

Qualification Pack



Emergency Care Assistant

QP Code: HSS/Q2301

Version: 4.0

NSQF Level: 4

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

Qualification Pack

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HSS/Q2301: Emergency Care Assistant

Brief Job Description

Individuals at this job need to provide emergency medical support and care to individuals who are critically ill or injured and transport them to a medical facility within stipulated time limits.

Personal Attributes

The job requires individuals to have good communication and time management skills along with the ability to work in a multidisciplinary team environment. The individuals should possess key qualities such as confidence, maturity, compassion, patient centricity and active listening. They should exhibit good coordination skills, ethical behavior and empathize with patients. The person should be physically strong and possess driving skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N2332: Respond to emergency calls & size up the scene at the site](#)
2. [HSS/N2333: Provide support during medical emergencies](#)
3. [HSS/N2334: Provide support during trauma emergencies](#)
4. [HSS/N2335: Provide support during other emergencies](#)
5. [HSS/N2336: Carry out activities related to patient triage](#)
6. [HSS/N2337: Manage patient transport and handover to the identified provider institute](#)
7. [HSS/N9620: Comply with infection control and biomedical waste disposal policies](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Emergency Services
Country	India

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NSQF Level	4
Credits	50
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2240.0501
Minimum Educational Qualification & Experience	<p>12th Class OR Completed 2nd year of the 3-year diploma after 10 with NA of experience OR 10th grade pass with 2 Years of experience relevant experience OR 11th grade pass with 1 Year of experience relevant experience OR Previous relevant Qualification of NSQF Level (3.5) with 1-2 Years of experience 1.5 year relevant experience OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience relevant experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Driving License for 4-wheelers
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	31/03/2028
NSQF Approval Date	31/03/2023
Version	4.0
Reference code on NQR	QG-04-HE-00655-2023-V1.1-HSSC
NQR Version	2.0

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HSS/N2332: Respond to emergency calls & size up the scene at the site

Description

This OS unit is about the individual's first response to a call received and preparing to move to the emergency site, response upon arrival at the emergency site, evaluating the situation and ensuring the safety of self, patients and others.

Scope

The scope covers the following :

- Coordinate with control room
- Respond to emergency calls
- Size up the scene

Elements and Performance Criteria

Coordinate with control room

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

- PC1.** collate all information pertaining to the patient location, landmark, type & seriousness of emergency on receiving a call from the control room
- PC2.** intimate the control room post admitting the patient in the hospital/dropping him to specified location or in case of inability to reach the patient location in case of traffic jams or ambulance breakdowns

Respond to emergency calls

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

- PC3.** report to the designated ambulance parking location on time as per the schedule
- PC4.** identify the emergency codes used in the hospital for emergency situations
- PC5.** use appropriate language while speaking to the dispatch team to reflect professionalism
- PC6.** use communication equipment such as mobile phones, radio communication equipment, megaphones and other equipment as required by the (Emergency Medical Services) EMS provider
- PC7.** assist during evaluation of the situation of the patient(s) based on the call with the dispatch center
- PC8.** seek support when situations are beyond one's competence and authority
- PC9.** perform Body Substance Isolation (BSI) procedure as per standards and requirements
- PC10.** prepare the ambulance with the required medical equipment, supplies, medications and other items as per the medical emergency

Size up the scene

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

- PC11.** check that all safety precautions are taken at the scene of the emergency
- PC12.** introduce oneself to patient(s) / attendant and seek confidence of casualty/attendant, as applicable

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- PC13.** identify the implications of nuclear, radioactive, biological, chemical and explosive incidents and take precautions for self and others as per organizational policies
- PC14.** estimate the total number of patient(s) involved and call for backup, when required
- PC15.** explain the situation clearly to other emergency response agencies, when required and collaborate effectively
- PC16.** reassure the patient(s), relatives and bystanders who are in stressful situations by communicating effectively, and working in a confident and efficient manner
- PC17.** obtain information regarding the incident through accurate and complete scene assessment and document it accordingly
- PC18.** work to optimize and save time while avoiding mishandling of patient(s)
- PC19.** provide information and cooperate with law agencies in case of medico-legal emergencies

