



Medical Value Travel Coordinator

QP Code: HSS/Q6301

Version: 1.0

NSQF Level: 5.5

Healthcare Sector Skill Council || 520, DLF Tower A, 5th Floor, Jasola District Centre
New Delhi - 110025 || email: anshu.verma@healthcare-ssc.in

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HSS/Q6301: Medical Value Travel Coordinator

Brief Job Description

The individuals in this job are trained to assist and act as liaisons between clients seeking health and wellness care abroad and the healthcare providers and hospitals in those countries. In this role, the individuals acquaint themselves with different aspects of health and wellness tourism like understanding the concept, health and wellness terminology, accreditation, documentation, travel management, health and wellness packages and other services. After successful completion of the course, the professionals could work hospitals at different levels and departments including International Client department, customer relationship, business development, administration etc, Health and wellness Tour Companies/ operators.

Personal Attributes

The job requires individuals to have good communication and interpersonal skills along with a pleasing personality to counsel and attend to all sorts of enquiries with efficient rapport building. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, and good listening. They must be skilled in interacting with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and a healthy body with well-maintained hygiene circumstances. Individuals should have basic competency in computer, should be well versed with internet and email.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N6301: Assess client's requirements and act accordingly.](#)
2. [HSS/N6302: Coordinate for medical and wellness tourism requirements for medical travel and its process.](#)
3. [HSS/N6303: Liaison with stakeholders for medical tourism management](#)
4. [HSS/N6304: Risk Assessment and Analysis](#)
5. [HSS/N9625: Maintain interpersonal relationships and professional conduct](#)
6. [HSS/N9624: Maintain a safe and secure working environment](#)
7. [HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare Facility Management
Country	India
NSQF Level	5.5
Credits	18
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221
Minimum Educational Qualification & Experience	Graduate with NA of experience
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	1.0

Remarks:

NA

HSS/N6301: Assess client's requirements and act accordingly.

Description

The individuals in this job are trained to assist and act as liaisons between clients seeking health and wellness care abroad. In this role, the individuals acquaint themselves with different aspects of health and wellness tourism like understanding the concept, terminology, accreditation, documentation, travel management, health and wellness packages and other services. After successful completion of the course, the professionals could work in hospitals at different levels and departments, including the International Client department, customer relationship, business development, administration etc, and Health and wellness Tour Companies/ operators

Scope

The scope covers the following :

- Assessing clients requirements , destination selection and related planning.

Elements and Performance Criteria

Assessing clients requirements, destination selection and related planning

To be competent, the user/individual on the job must be able to:

- PC1.** Introduce oneself to the stakeholders and communicate in a gender-neutral manner.
- PC2.** Maintain client privacy throughout procedure.
- PC3.** Respect the client rights and wishes relating to their sex, age, culture, privacy, beliefs, and dignity.
- PC4.** Empathise with Persons with Disability (PwD)
- PC5.** Follow the code of conduct and avoid personal conversation.
- PC6.** Coordinate with translators if needed to facilitate communication.
- PC7.** Create a checklist to understand the client's requirement in accordance with medical and wellness, rejuvenation needs and requirements (as per healthcare providers recommendation), age, culture, beliefs, practices.
- PC8.** Explore the holistic approach to healing in the context of health and wellness tourism.
- PC9.** Identify the inter or intra facility as per organizational policies and procedures which meets requirements of services for international client along with packages, duration of stay, specialist etc
- PC10.** Shortlist the destination's providers' expertise and specialties relevant to the client's requirements in accordance with health and wellness, wellness requirements (as per healthcare providers recommendation), age, culture, beliefs, practices.
- PC11.** Evaluate the shortlisted destination's healthcare providers' expertise and specialties relevant to the client's requirements.
- PC12.** Provide details of selected healthcare organizations, healthcare packages and services, tenure etc for informed choice by client/caregiver/healthcare facility to select for health and wellness travel and healthcare services.
- PC13.** Liaison with stakeholders for client/caregiver travel, including flight connections, visa requirements, transportation infrastructure, lodging and boarding, local travel and proximity to the client's home country.

