurements and cleaning basic clinical equipment, changing/ transferring/ managing laundry/ linen on the floor.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • respond to call promptly • observe and report changes in patient's overall condition • support the healthcare team in measurement of patient's parameters • decontaminate commonly used basic patient care equipment • manage changing and transporting laundry/ linen on the floor
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	respond to call promptly	To be competent, the user/individual on the job must be able to: <p>PC1. respond to call bell and identify if the call is for a medical need or a non-medical need and communicate it to the nurse accordingly and appropriately</p> <p>PC2. meet patient's needs whenever required, courteously and sensitively</p> <p>PC3. observe and ensure the call bell is turned off after the purpose is served</p> <p>PC4. survey the patients' surrounding and take appropriate action like checking if drinking water is available in the room.</p>
	Observe and report changes in patient's overall condition	PC5. report color changes like bluish or yellowish discoloration of the skin PC6. report changes in odour or consistency of urine and stools PC7. communicate the observations in an appropriate language PC8. differentiate between immediate and routine reporting requirements
	support the healthcare team in measurement of patient's parameters	PC9. assist the nurse in measuring patient's height and weight using different types of scales including manual and digital PC10. ensure that patient is comfortable and positioned correctly while taking measurements PC11. ensure patient's safety to prevent a fall or an injury
	Decontaminate commonly used basic patient care equipment	PC12. identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority PC13. follow standard operating procedures for decontamination as per manufacturer's instructions/ organizational policies PC14. handle equipment safely or seek the help of nurse while decontamination PC15. use appropriate protective clothing and equipment while decontamination PC16. report to concerned authority about the equipment that are unsuitable for use PC17. dispose off any waste safely and according to organization protocol PC18. maintain proper documentation and records

HSS/N5135 Provide support in routine activities of in-patient department

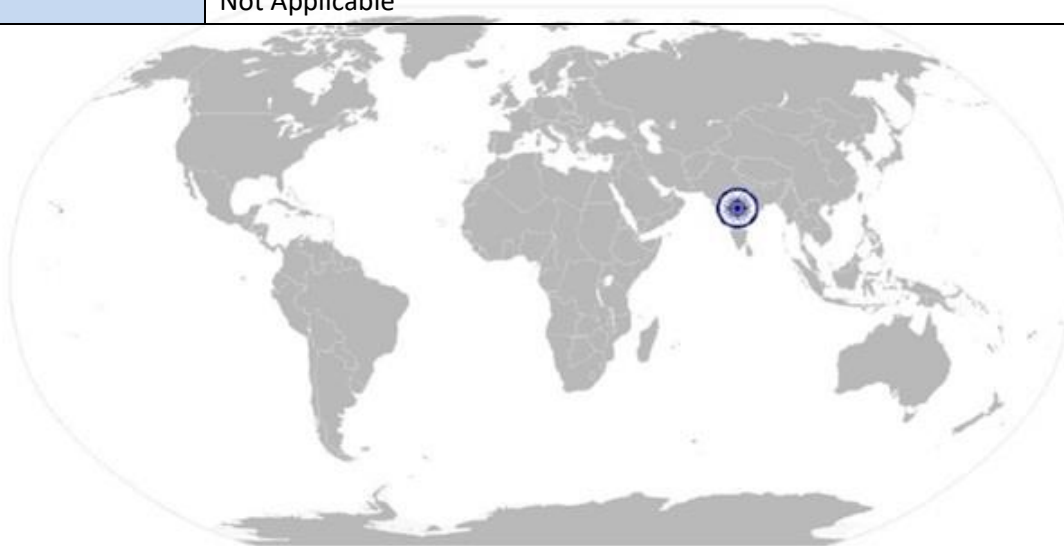
<p>Manage changing and transporting laundry/ linen on the floor with care to prevent the spread of infection</p>	<p>PC19. prepare bed as per the type and protocols in line with organizational policy PC20. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported PC21. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in working condition before use. PC22. isolate the unclean or infected trolley or vehicle and report the same. PC23. collect and transport clean linen avoiding cross contamination with used linen PC24. use a trolley or vehicle specifically designated for the delivery of clean linen PC25. transport the used linen to the designated department as per hospital policy keeping log of the daily records PC26. segregate the blood-stained linen separately and disinfect before transport PC27. apply personal protective equipment & personal hygiene practices while handling linen</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. how to and whom to inform in case of observing something which is clinically important KA2. relevant protocols, good practices, standards, policies and procedures KA3. basic structure and function of the healthcare system in the country KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA5. how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services KA6. professional standards and codes of practice for the area of work KA7. how to balance responsibilities as a professional with organizational and contractual requirements KA8. the nature, aims, objectives, values, policies and systems of the organization KA9. relevant legislation, standards, policies, procedure, human rights perspective for patients KA10. how to engage with both medical team or concerned authority for support in case of requirement</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. procedures and codes to be followed in case of call bell in operating call bell KB2. the emergency protocols to be followed in case of call bell being pressed to urgent needs KB3. how response time is linked with patient's satisfaction KB4. common reasons for call bells like elimination, need for drinking water or turning off the light. KB5. the critical reasons for call bells and communicate them promptly to the senior healthcare team KB6. how to operate patient's bed for different bed positions like propping up. KB7. how to place the call button within reach and encourage them to call when in need KB8. how to use different types of scales including digital, manual, standard, chair and bed scales under the guidance of nurse</p>