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** about Samaritan law
- KU6.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU7.** response time decided by the EMS provider/ state government in which EMT operates
- KU8.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU9.** protocols designed by the state or EMS providers
- KU10.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU11.** healthcare provider's emergency procedures and responsibilities in nuclear, radioactive, biological, chemical and explosive incidents
- KU12.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU13.** relevant information on health, safety, and security that applies to the emergency scene role and importance of the ECA in supporting hospital/Ambulance operations
- KU14.** relevant medical equipment used in different types of emergencies
- KU15.** basic medical terms and principles to evaluate the patient's condition
- KU16.** how to prepare for dealing with different types of hazardous materials like nuclear, radioactive, biological, chemical and explosive substances
- KU17.** basic medicolegal principles
- KU18.** how to create a safe environment around the patient(s) and others
- KU19.** importance of being alert to health, safety, and security hazards at the emergency site

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- KU20.** common health, safety, and security hazards that affect people working at the emergency site and how to identify them
- KU21.** importance of warning others about hazards and what to do until the hazard is dealt with
- KU22.** how to work efficiently in a team to ensure patient safety
- KU23.** hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency
- KU24.** importance, uses and process of putting on and discarding off of Body Substance Isolation equipment which includes hospital gowns, medical gloves, shoe covers, surgical masks, safety glasses, helmets, reflective clothing
- KU25.** how to sum up the scene quickly and ensuring that it is safe by taking appropriate measures
- KU26.** how to collaborate with other emergency response agencies, if required
- KU27.** how to estimate the total number of casualties involved and call for backup, if required

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** read and correctly interpret written instructions for specific emergency situations, briefs from the dispatch centre and other important communications
- GS3.** read and correctly interpret about changes in legislations and organizational policies with respect to safety procedures at emergency or crime scenes
- GS4.** read and extract relevant information from internal communications and legal framework changes related to roles and responsibilities to keep abreast of latest professional knowledge
- GS5.** listen actively during interactions with the dispatch team, colleagues and the medical officer
- GS6.** communicate with the patient(s) and other people around the patient(s) clearly and give them clear instructions for their safety
- GS7.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS8.** plan and organize activities required to respond to an emergency call
- GS9.** maintain patient confidentiality and dignity at all times
- GS10.** cope with stress on the job without affecting job quality

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate with control room</i>	20	-	10	12
PC1. collate all information pertaining to the patient location, landmark, type & seriousness of emergency on receiving a call from the control room	-	-	-	-
PC2. intimate the control room post admitting the patient in the hospital/dropping him to specified location or in case of inability to reach the patient location in case of traffic jams or ambulance breakdowns	-	-	-	-
<i>Respond to emergency calls</i>	10	10	5	6
PC3. report to the designated ambulance parking location on time as per the schedule	-	-	-	-
PC4. identify the emergency codes used in the hospital for emergency situations	-	-	-	-
PC5. use appropriate language while speaking to the dispatch team to reflect professionalism	-	-	-	-
PC6. use communication equipment such as mobile phones, radio communication equipment, megaphones and other equipment as required by the (Emergency Medical Services) EMS provider	-	-	-	-
PC7. assist during evaluation of the situation of the patient(s) based on the call with the dispatch center	-	-	-	-
PC8. seek support when situations are beyond one's competence and authority	-	-	-	-
PC9. perform Body Substance Isolation (BSI) procedure as per standards and requirements	-	-	-	-
PC10. prepare the ambulance with the required medical equipment, supplies, medications and other items as per the medical emergency	-	-	-	-
<i>Size up the scene</i>	17	15	5	6