- PC14.** Facilitate the scheduling of appointments, consultations related to client's medial, wellness needs.
- PC15.** Coordinate between clients and healthcare professionals to support the language barrier.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Relevant protocols, good practices, standards, policies and procedures
- KU2.** Moral, legal, and ethical responsibility towards the organisation
- KU3.** Prevailing organisational values and professional standards
- KU4.** Differentiation between Health and Wellness.
- KU5.** Global Health and wellness Tourism scenario, associated stakeholders, Certification and Accreditation
- KU6.** Health and wellness needs, treatment options including Ayurveda, Yoga, Naturopathy, Siddha and related procedures.
- KU7.** AYUSH in health and wellness tourism and its global significance in Integrative Medicine.
- KU8.** Terminology and the ability to interpret reports.
- KU9.** Regulations, legal, environmental and ethical issues and considerations in the host and guest country.
- KU10.** Logistics, transportation and accommodation of the travellers.
- KU11.** Necessary documentation, including records, consent forms, and insurance requirements.
- KU12.** How to create an itinerary that includes appointments and rejuvenating and holistic treatments.
- KU13.** Financial aspects, including cost estimates, payment methods, and potential reimbursement options.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Document call logs, reports, task lists, and schedules with co-workers
- GS2.** Prepare status and progress reports
- GS3.** Complete appropriate documentation
- GS4.** Avoid using jargon, slang or acronyms when communicating with a client, unless it is required
- GS5.** Communicate in respectful form and manner in line with organizational protocol
- GS6.** Manage relationships with clients who may be stressed, frustrated, confused, or angry
- GS7.** Build customer relationships and use customer centric approach

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assessing clients requirements, destination selection and related planning</i>	72	50	40	40
PC1. Introduce oneself to the stakeholders and communicate in a gender-neutral manner.	-	-	-	-
PC2. Maintain client privacy throughout procedure.	-	-	-	-
PC3. Respect the client rights and wishes relating to their sex, age, culture, privacy, beliefs, and dignity.	-	-	-	-
PC4. Empathise with Persons with Disability (PwD)	-	-	-	-
PC5. Follow the code of conduct and avoid personal conversation.	-	-	-	-
PC6. Coordinate with translators if needed to facilitate communication.	-	-	-	-
PC7. Create a checklist to understand the client's requirement in accordance with medical and wellness, rejuvenation needs and requirements (as per healthcare providers recommendation), age, culture, beliefs, practices.	-	-	-	-
PC8. Explore the holistic approach to healing in the context of health and wellness tourism.	-	-	-	-
PC9. Identify the inter or intra facility as per organizational policies and procedures which meets requirements of services for international client along with packages, duration of stay, specialist etc	-	-	-	-
PC10. Shortlist the destination's providers' expertise and specialties relevant to the client's requirements in accordance with health and wellness, wellness requirements (as per healthcare providers recommendation), age, culture, beliefs, practices.	-	-	-	-
PC11. Evaluate the shortlisted destination's healthcare providers' expertise and specialties relevant to the client's requirements.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Provide details of selected healthcare organizations, healthcare packages and services, tenure etc for informed choice by client/caregiver/healthcare facility to select for health and wellness travel and healthcare services.	-	-	-	-
PC13. Liaison with stakeholders for client/caregiver travel, including flight connections, visa requirements, transportation infrastructure, lodging and boarding, local travel and proximity to the client's home country.	-	-	-	-
PC14. Facilitate the scheduling of appointments, consultations related to client's medical, wellness needs.	-	-	-	-
PC15. Coordinate between clients and healthcare professionals to support the language barrier.	-	-	-	-
NOS Total	72	50	40	40

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6301
NOS Name	Assess client's requirements and act accordingly.
Sector	Healthcare
Sub-Sector	
Occupation	Healthcare Facility Management
NSQF Level	5.5
Credits	3
Version	1.0
Next Review Date	NA

HSS/N6302: Coordinate for medical and wellness tourism requirements for medical travel and its process .

Description

This unit covers the knowledge, understanding and skills required by an individual for effective documentation requirement for health and wellness travel and its process. The individual need to understand the destination country's healthcare facilities, accreditation standards, and regulations in order to liaison for healthcare requirements in accordance with client medial needs.