HSS/N5135 Provide support in routine activities of in-patient department

	<p>KB9. how to read the scales correctly and avoid errors</p> <p>KB10. the standard procedure while measuring weights like empty bladder, empty bowel and light clothing</p> <p>KB11. safety and security of the patient</p> <p>KB12. different types of observations and how they can impact patient’s health</p> <p>KB13. different changes in skin colour and their implications</p> <p>KB14. different changes such as odour, consistency of urine and faeces and their implication</p> <p>KB15. skin abrasions or injuries</p> <p>KB16. subjective patient’s complaints like dizziness, disorientation</p> <p>KB17. infection control policies such as using PPE and washing hands frequently</p> <p>KB18. how to calibrate the different types of scales</p> <p>KB19. how to make adjustments in measurements to ensure correct recordings</p> <p>KB20. how to place/position the patient on the scales to avoid faulty recordings</p> <p>KB21. how to measure the urine output</p> <p>KB22. how to report unusual findings</p> <p>KB23. how to clean the equipment</p> <p>KB24. how to dispose off waste safely</p> <p>KB25. the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.</p> <p>KB26. how to clean the linen trolleys</p> <p>KB27. how to use personal protective equipment</p> <p>KB28. to report an incident of exposure while transporting clean linen</p> <p>KB29. document the incident following organizational policies</p>
Skills (S)	
A. Core Skills / Generic Skill	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA4. write clearly and concisely and in a proper format SA5. use effective written communication protocols
	Reading Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA6. read and correctly interpret work related documents
	Oral Communication (Listening and Speaking Skills)
B. Professional Skills	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA7. use effective communication with colleagues and other health professionals SA8. listen to colleagues and other health professionals
	Decision Making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> Not Applicable
	Plan and Organize
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB9. develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity

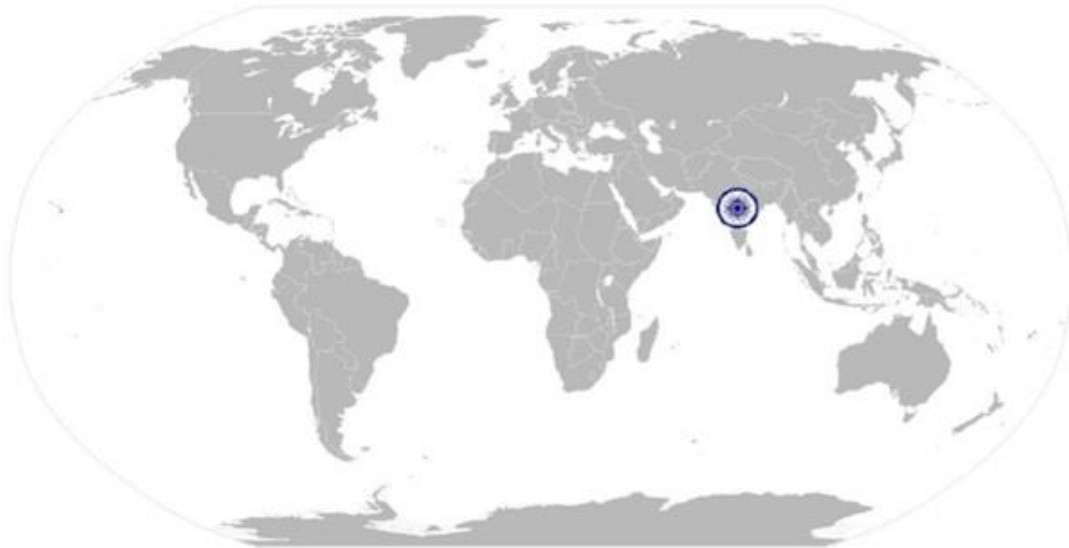
HSS/N5135 Provide support in routine activities of in-patient department

	The user/individual on the job needs to know and understand: SB10. ensure that all activities of patient care are performed keeping in consideration the patient's health benefits
	Problem Solving
	The user/individual on the job needs to: SB11. how to seek the help of nurse for solving the problem if there is an unusual finding
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. use the existing experience for improving the comfort during process
	Critical Thinking
The user/individual on the job needs to know and understand how to: Not Applicable	



HSS/N5135 Provide support in routine activities of in-patient department
NOS Version Control