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. check that all safety precautions are taken at the scene of the emergency	-	-	-	-
PC12. introduce oneself to patient(s) / attendant and seek confidence of casualty/attendant, as applicable	-	-	-	-
PC13. identify the implications of nuclear, radioactive, biological, chemical and explosive incidents and take precautions for self and others as per organizational policies	-	-	-	-
PC14. estimate the total number of patient(s) involved and call for backup, when required	-	-	-	-
PC15. explain the situation clearly to other emergency response agencies, when required and collaborate effectively	-	-	-	-
PC16. reassure the patient(s), relatives and bystanders who are in stressful situations by communicating effectively, and working in a confident and efficient manner	-	-	-	-
PC17. obtain information regarding the incident through accurate and complete scene assessment and document it accordingly	-	-	-	-
PC18. work to optimize and save time while avoiding mishandling of patient(s)	-	-	-	-
PC19. provide information and cooperate with law agencies in case of medico-legal emergencies	-	-	-	-
NOS Total	47	25	20	24

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N2332
NOS Name	Respond to emergency calls & size up the scene at the site
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Emergency Services
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

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HSS/N2333: Provide support during medical emergencies

Description

This unit is about identifying the symptoms of medical emergency to determine its type and follow the prescribed procedures and steps as guided by the physician under the scope of work.

Scope

The scope covers the following :

- Identify various medical emergencies
- Provide support during cardiovascular emergencies
- Provide support during cerebrovascular emergencies
- Provide support during behavioral emergencies
- Provide support during respiratory emergencies
- Provide support during diabetic emergencies

Elements and Performance Criteria

Identify various medical emergencies

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

- PC1.** maintain patient privacy
- PC2.** obtain informed consent of the patient for the assessment process, unless impossible because of their condition
- PC3.** position patient comfortably considering patient safety and avoiding further injury/damage
- PC4.** assess patient's level of consciousness, responsiveness and altered sensorium including skin color and temperature
- PC5.** calm and reassure the patient
- PC6.** minimize any unnecessary discomfort and encourage the patient to participate as fully as possible in the process
- PC7.** record vital signs of patients
- PC8.** obtain the chief complaint of the patient and complete focused SAMPLE history in prescribed format
- PC9.** collect patient's samples as per advice of healthcare provider
- PC10.** identify any life-threatening or high-risk conditions and alert the emergency centre/ healthcare provider immediately
- PC11.** provide accurate and clear information to healthcare provider
- PC12.** identify special medical/legal considerations to be followed in relation to medical emergencies
- PC13.** identify the symptoms and cause of visceral, parietal and referred abdominal pain and signs of hypoperfusion
- PC14.** provide the emergency medical care for the patient with an allergic reaction

Provide support during cardiovascular emergencies

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

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- PC15.** identify the symptoms of hypertensive emergency, angina, cardiac arrest and myocardial infarction
- PC16.** position the individual to perform Cardiopulmonary Resuscitation (CPR) or chest compressions as applicable, wherever required as per standard procedure
- PC17.** monitor and evaluate the individual's respiratory function for the effectiveness of compressions and ventilation
- PC18.** cease the application of CPR when the individual regains airway and circulation
- PC19.** position the individual in an appropriate position to enable continued care according to condition

Provide support during cerebrovascular emergencies

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

- PC20.** provide emergency medical care to a patient experiencing symptoms of a stroke
- PC21.** assess patient as per standardized pre-hospital stroke scale (such as the Cincinnati pre-hospital stroke scale)
- PC22.** determine the time of onset of symptoms

Provide support during behavioral emergencies

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

- PC23.** identify the characteristics of an individual's behavior which suggest that the patient is at risk for harming self or others
- PC24.** identify special medical/legal considerations for support during behavioral emergencies
- PC25.** use methods to calm behavioral emergency patients

Provide support during respiratory emergencies

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

- PC26.** identify the characteristics of normal breathing, abnormal breath sounds, irregular breathing patterns and the signs of abnormal breathing
- PC27.** evaluate the need for emergency medical care for the patient with respiratory distress & provide the emergency medical care accordingly
- PC28.** evaluate the need for nebulizer therapy in consultation with healthcare provider
- PC29.** perform abdominal thrust in case of choking

Provide support during diabetic emergencies

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

- PC30.** check blood sugar using glucometer and assess clinical manifestations related to hypo or hyper glycaemia as per obtained readings
- PC31.** seek information from the patient about previous medications/treatment related to diabetes and record it
- PC32.** provide emergency medical care to the patient as per advice of healthcare provider