Scope

The scope covers the following :

- Medical and wellness travel requirement

Elements and Performance Criteria

• *Medical and wellness travel requirement*

To be competent, the user/individual on the job must be able to:

- PC1.** Assess the requirements, and interests of health and wellness tourists
- PC2.** Design Medical and wellness tour packages.
- PC3.** Coordinate for approval and formalities as per the regulatory requirements.
- PC4.** Assist with pre-tour arrangements, formalities.
- PC5.** Coordinate and liaison for tour operations and post-tour management.
- PC6.** Coordinate for the Health insurance formalities.
- PC7.** Coordinate for the telemedicine facility.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Relevant protocols, good practices, standards, policies and procedures.
- KU2.** Moral, legal, and ethical responsibility towards the organization.
- KU3.** Prevailing organizational values and the professional standards.
- KU4.** Logistical and operational feature essential for health and wellness tourism.
- KU5.** Health and wellness Packages.
- KU6.** Requirements of pre, post and during tour management.
- KU7.** Various regulatory compliances in the host and guest countries for smooth transition.
- KU8.** Concept, principles, philosophies, and historical significance of tourism
- KU9.** Grasping the various treatment and wellness modalities

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Write in at least one or more language.
- GS2.** Maintain any records required after the interaction.
- GS3.** Keep abreast with the latest knowledge by reading relevant materials.
- GS4.** Communicate in polite, calm, empathetic and congenial manner.
- GS5.** Adopt a communication style to reflect gender, cultural and religious sensitivities.
- GS6.** Build rapport with the client's family and use customer centric approach.
- GS7.** Avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
• <i>Medical and wellness travel requirement</i>	70	80	40	40
PC1. Assess the requirements, and interests of health and wellness tourists	-	-	-	-
PC2. Design Medical and wellness tour packages.	-	-	-	-
PC3. Coordinate for approval and formalities as per the regulatory requirements.	-	-	-	-
PC4. Assist with pre-tour arrangements, formalities.	-	-	-	-
PC5. Coordinate and liaison for tour operations and post-tour management.	-	-	-	-
PC6. Coordinate for the Health insurance formalities.	-	-	-	-
PC7. Coordinate for the telemedicine facility.	-	-	-	-
NOS Total	70	80	40	40

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6302
NOS Name	Coordinate for medical and wellness tourism requirements for medical travel and its process .
Sector	Healthcare
Sub-Sector	
Occupation	Healthcare Facility Management
NSQF Level	5.5
Credits	2
Version	1.0
Next Review Date	NA

HSS/N6303: Liaison with stakeholders for medical tourism management

Description

This unit is related to effective client management as a health and wellness tourism professional involves the efficient and compassionate coordination of various aspects of a client's travel experience.

Scope

The scope covers the following :

- Holistic client care through assessment, communication, risk management, continuity, and quality assurance

Elements and Performance Criteria

- *Holistic client care through assessment, communication, risk management, continuity, and quality assurance*

To be competent, the user/individual on the job must be able to:

- PC1.** Conduct a thorough assessment of the client's health condition, treatment needs, and expectations.
- PC2.** Gather all relevant information, including reports, test results, and treatment history.
- PC3.** Coordinate all aspects of the client's treatment journey, including scheduling appointments, coordinating with providers, arranging travel logistics, and facilitating accommodation.
- PC4.** Maintain open and transparent communication with clients throughout the process.
- PC5.** Provide clear explanations of the treatment options, procedures, potential outcomes, and associated costs.
- PC6.** Develop supportive relationships with clients by addressing their concerns, fears and answering their questions.
- PC7.** Provide language support and interpretation services to bridge communication gaps.
- PC8.** Explain and address potential risks associated with travel.
- PC9.** Communicate any pre- and post-treatment precautions, travel restrictions, or specific healthcare requirements.
- PC10.** Facilitates communication between the client's local healthcare providers and the destination healthcare team.
- PC11.** Guide about post-treatment care, medication management, and follow-up appointments.
- PC12.** Monitor the quality of care and client satisfaction throughout the process.
- PC13.** Seek feedback from clients to identify areas for improvement and implement necessary changes.
- PC14.** Identify stakeholders like Central Ministries, state govt, Healthcare Industry Association , MVT facilitators, Airlines and Hotels.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Relevant protocols, good practices, standards, policies and procedures.
- KU2.** The client's condition, treatment goals, and expectations.
- KU3.** Demonstrates various treatment options and procedures available for the client's health and wellness condition.
- KU4.** Cultural differences when interacting with clients from diverse backgrounds.
- KU5.** Knowledge of potential risks associated with the client's treatment and travel.
- KU6.** Explain the risks and develop appropriate safety measures.
- KU7.** Understand the importance of client confidentiality and privacy.
- KU8.** Concept of legal and ethical guidelines for handling client information and records.
- KU9.** To protect and share clients data only with authorized individuals.
- KU10.** Post-treatment instructions, medication management, and follow-up appointments.
- KU11.** Emergencies and providing prompt assistance to ensure client safety and well-being.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Write in at least one or more language.
- GS2.** Maintain any records required after the interaction.
- GS3.** Keep abreast with the latest knowledge by reading relevant materials
- GS4.** Communicate in polite, calm, empathetic and congenial manner.
- GS5.** Adopt a communication style to reflect gender, cultural and religious sensitivities.
- GS6.** Build rapport with the client's family and use customer centric approach.
- GS7.** Avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<ul style="list-style-type: none"> <i>Holistic client care through assessment, communication, risk management, continuity, and quality assurance</i> 	74	50	20	30
PC1. Conduct a thorough assessment of the client's health condition, treatment needs, and expectations.	-	-	-	-
PC2. Gather all relevant information, including reports, test results, and treatment history.	-	-	-	-
PC3. Coordinate all aspects of the client's treatment journey, including scheduling appointments, coordinating with providers, arranging travel logistics, and facilitating accommodation.	-	-	-	-
PC4. Maintain open and transparent communication with clients throughout the process.	-	-	-	-
PC5. Provide clear explanations of the treatment options, procedures, potential outcomes, and associated costs.	-	-	-	-
PC6. Develop supportive relationships with clients by addressing their concerns, fears and answering their questions.	-	-	-	-
PC7. Provide language support and interpretation services to bridge communication gaps.	-	-	-	-
PC8. Explain and address potential risks associated with travel.	-	-	-	-
PC9. Communicate any pre- and post-treatment precautions, travel restrictions, or specific healthcare requirements.	-	-	-	-
PC10. Facilitates communication between the client's local healthcare providers and the destination healthcare team.	-	-	-	-
PC11. Guide about post-treatment care, medication management, and follow-up appointments.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Monitor the quality of care and client satisfaction throughout the process.	-	-	-	-
PC13. Seek feedback from clients to identify areas for improvement and implement necessary changes.	-	-	-	-
PC14. Identify stakeholders like Central Ministries, state govt, Healthcare Industry Association , MVT facilitators, Airlines and Hotels.	-	-	-	-
NOS Total	74	50	20	30

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6303
NOS Name	Liaison with stakeholders for medical tourism management
Sector	Healthcare
Sub-Sector	
Occupation	Healthcare Facility Management
NSQF Level	5.5
Credits	6
Version	1.0
Next Review Date	NA

HSS/N6304: Risk Assessment and Analysis

Description

This unit covers strong interpersonal skills to build relationships with clients, healthcare providers, and travel agencies. They should be empathetic, client, and have the ability to handle sensitive information with discretion.