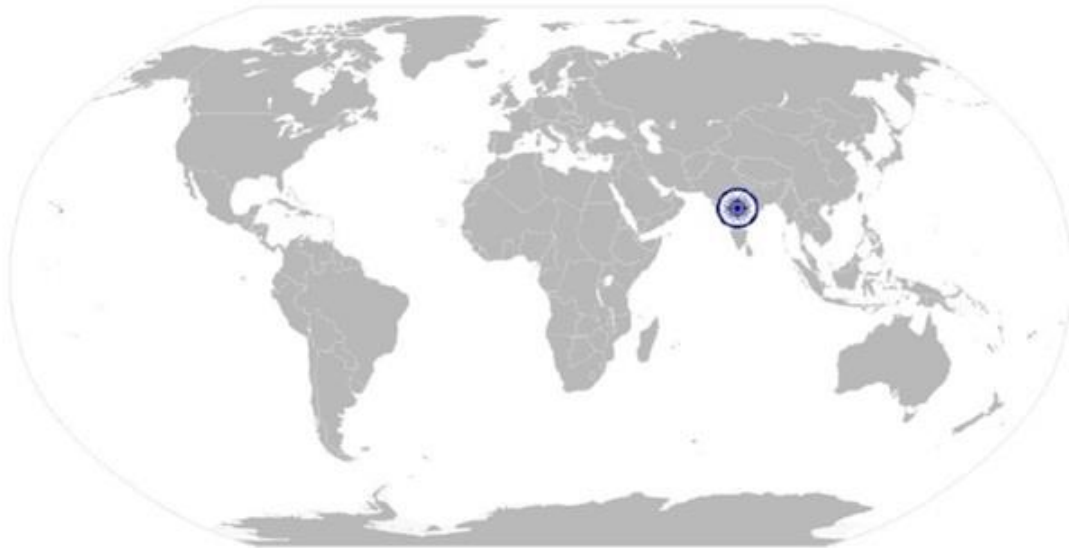
NOS Code	HSS/N5135		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Non-Direct Care	Next review date	16/12/2024



HSS/N5115

Carry out last office (death care)

National Occupational Standard



Overview

This OS unit is about carrying out the last office i.e. providing death care to the deceased person.

HSS/N5115

Carry out last office (death care)

National Occupational Standard	Unit Code	HSS/N5115
	Unit Title (Task)	Carry out last office (death care)
	Description	This OS unit is about providing basic care and transferring a patient's body post death.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Providing death care while preserving privacy and dignity of the deceased
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Providing death care while preserving privacy and dignity of the deceased	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. attend to hygiene needs specially hair care, nail care and oral hygiene PC2. close all orifices of the dead body as per organizational policy PC3. attempt to close the eyes, using a small piece of clinical tape if required PC4. attach identification labels/wrist bands according to local guidelines and organizational policy PC5. dress the body in a gown/shroud or own clothes, as required PC6. place an incontinence pad underneath to contain any soiling PC7. respect the cultural/religious beliefs and personal wishes of family wherever possible PC8. remove jewelry and any personal items, unless requested or advised otherwise. PC9. place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician PC10. ensure that appropriate records are made of any personal items left on the body or otherwise. PC11. use personal protective equipment while handling the body PC12. follow personal hygiene practices and protocols while providing death care
	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. relevant protocols, good practices, standards, policies and procedures KA2. basic structure and function of the healthcare system in the country KA3. sensitization to the mortuary and its related operational aspects KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics KA5. professional standards and codes of practice for the area of work KA6. how to balance responsibilities as a professional with organizational and contractual requirements KA7. the nature, aims, objectives, values, policies and systems of the organization KA8. relevant legislation, standards, policies, procedure, human rights perspective for patients

HSS/N5115

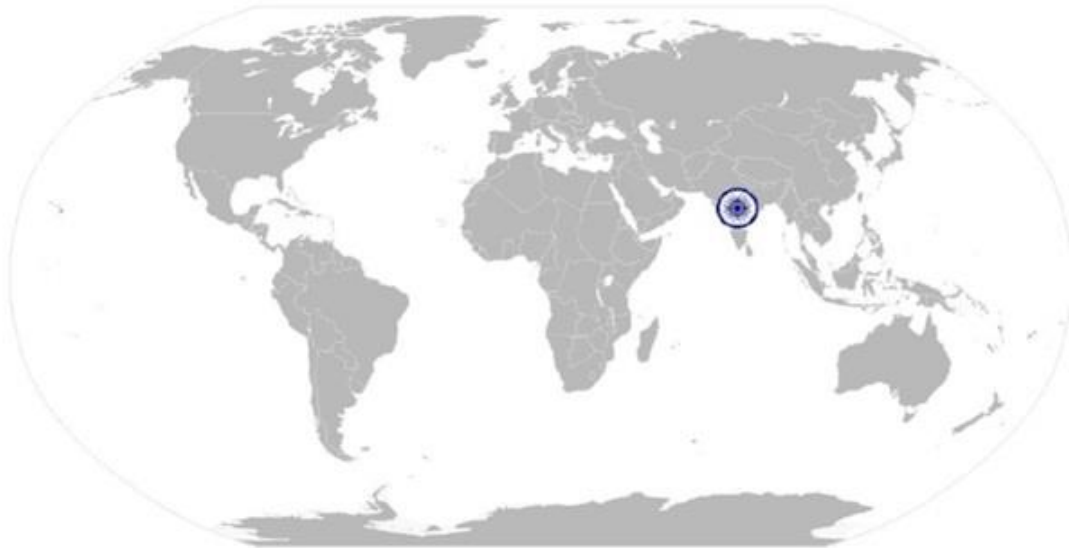
Carry out last office (death care)