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country

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- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU8.** protocols designed by the state or EMS providers
- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** relevant information on health, safety, and security that applies to the emergency scene role and importance of the ECA in supporting hospital/Ambulance operations
- KU12.** importance of transporting the patient to the nearest hospital
- KU13.** critical information that must be collected
- KU14.** how to assure his/her own safety in medical emergency situations
- KU15.** basic structure and function of the body system and associated components
- KU16.** process, condition & resources required by the body to support healthy functioning
- KU17.** how to transport the patient in a safe and effective manner
- KU18.** how to place patient in position of comfort
- KU19.** how to calm and reassure the patient
- KU20.** how and when to alert the Emergency Centre/ Healthcare provider in advance of a priority case (when required)
- KU21.** how to complete a focused history and general physical assessment of the patient for various types of emergencies
- KU22.** how to complete a pre-hospital care for patients with various emergencies
- KU23.** how to communicate with the hospital facility by sharing precise, concise and to the point reports
- KU24.** set protocols for lifting and shifting the patients
- KU25.** how to assess and provide emergency medical care to a patient experiencing chest pain/ discomfort
- KU26.** basic types, causes and symptoms of stroke
- KU27.** actions recommended for emergency responders to potential stroke victims
- KU28.** importance of transporting casualty immediately to an emergency department
- KU29.** how to provide emergency medical care to a patient experiencing symptoms of a stroke
- KU30.** how to assess the patient's level of consciousness
- KU31.** how to assess vital signs: blood pressure, heart rate, and respiratory rate
- KU32.** how to check blood sugar

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- KU33.** methods of proper disposal of medication equipment
- KU34.** how to provide emergency care to the patient experiencing a behavioral emergency
- KU35.** various methods and techniques to safely restrain a patient with a behavioral problem including physical restraints
- KU36.** how to check RBS for all alternated levels of consciousness and behavior emergency cases
- KU37.** characteristics of normal breathing, abnormal breathing sound and irregular breathing patterns
- KU38.** steps in emergency care for the patient with a history of diabetes and diabetic medication
- KU39.** various possible types of diabetic emergencies