Scope

The scope covers the following :

- The scope includes navigating communication channels between clients, professionals, providers, and relationships with conflict-resolution expertise

Elements and Performance Criteria

- *Navigating communication channels between clients, professionals, providers, and relationships with conflict-resolution expertise*

To be competent, the user/individual on the job must be able to:

- PC1.** Follow the organizational policies and protocols in day-to-day task
- PC2.** Check the participant requirements and plan the session accordingly.
- PC3.** Identify limitations or comfort areas of participants based on preferences considering factors such as gender, religion, culture, language etc.
- PC4.** Assist in coordinating day-to-day administrative tasks, including organizing files, and maintaining unit supplies.
- PC5.** Answer incoming and outgoing communications such as emails, phone calls etc as per organizational policies and protocols. .
- PC6.** Assist in coordinating appointments for smooth functioning.
- PC7.** Enter data into databases, maintain records, and update information as required.
- PC8.** Assist clients with inquiries, complaints, or requests conflicts in a fair and timely manner.
- PC9.** Conduct a thorough assessment of the client's health and wellness condition, treatment needs, and expectations.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Cultural and language differences may impact communication and the ability to navigate these challenges.
- KU2.** Manage emotions effectively, both on your own and those of others, to maintain a supportive and empathetic approach.
- KU3.** Ability to handle difficult conversations with sensitivity.
- KU4.** Customer service principles and strategies for providing excellent service to clients.
- KU5.** The importance of personalised care and attention to meet individual client needs.

- KU6.** Manage client expectations and address concerns or complaints in a timely and satisfactory manner.
- KU7.** Customer relationship management (CRM) systems and tools to track client interactions and preferences.
- KU8.** Techniques to effectively manage and resolve conflicts that may arise during the tourism process.
- KU9.** Understanding and adhering to ethical guidelines and principles related to client confidentiality, informed consent, and privacy.
- KU10.** Knowledge of legal and regulatory frameworks in both the home country and destination country regarding tourism.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Communicate with clarity, empathy, and cultural sensitivity.
- GS2.** Cultivate critical thinking and problem-solving to assess complex client cases.
- GS3.** Acquire strong analytical skills for continuous improvement.
- GS4.** Communicate in polite, calm, empathetic and congenial manner.
- GS5.** Adopt a communication style to reflect gender, cultural and religious sensitivities.
- GS6.** Build rapport with the client's family and use customer centric approach.
- GS7.** Avoid using jargon, slang or acronyms when communicating with a stakeholder, unless it is required.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
• <i>Navigating communication channels between clients, professionals, providers, and relationships with conflict-resolution expertise</i>	68	60	37	33
PC1. Follow the organizational policies and protocols in day-to-day task	-	-	-	-
PC2. Check the participant requirements and plan the session accordingly.	-	-	-	-
PC3. Identify limitations or comfort areas of participants based on preferences considering factors such as gender, religion, culture, language etc.	-	-	-	-
PC4. Assist in coordinating day-to-day administrative tasks, including organizing files, and maintaining unit supplies.	-	-	-	-
PC5. Answer incoming and outgoing communications such as emails, phone calls etc as per organizational policies and protocols. .	-	-	-	-
PC6. Assist in coordinating appointments for smooth functioning.	-	-	-	-
PC7. Enter data into databases, maintain records, and update information as required.	-	-	-	-
PC8. Assist clients with inquiries, complaints, or requests conflicts in a fair and timely manner.	-	-	-	-
PC9. Conduct a thorough assessment of the client's health and wellness condition, treatment needs, and expectations.	-	-	-	-
NOS Total	68	60	37	33

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6304
NOS Name	Risk Assessment and Analysis
Sector	Healthcare
Sub-Sector	
Occupation	Healthcare Facility Management
NSQF Level	5.5
Credits	3
Version	1.0
Next Review Date	NA

HSS/N9625: Maintain interpersonal relationships and professional conduct

Description

This OS unit is about effective communication and exhibiting professional behaviour with co workers, patients/clients and their families.

Scope

The scope covers the following :

- Maintain professional behaviour

Elements and Performance Criteria

Maintain professional behaviour

To be competent, the user/individual on the job must be able to:

- PC1.** wear appropriate attire
- PC2.** communicate effectively with all individuals regardless of age, caste etc.
- PC3.** adopt a gender neutral behaviour while communicating with the patient and others as per organizational policy
- PC4.** use appropriate IEC material as and when necessary
- PC5.** respond to queries as per defined scope of competence and authority
- PC6.** maintain any records required at the end of the interaction
- PC7.** work collaboratively with other team members
- PC8.** ensure that the privacy of the individual is not intruded
- PC9.** work in a way that shows respect to others