	KA9. how to engage with medical team or concerned authority for support in case of requirement
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the correct use of equipment and techniques to avoid inconvenience during death care</p> <p>KB2. the use of personal protective equipment (PPE) i.e. gloves, plastic apron and surgical mask if required</p> <p>KB3. the Standard Operating Procedures of packing the body</p> <p>KB4. the correct method of labelling the body</p> <p>KB5. basic structure and function of the body systems and associated structures</p> <p>KB6. the hazards and risks associated with handling medical samples, precautions to be taken during transfer</p>
Skills (S)	
A. Core Skills / Generic Skill	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA9. write clearly and concisely and in a proper format
	SA10. use effective written communication protocols
	Reading Skills
	The user/ individual on the job needs to know and understand how to:
SA11. read and correctly interpret work related documents	
B. Professional Skills	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to:
	SA12. use effective communication with colleagues and other health professionals
	SA13. listen to colleagues and other health professionals
	Decision Making
	The user/individual on the job needs to know and understand how to:
Not Applicable	
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB1. develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB2. ensure that all activities of patient care are performed keeping in consideration the patient's health benefits
	SB3. communicate effectively with patients and their family, physicians, and other members of the health care team
SB4. be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern	
SB5. be sensitive to potential cultural differences	
SB6. maintain confidentiality	
SB7. respect the rights of the patient(s)	

HSS/N5115

Carry out last office (death care)

	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB8. seek the help of nurse for solving the problem if there is an unusual finding
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. use the existing experience for improving the comfort during process
	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not Applicable

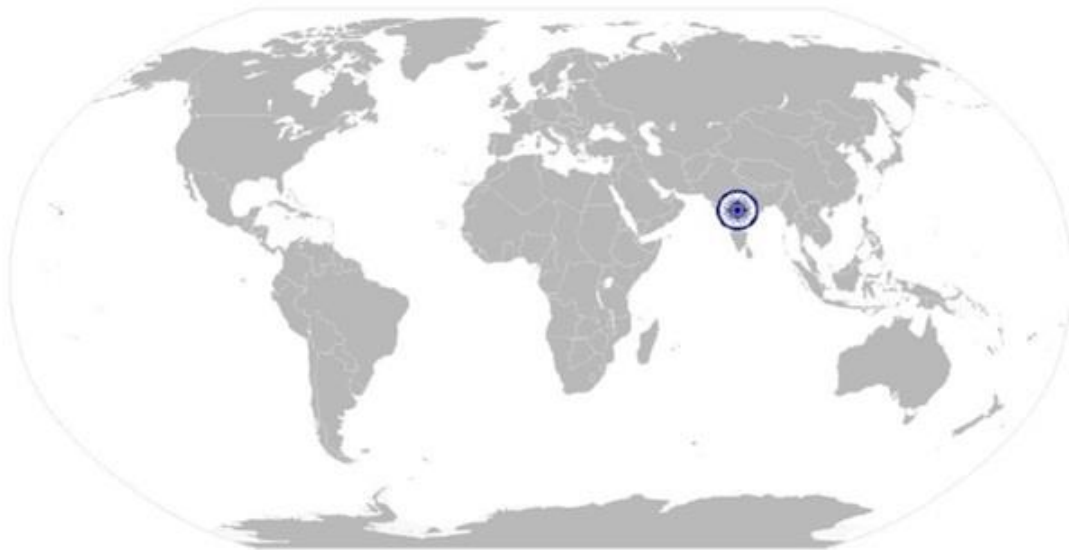


HSS/N5115

Carry out last office (death care)