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** communicate with the patient in simple, clear and unambiguous language
- GS5.** avoid using jargon, slang or acronyms when communicating with the dispatch Centre, colleagues or the medical officer
- GS6.** communicate with the patient(s) and other people around the patient(s) clearly and give them clear instructions for their safety
- GS7.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS8.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify various medical emergencies</i>	15	10	5	10
PC1. maintain patient privacy	-	-	-	-
PC2. obtain informed consent of the patient for the assessment process, unless impossible because of their condition	-	-	-	-
PC3. position patient comfortably considering patient safety and avoiding further injury/damage	-	-	-	-
PC4. assess patient's level of consciousness, responsiveness and altered sensorium including skin color and temperature	-	-	-	-
PC5. calm and reassure the patient	-	-	-	-
PC6. minimize any unnecessary discomfort and encourage the patient to participate as fully as possible in the process	-	-	-	-
PC7. record vital signs of patients	-	-	-	-
PC8. obtain the chief complaint of the patient and complete focused SAMPLE history in prescribed format	-	-	-	-
PC9. collect patient's samples as per advice of healthcare provider	-	-	-	-
PC10. identify any life-threatening or high-risk conditions and alert the emergency centre/ healthcare provider immediately	-	-	-	-
PC11. provide accurate and clear information to healthcare provider	-	-	-	-
PC12. identify special medical/legal considerations to be followed in relation to medical emergencies	-	-	-	-
PC13. identify the symptoms and cause of visceral, parietal and referred abdominal pain and signs of hypoperfusion	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. provide the emergency medical care for the patient with an allergic reaction	-	-	-	-
<i>Provide support during cardiovascular emergencies</i>	18	20	6	10
PC15. identify the symptoms of hypertensive emergency, angina, cardiac arrest and myocardial infarction	-	-	-	-
PC16. position the individual to perform Cardiopulmonary Resuscitation (CPR) or chest compressions as applicable, wherever required as per standard procedure	-	-	-	-
PC17. monitor and evaluate the individual's respiratory function for the effectiveness of compressions and ventilation	-	-	-	-
PC18. cease the application of CPR when the individual regains airway and circulation	-	-	-	-
PC19. position the individual in an appropriate position to enable continued care according to condition	-	-	-	-
<i>Provide support during cerebrovascular emergencies</i>	15	10	6	10
PC20. provide emergency medical care to a patient experiencing symptoms of a stroke	-	-	-	-
PC21. assess patient as per standardized pre-hospital stroke scale (such as the Cincinnati pre-hospital stroke scale)	-	-	-	-
PC22. determine the time of onset of symptoms	-	-	-	-
<i>Provide support during behavioral emergencies</i>	15	-	10	12
PC23. identify the characteristics of an individual's behavior which suggest that the patient is at risk for harming self or others	-	-	-	-
PC24. identify special medical/legal considerations for support during behavioral emergencies	-	-	-	-
PC25. use methods to calm behavioral emergency patients	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide support during respiratory emergencies</i>	20	30	6	10
PC26. identify the characteristics of normal breathing, abnormal breath sounds, irregular breathing patterns and the signs of abnormal breathing	-	-	-	-
PC27. evaluate the need for emergency medical care for the patient with respiratory distress & provide the emergency medical care accordingly	-	-	-	-
PC28. evaluate the need for nebulizer therapy in consultation with healthcare provider	-	-	-	-
PC29. perform abdominal thrust in case of choking	-	-	-	-
<i>Provide support during diabetic emergencies</i>	15	-	10	12
PC30. check blood sugar using glucometer and assess clinical manifestations related to hypo or hyper glycaemia as per obtained readings	-	-	-	-
PC31. seek information from the patient about previous medications/treatment related to diabetes and record it	-	-	-	-
PC32. provide emergency medical care to the patient as per advice of healthcare provider	-	-	-	-
NOS Total	98	70	43	64

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N2333
NOS Name	Provide support during medical emergencies
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Emergency Services
NSQF Level	4
Credits	17
Version	2.0
Last Reviewed Date	31/03/2023
Next Review Date	31/03/2028
NSQF Clearance Date	31/03/2023

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HSS/N2334: Provide support during trauma emergencies

Description

This unit deals in detail with requirement of an individual to recognize and support in management of trauma emergencies.

Scope

The scope covers the following :

- Bleeding and shock
- Musculoskeletal injuries, soft tissue injuries and burns
- Head and spinal injuries

Elements and Performance Criteria

Bleeding and shock

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

- PC1.** identify & arrest external bleeding and perform emergency medical care accordingly
- PC2.** identify the signs of internal bleeding and perform the steps in the emergency medical care of the patient accordingly
- PC3.** identify the signs and symptoms of shock (hypo perfusion) and perform the steps in the emergency medical care accordingly

Musculoskeletal injuries, soft tissue injuries and burns

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

- PC4.** identify the type of soft tissue injury (open or closed) and provide the emergency medical care to the patient accordingly
- PC5.** identify the emergency medical care considerations for a patient with a penetrating injury/impaled object and provide the emergency medical care to the patient accordingly
- PC6.** provide the emergency medical care considerations to the patient with an open wound to the abdomen
- PC7.** identify the type and degree of burn and provide the emergency medical care to the patient accordingly
- PC8.** apply a fit-for-purpose pressure dressing as per protocol according to the type of wound
- PC9.** identify and provide support for medical care for musculoskeletal injuries
- PC10.** apply pelvic binder techniques for fracture of pelvis
- PC11.** identify the type of splint required for the injury and apply it following standard procedures
- PC12.** follow standard protocols while providing care to the patient with an amputation and the amputated part

Head and spinal injuries

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

- PC13.** assess the level of consciousness
- PC14.** stabilize the cervical spine using cervical spine immobilization device and patient head

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PC15. immobilize a patient using a short spine board