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** guidelines on communicating with patients and other individuals
- KU2.** guidelines on maintaining confidentiality and respecting need for privacy
- KU3.** vision and mission of the organization
- KU4.** importance of recognizing the boundary of one's role and responsibility
- KU5.** importance of establishing and managing requirements, planning and organizing work
- KU6.** how to maintain an environment that is conducive to the provision of medico-legal acts
- KU7.** procedures in the organization to deal with conflict and poor working relationships
- KU8.** how to handle stressful or risky situations when communicating with patients and/or other individuals
- KU9.** importance of asking for assistance when situations are beyond one's competence and authority
- KU10.** how to ensure that all information provided to individuals is from reliable sources

KU11. the importance of integrating one's work effectively with others

KU12. the detrimental effects of non adherence to organizational protocols

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read protocol updates and policy changes

GS2. be updated with the latest knowledge

GS3. build customer relationships and use customer centric approach

GS4.

- review the information gathered from observation, experience, reasoning, or communication
- to act efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain professional behaviour</i>	15	20	-	17
PC1. wear appropriate attire	-	-	-	-
PC2. communicate effectively with all individuals regardless of age, caste etc.	-	-	-	-
PC3. adopt a gender neutral behaviour while communicating with the patient and others as per organizational policy	-	-	-	-
PC4. use appropriate IEC material as and when necessary	-	-	-	-
PC5. respond to queries as per defined scope of competence and authority	-	-	-	-
PC6. maintain any records required at the end of the interaction	-	-	-	-
PC7. work collaboratively with other team members	-	-	-	-
PC8. ensure that the privacy of the individual is not intruded	-	-	-	-
PC9. work in a way that shows respect to others	-	-	-	-
NOS Total	15	20	-	17

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9625
NOS Name	Maintain interpersonal relationships and professional conduct
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1.5
Version	2.0
Last Reviewed Date	03/05/2023
Next Review Date	03/05/2026
NSQF Clearance Date	03/05/2023

HSS/N9624: Maintain a safe and secure working environment

Description

This OS unit is about the ensuring a safe and secure working environment

Scope

The scope covers the following :

- Workplace safety and security

Elements and Performance Criteria

Workplace safety and security

To be competent, the user/individual on the job must be able to:

- PC1.** identify potential hazards of safe work practices
- PC2.** use various hospital codes for emergency situations
- PC3.** comply with safety, and security procedures within the defined scope of competence and authority
- PC4.** provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work
- PC5.** follow organizations' procedures related to any emergency efficiently
- PC6.** report any identified breaches in health, safety, and security procedures to the designated person
- PC7.** complete any health and safety records accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of health, safety, and security in the workplace
- KU2.** how to identify safety and security hazards
- KU3.** the importance of identifying individual responsibilities in relation to maintaining workplace safety and security requirements
- KU4.** the relevant up-to-date information on safety, and security that applies to the workplace
- KU5.** how to report any emergency
- KU6.** various hospital codes for emergency situations
- KU7.** how to create safety records and maintain them
- KU8.** concept of first aid and BLS
- KU9.** the importance of raising alarm about hazards for safety of others

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and understand organization policies and procedures
- GS2.** prepare status and progress reports
- GS3.** • communicate information (for example, facts, ideas, or messages) in a brief, clear, and
• organized manner
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** identify hazards, evaluate possible solutions and suggest effective solutions
- GS7.** analyze the seriousness of hazards

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Workplace safety and security</i>	10	10	-	10
PC1. identify potential hazards of safe work practices	-	-	-	-
PC2. use various hospital codes for emergency situations	-	-	-	-
PC3. comply with safety, and security procedures within the defined scope of competence and authority	-	-	-	-
PC4. provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work	-	-	-	-
PC5. follow organizations’ procedures related to any emergency efficiently	-	-	-	-
PC6. report any identified breaches in health, safety, and security procedures to the designated person	-	-	-	-
PC7. complete any health and safety records accurately	-	-	-	-
NOS Total	10	10	-	10

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9624
NOS Name	Maintain a safe and secure working environment
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	12/03/2026
Next Review Date	12/03/2029
NSQC Clearance Date	12/03/2026