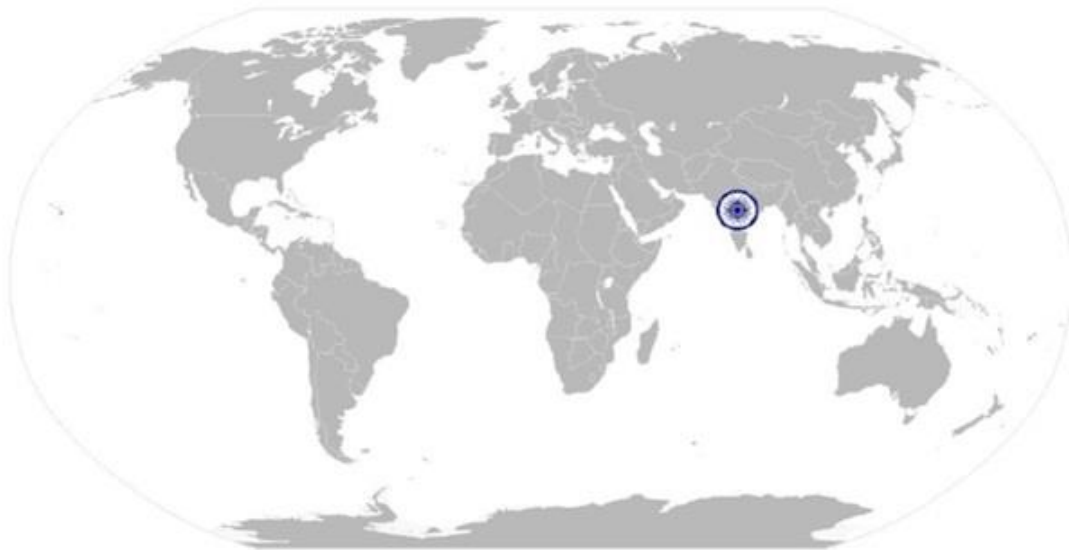
NOS Version Control

NOS Code	HSS/N5115		
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	Non-Direct Care	Next review date	16/12/2024



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

National Occupational Standard



Overview

This OS unit is about monitoring the working environment and ensuring safe, healthy, secure and effective working conditions.

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

National Occupational Standard

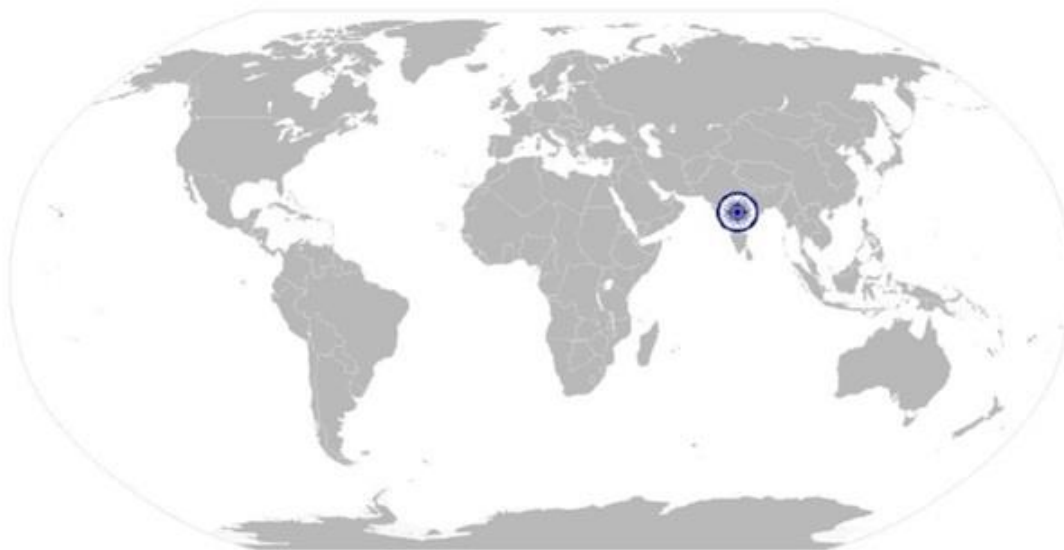
Unit Code	HSS/N9617
Unit Title (Task)	Maintain a safe, healthy and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring safe, healthy, secure and effective working conditions.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: 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>
Knowledge and Understanding (K)	

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

<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. importance of health, safety, and security in the workplace</p> <p>KA2. basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. person(s) responsible for maintaining healthy, safe and secure workplace</p> <p>KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. responsibilities of individual to maintain safe, healthy and secure workplace</p> <p>KA6. how to report the hazard</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. requirements of health, safety and security in workplace</p> <p>KB2. how to create safety records and maintaining them</p> <p>KB3. importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. how to identify health, safety, and security hazards</p> <p>KB6. importance of warning others about hazards and how to do so until the hazard is dealt with</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. report and record incidents</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read and understand company policies and procedures</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>SA3. report hazards and incidents with the appropriate level of urgency clearly</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the area of work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan for safety of the work environment</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. communicate effectively with patients and their family, physicians, and other members of the health care team</p>