PC16. manage eye injury using standard protocol

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU8.** protocols designed by the state or EMS providers
- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** relevant information on health, safety, and security that applies to the emergency scene role and importance of the ECA in supporting hospital/Ambulance operations
- KU12.** basic structure and function of the body system and associated components
- KU13.** process, condition & resources required by the body to support healthy functioning
- KU14.** methods of emergency medical care of external bleeding
- KU15.** how to recognize the major functions of the skin
- KU16.** how to differentiate the care of an open wound
- KU17.** types of burns
- KU18.** superficial, partial thickness and full thickness burns and their characteristics
- KU19.** purpose, functions and procedures of dressing and bandaging
- KU20.** how to establish the relationship between airway management and the patient with chest injury, burns, blunt and penetrating injuries
- KU21.** ramification of improperly applied dressings, splints and tourniquets
- KU22.** how to differentiate between an open and a closed painful, swollen, deformed extremity
- KU23.** reasons for splinting
- KU24.** general rules of splinting, its ramification and complications
- KU25.** signs and symptoms of a potential spine injury
- KU26.** how to recognize the indications for the use of rapid extrication
- KU27.** steps in performing rapid extrication

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- KU28.** equipment used for bleeding control and how to use it to perform each procedure
- KU29.** signs and symptoms of shock (hypo perfusion)
- KU30.** various types of soft tissue injuries
- KU31.** how to perform the different procedures to manage soft tissue injuries and burns
- KU32.** significance of each procedure to effectively handle soft tissue injury and burns
- KU33.** how to use the equipment meant to perform the procedures
- KU34.** necessary body substance isolation that must be taken when dealing with soft tissue injuries
- KU35.** proper method for applying an occlusive dressing
- KU36.** how to recognize superficial, partial thickness and full thickness burns
- KU37.** various types of dressings and bandages
- KU38.** proper method for applying a universal dressing, 4 x 4-inch dressing, and adhesive type dressing
- KU39.** proper method for applying bandages: self-adherent, gauze rolls, triangular, adhesive tape, and air splints
- KU40.** proper method for applying a pressure dressing
- KU41.** how to assess of an injured extremity
- KU42.** splinting procedures relevant to the general rules of splinting using: rigid splints, traction splints, pneumatic splints, improvised splints, and pneumatic anti-shock garments
- KU43.** procedure for splinting an injury with distal cyanosis or lacking a distal pulse
- KU44.** how to identify the circumstances when a helmet should be left on the patient
- KU45.** preferred methods to remove sports, motorcycle and various other helmets
- KU46.** alternative methods for removal of a helmet
- KU47.** differences in the method of head stabilization with and without a helmet
- KU48.** how the patient's head is stabilized in order to remove a helmet
- KU49.** sudden airway emergency medical care with helmet on
- KU50.** the roles, responsibilities and accountability in relation to the assessment of health status and needs, what information need to be obtained and stored in records, with whom the information might be shared, what is involved in the assessment
- KU51.** how to obtain informed consent of the patient, unless impossible because of their condition
- KU52.** how to conduct all observations and measurements systematically and thoroughly in order of priority (including Airway, Breathing, Circulation)
- KU53.** how to respect the patient's privacy, dignity, wishes and beliefs
- KU54.** how to minimize any unnecessary discomfort and encourage the patient to participate as fully as possible in the process
- KU55.** how to communicate with the patient clearly and in a manner and pace that is appropriate to their level of understanding, culture and background & their need for reassurance and support
- KU56.** how to recognize promptly any life-threatening or high-risk conditions
- KU57.** how to make full and effective use of any protocols, guidelines and other sources of guidance and advice to inform decision making
- KU58.** hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency

Qualification Pack

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report with the provider institute physician
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** communicate with the patient in simple, clear and unambiguous language
- GS5.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS6.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Bleeding and shock</i>	22	26	10	10
PC1. identify & arrest external bleeding and perform emergency medical care accordingly	-	-	-	-
PC2. identify the signs of internal bleeding and perform the steps in the emergency medical care of the patient accordingly	-	-	-	-
PC3. identify the signs and symptoms of shock (hypo perfusion) and perform the steps in the emergency medical care accordingly	-	-	-	-
<i>Musculoskeletal injuries, soft tissue injuries and burns</i>	28	25	10	10
PC4. identify the type of soft tissue injury (open or closed) and provide the emergency medical care to the patient accordingly	-	-	-	-
PC5. identify the emergency medical care considerations for a patient with a penetrating injury/impaed object and provide the emergency medical care to the patient accordingly	-	-	-	-
PC6. provide the emergency medical care considerations to the patient with an open wound to the abdomen	-	-	-	-
PC7. identify the type and degree of burn and provide the emergency medical care to the patient accordingly	-	-	-	-
PC8. apply a fit-for-purpose pressure dressing as per protocol according to the type of wound	-	-	-	-
PC9. identify and provide support for medical care for musculoskeletal injuries	-	-	-	-
PC10. apply pelvic binder techniques for fracture of pelvis	-	-	-	-
PC11. identify the type of splint required for the injury and apply it following standard procedures	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. follow standard protocols while providing care to the patient with an amputation and the amputated part	-	-	-	-
<i>Head and spinal injuries</i>	23	30	10	10
PC13. assess the level of consciousness	-	-	-	-
PC14. stabilize the cervical spine using cervical spine immobilization device and patient head	-	-	-	-
PC15. immobilize a patient using a short spine board	-	-	-	-
PC16. manage eye injury using standard protocol	-	-	-	-
NOS Total	73	81	30	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N2334
NOS Name	Provide support during trauma emergencies
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Emergency Services
NSQF Level	4
Credits	12
Version	2.0
Last Reviewed Date	31/03/2023
Next Review Date	31/03/2028
NSQF Clearance Date	31/03/2023

Qualification Pack

HSS/N2335: Provide support during other emergencies

Description

This unit deals in detail with management of other emergencies such as environmental emergencies, poisoning or overdose.

Scope

The scope covers the following :

- Poisoning or overdose
- Environmental emergencies

Elements and Performance Criteria

Poisoning or overdose

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

- PC1.** identify signs/symptoms associated with various poisoning
- PC2.** provide the emergency medical care for the patient with possible overdose
- PC3.** provide the emergency medical care for the patient with suspected poisoning
- PC4.** provide the emergency medical care for bites and stings

Environmental emergencies

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

- PC5.** identify the signs and symptoms of hypo and hyper-thermia
- PC6.** identify the signs and symptoms, complications of near-drowning and diving accidents
- PC7.** identify signs and symptoms, complications of altitude illness
- PC8.** provide emergency medical care to a patient according to the identified emergency

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies

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- KU8.** protocols designed by the state or EMS providers
- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** various types of poisoning by ingestion, inhalation, injection and absorption
- KU12.** steps in the emergency medical care for the patient with possible overdose
- KU13.** steps in the emergency medical care for the patient with suspected poisoning
- KU14.** how to do an assessment and documentation of patient response
- KU15.** commonly used poison substances at the local level, various toxidromes and specific antidotes with focus on OP poisoning
- KU16.** the prescribed procedures and steps involved in management of poisoning or overdose situation
- KU17.** types of environmental emergencies
- KU18.** the prescribed procedures and steps involved in management while exposure to extreme environmental situations
- KU19.** injuries caused by exposure to extreme heat/cold or due to drowning
- KU20.** how to complete a pre-hospital care report for patients with environmental emergencies
- KU21.** how to remove a patient with a suspected spine injury from the water
- KU22.** how to continue prolonged CPR in case of drowning victims
- KU23.** how to address high altitude sickness
- KU24.** how to apply rewarming techniques including active and passive rewarming
- KU25.** relevant National Disaster Management Agency (NDMA) guidelines