HSS/N9618: 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 policies

Scope

The scope covers the following :

- Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste

Elements and Performance Criteria

Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste

To be competent, the user/individual on the job must be able to:

- 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

Complying with an effective infection control protocols

To be competent, the user/individual on the job must be able to:

- 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
- 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

To be competent, the user/individual on the job must be able to:

PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination

PC18. cover cuts and abrasions with waterproof 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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant up-to-date information on health, safety, and security that applies to the organization

KU2. organizations emergency procedures and responsibilities for handling hazardous situations

KU3. person(s) responsible for health, safety, and security in the organization

KU4. good personal hygiene practice including hand care

KU5. 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

KU6. the importance to adhere to the organizational and national waste management principles and procedures

KU7. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these

KU8. the required actions and reporting procedures for any accidents, spillages and contamination involving waste

KU9. the requirements of the relevant external agencies involved in the transport and receipt of your waste

KU10. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment

KU11. The current national legislation, guidelines, local policies and protocols which affect work practice

KU12. the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others

KU13. identification and management of infectious risks in the workplace

KU14. aspects of infectious diseases including opportunistic organisms & pathogens

KU15. basic microbiology including bacteria and bacterial spores, fungi, viruses

KU16. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition

KU17. how to clean and sterile techniques

- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques
- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures to managing biomedical waste and infection control and prevention
- GS3.** listen patiently
- GS4.** report hazards and incidents clearly with the appropriate level of urgency
- GS5.** take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues
- GS6.** apply additional precautions when standard precautions are not sufficient
- GS7.** consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)
- GS8.** consistently follow the procedure for washing and drying hands
- GS9.** consistently maintain clean surfaces and limit contamination
- GS10.** how to make exceptional effort to keep the environment and work place clean
- GS11.** identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
- GS12.** analyze the seriousness of hazards pertaining to hospital waste and related infections
- GS13.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act
- GS14.** take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</i>	5	-	3	10
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	-	-	-	-
<i>Complying with an effective infection control protocols</i>	8	-	5	10
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	-	-	-	-
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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Maintaining personal protection and preventing the transmission of infections from person to person</i>	8	-	5	10
PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination	-	-	-	-
PC18. cover cuts and abrasions with waterproof 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	-	-	-	-
NOS Total	21	-	13	30

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9618
NOS Name	Follow infection control policies & procedures including biomedical waste disposal protocols
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	12/03/2026
Next Review Date	12/03/2029
NSQF Clearance Date	12/03/2026

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.
- PC28.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

- PC29.** create a professional Curriculum vitae (Résumé)
- PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC31.** apply to identified job openings using offline /online methods as per requirement
- PC32.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services
- KU11.** how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.
- KU16.** how to identify business opportunities
- KU17.** types and needs of customers
- KU18.** how to apply for a job and prepare for an interview
- KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and write different types of documents/instructions/correspondence
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode

- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the Assessor as per the minimum entry criteria for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME

- Questions are mapped to the specified assessment criteria
 - Assessors need to be ToA certified/minimum entry criteria
4. Types of evidence or evidence-gathering protocol:
- Time-stamped & geotagged reporting of the assessor from assessment location
 - Centre photographs with signboards and scheme specific branding
5. Method of verification or validation:
- Surprise visit to the assessment location
6. Method for assessment documentation, archiving, and access
- Hard/Soft copies of the documents are stored

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N6301.Assess client's requirements and act accordingly.	72	50	40	40	202	20
HSS/N6302.Coordinate for medical and wellness tourism requirements for medical travel and its process .	70	80	40	40	230	30
HSS/N6303.Liaison with stakeholders for medical tourism management	74	50	20	30	174	10
HSS/N6304.Risk Assessment and Analysis	68	60	37	33	198	10

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N9625.Maintain interpersonal relationships and professional conduct	15	20	-	17	52	10
HSS/N9624.Maintain a safe and secure working environment	10	10	-	10	30	10
HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	13	30	64	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	350	300	150	200	1000	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) 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 OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
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 (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order 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.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) 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. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
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.