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

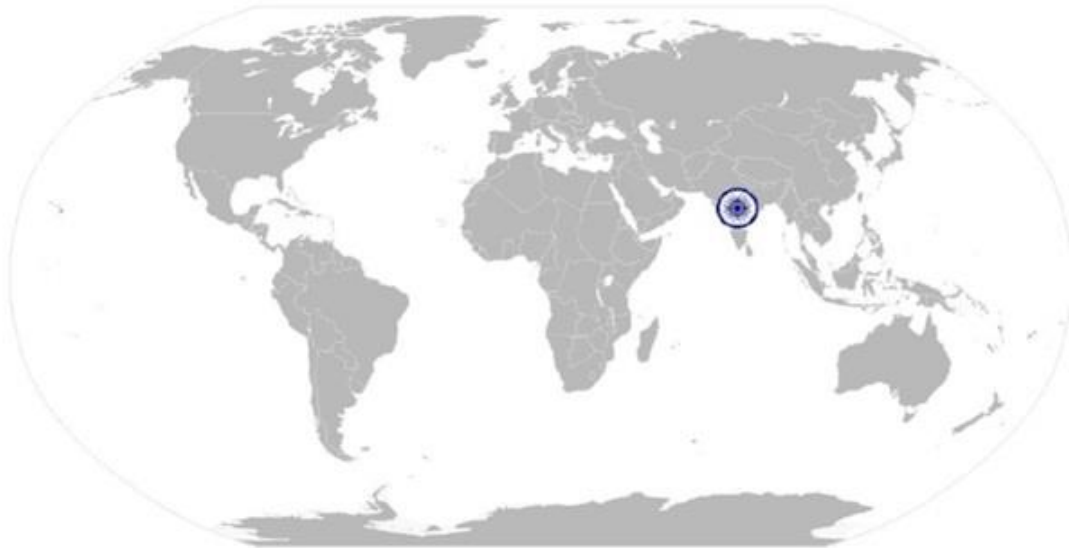
	SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions
	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	Generic	Next review date	16/12/2024



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

National Occupational Standard



Overview

This OS unit is about the safe handling and management of health care waste and following the infection control policies.

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 the 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: <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 pertaining to managing biomedical waste and infection control and prevention
	Oral Communication (Listening and Speaking Skills)
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues

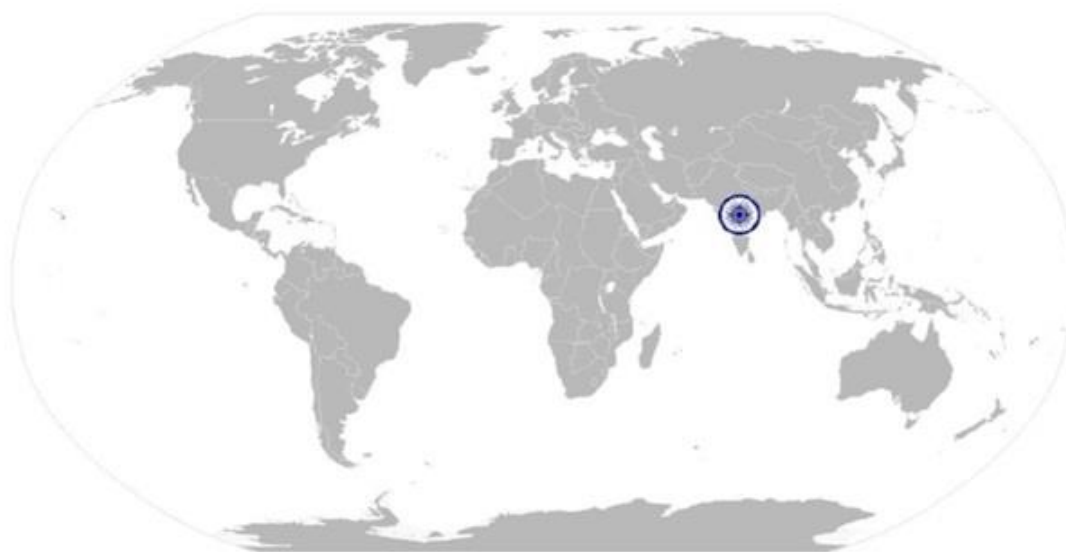
HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	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

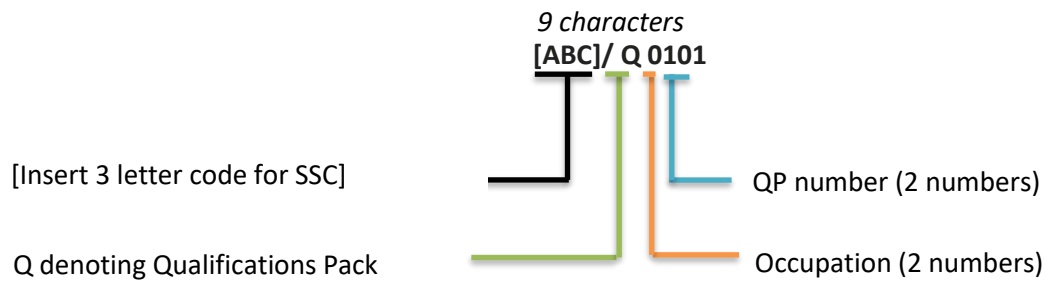
NOS Code	HSS/N9618		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	16/12/2019
Occupation	Generic	Next review date	16/12/2024



Annexure

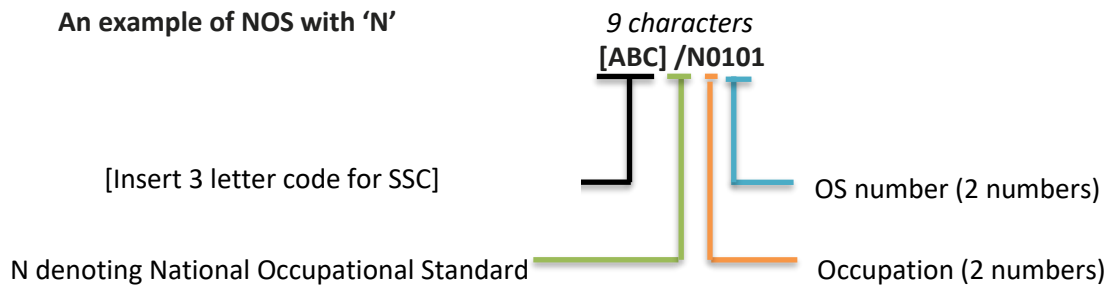
Nomenclature for QP and NOS

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

Job Role General Duty Assistant

Qualification Pack HSS/Q5101

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Assessment outcomes	Element	Assessment Criteria for outcomes	Total Marks per NOS	Theory	Viva	OJT	Skills Practical
HSS/N5133 : Assist patient in bathing, dressing up and grooming	Maintain patient's privacy	PC1. ensure patient's privacy using various means like screens, curtains, locking the door, etc.	316	10	5	10	
		PC2. drape the patient once the procedures (such as back care, dressing up, perineal care) are completed					
	Assist the patient in bathing	PC3. identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort.		30	10	10	5
		PC4. dry patient's skin with a towel and offer back rub after bathing or at					5

		bed time to stimulate circulation while ensuring patient's safety					
		PC5. clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use					5
		PC6. check the water temperature before patient checks in for bathing					10
		PC7. clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes					5
		PC8. report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc					5
	Assist the patient in dressing up	PC9. use standard procedure and protocols for dressing-up a patient		30	10	10	10
		PC10. select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols					10
		PC11. ensure clothes and the footwear fit the patient correctly					5
		PC12. ensure the clothing is fastened with elastic fasteners					5
		PC13. remove all the accessories like belts, jewellery and scarfs and hand					5

		over to the patient's family with proper documentation					
	Assist the patient in grooming	PC14. follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient's comfort and condition in mind		30	10	10	10
		PC15. perform care activities cautiously to avoid injuries to the skin and membranes					5
		PC16. store dentures as per latest guidelines/manufacturer's recommendations with patient's identification details to avoid confusion					5
		PC17. do part preparation for operative procedure under guidance as per directives from concerned authority					6
		PC18. report unusual findings to the concerned authority					6
HSS/N5104	Provide adequate support to the patient during drinking and eating	PC1. wash one's hands and the patient to maintain hygiene and to prevent spread of infections	78	30	10	10	2
		PC2. make the patient comfortable and encourage them to eat and drink independently as much as possible					2
		PC3. use appropriate cutlery while feeding the patient, keeping in view the food temperature					2
		PC4. ensure the food provided is according to the dietary prescription of the attending physician or dietician					2

		PC5. assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly					2
		PC6. assist the patient to maintain elimination needs and oral care prior to feeding					2
		PC7. wipe the patients' hands and mouth and clean their dress after the procedure					3
		PC8. maintain self-cleanliness and hygiene after feeding					2
		PC9. provide water or liquid diet to the patient according to the prescribed instruction					3
		PC10. ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration					3
		PC11. report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance					3
		PC12. measure the details of the intake and record them appropriately					4
HSS/N5105 Assist patient in maintaining normal elimination	Support the patient during elimination needs	PC1. respond promptly to patients' elimination needs as per hospitals/procedural protocols	89	30	10	10	2
		PC2. assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode					5

		PC3. wash the patient's and one's hands to prevent infection					5
		PC4. ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage					2
		PC5. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition					10
		PC6. empty the uro bag frequently as per standard procedures and record the output under supervision					5
		PC7. clean and disinfect the equipment after use					8
		PC8. record changes in color or texture of the faeces and report unusual findings immediately					8
		PC9. measure output and record them					5
HSS/N5134 :Transferring patients and their samples, drugs, documents within the hospital	Transfer the patient	PC1. check patient's medical condition before transfer and estimate if additional help is required based on his/her weight and ability	116	35	10	10	2
		PC2. ensure that the correct patient is being transferred					2
		PC3. ensure the patient has comfortable clothing during transfer process					2
		PC4. maintain patient's privacy during the transfer process					2

		PC5. use the correct equipment and techniques for transferring the patients to avoid falls or injuries					2			
		PC6. use proper body mechanics for transferring the patient					2			
		PC7. ensure that tubings attached to patient are intact while transferring					2			
	Transfer patient's paraphernalia such as samples, drugs and documents within hospital	PC8. hand over the patient's documents, samples and drugs to the concerned authority carefully					23	10	8	3
		PC9. check if patient's identity on the document and samples are coherent								3
HSS/N5135 Provide support in routine activities of in-patient department	respond to call promptly	PC1. respond to call bell and identify if the call is for a medical need or a non-medical need and communicate it to the nurse accordingly and appropriately	215	18	10	5	2			
		PC2. meet patient's needs whenever required, courteously and sensitively					1			
		PC3. observe and ensure the call bell is turned off after the purpose is served					1			
		PC4. survey the patients' surrounding and take appropriate action like checking if drinking water is available in the room.					2			
	Observe and	PC5. report color changes like bluish or yellowish discoloration of the skin					15	10	5	2

	report changes in patient's overall condition	PC6. report changes in odour or consistency of urine and stools				2
		PC7. communicate the observations in an appropriate language				2
		PC8. differentiate between immediate and routine reporting requirements				3
	support the healthcare team in measurement of patient's parameters	PC9. assist the nurse in measuring patient's height and weight using different types of scales including manual and digital	13	10	10	2
		PC10. ensure that patient is comfortable and positioned correctly while taking measurements				2
		PC11. ensure patient's safety to prevent a fall or an injury				2
	Decontaminate commonly used basic patient care equipment	PC12. identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority	17	10	10	3
		PC13. follow standard operating procedures for decontamination as per manufacturer's instructions/organizational policies				3
		PC14. handle equipment safely or seek the help of nurse while decontamination				3
		PC15. use appropriate protective clothing and equipment while decontamination				3

		PC16. report to concerned authority about the equipment that are unsuitable for use					2
		PC17. dispose off any waste safely and according to organization protocol					1
		PC18. maintain proper documentation and records					3
	Manage changing and transporting laundry/ linen on the floor with care to prevent the spread of infection	PC19. prepare bed as per the type and protocols in line with organizational policy	14	10	10		3
		PC20. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported					3
		PC21. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in working condition before use.					2
		PC22. isolate the unclean or infected trolley or vehicle and report the same.					3
		PC23. collect and transport clean linen avoiding cross contamination with used linen					3
		PC24. use a trolley or vehicle specifically designated for the delivery of clean linen					3
		PC25. transport the used linen to the designated department as per hospital policy keeping log of the daily records					2

		PC26. segregate the blood-stained linen separately and disinfect before transport					3
		PC27. apply personal protective equipment & personal hygiene practices while handling linen					2
HSS/N5115 Carry out last office (death care)	Providing death care while preserving privacy and dignity of the deceased	PC1. attend to hygiene needs specially hair care, nail care and oral hygiene	63	14	15	10	4
		PC2. close all orifices of the dead body as per organizational policy					3
		PC3. attempt to close the eyes, using a small piece of clinical tape if required					3
		PC4. attach identification labels/wrist bands according to local guidelines and organizational policy					3
		PC5. dress the body in a gown/shroud or own clothes, as required					3
		PC6. place an incontinence pad underneath to contain any soiling					3
		PC7. respect the cultural/religious beliefs and personal wishes of family wherever possible					3
		PC8. remove jewelry and any personal items, unless requested or advised otherwise.					3
		PC9. place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician					3

		PC10. ensure that appropriate records are made of any personal items left on the body or otherwise.					3			
		PC11. use personal protective equipment while handling the body					3			
		PC12. follow personal hygiene practices and protocols while providing death care					1			
HSS/N9617 Maintain a safe, healthy and secure working environment	Complying the health, safety and security requirements and procedures for workplace	PC1. identify individual responsibilities in relation to maintaining workplace, health safety and security requirements	59	7	10	2				
		PC2. comply with health, safety and security procedures for the workplace								
		PC3. comply with health, safety and security procedures and protocols for environmental safety								
	Handling hazardous situations	PC4. identify potential hazards and breaches of safe work practices						8	10	5
		PC5. identify and interpret various hospital codes for emergency situations								
		PC6. correct any hazards that an 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					
	Reporting any hazardous situations	PC11. report any identified breaches in health, safety, and security procedures to the designated person		5	10	2	
		PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected					
HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols	Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste	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	64	5	10	3	
		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					
	Complying with effective infection control protocols	PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control		8	10	5	
		PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization					

		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					
Maintaining personal protection and preventing the transmission of infections from person to person		PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination	8	10	5		
		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					