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report with the provider institute physician
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** communicate with the patient in simple, clear and unambiguous language
- GS5.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS6.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Poisoning or overdose</i>	17	20	6	10
PC1. identify signs/symptoms associated with various poisoning	-	-	-	-
PC2. provide the emergency medical care for the patient with possible overdose	-	-	-	-
PC3. provide the emergency medical care for the patient with suspected poisoning	-	-	-	-
PC4. provide the emergency medical care for bites and stings	-	-	-	-
<i>Environmental emergencies</i>	17	20	6	10
PC5. identify the signs and symptoms of hypo and hyper-thermia	-	-	-	-
PC6. identify the signs and symptoms, complications of near-drowning and diving accidents	-	-	-	-
PC7. identify signs and symptoms, complications of altitude illness	-	-	-	-
PC8. provide emergency medical care to a patient according to the identified emergency	-	-	-	-
NOS Total	34	40	12	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N2335
NOS Name	Provide support during other emergencies
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Emergency Services
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	31/03/2023
Next Review Date	31/03/2028
NSQF Clearance Date	31/03/2023

Qualification Pack

HSS/N2336: Carry out activities related to patient triage

Description

This unit deals in detail with identification of injured or sick patients who require immediate treatment.

Scope

The scope covers the following :

- Patient triage

Elements and Performance Criteria

Patient triage

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

- PC1.** coordinate for setting up of separate areas for triage, treatment, and transport
- PC2.** use appropriate personal protective equipment while conducting initial triage
- PC3.** conduct initial triage of patients by using defined methods and protocols
- PC4.** assess whether the patient requires immediate lifesaving intervention or whether they could wait
- PC5.** record the vital signs of patients
- PC6.** identify a high-risk case and tag as per orders
- PC7.** extract patients from the casualty area based on initial triage to designated treatment areas
- PC8.** re-triage patients extracted to the triage and treatment areas
- PC9.** alert healthcare facilities in advance of possible arrival of multiple patients

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU8.** protocols designed by the state or EMS providers

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- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** how to use Sort, Assess, Lifesaving interventions, Treat and Transport (SALT) triage system and Simple Triage and Rapid Treatment (START) plan accordingly, as per the triage guidelines and protocols
- KU12.** about do's and don'ts of ECA on arrival at the scene
- KU13.** how to set up separate areas for treatment, triage and transport
- KU14.** how to conduct an initial triage of patients by using the START triage model for adult patients, Jump START Triage for pediatric patients and the SMART triage tagging system
- KU15.** how to use appropriate personal protective equipment while conducting initial triage
- KU16.** how to tag severity/ criticality of patient using color coded tags
- KU17.** how to set up direct non-injured and/or slightly injured victims to the triage area for victims with minor injuries
- KU18.** how to monitor patients with minor injuries for changes in their condition
- KU19.** how to extract patients from the casualty area based on initial triage to designated triage and treatment areas
- KU20.** how to use equipment like cots and litters for extraction where required
- KU21.** how to re-triage patients extracted to the triage and treatment areas
- KU22.** how to transport patients to healthcare facility
- KU23.** importance of intimating healthcare provider facilities in advance of a mass casualty incident and possible arrival of multiple patients
- KU24.** hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency
- KU25.** how to measure vital signs and accordingly allocate the patient to a treatment area
- KU26.** how to coordinate to work with separate functional teams at the site
- KU27.** how to coordinate for initial triage, patient extraction and secondary triage
- KU28.** how to coordinate with other first responder teams

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report with the provider institute physician
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** communicate with the patient in simple, clear and unambiguous language
- GS5.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS6.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Patient triage</i>	17	20	10	10
PC1. coordinate for setting up of separate areas for triage, treatment, and transport	-	-	-	-
PC2. use appropriate personal protective equipment while conducting initial triage	-	-	-	-
PC3. conduct initial triage of patients by using defined methods and protocols	-	-	-	-
PC4. assess whether the patient requires immediate lifesaving intervention or whether they could wait	-	-	-	-
PC5. record the vital signs of patients	-	-	-	-
PC6. identify a high-risk case and tag as per orders	-	-	-	-
PC7. extract patients from the casualty area based on initial triage to designated treatment areas	-	-	-	-
PC8. re-triage patients extracted to the triage and treatment areas	-	-	-	-
PC9. alert healthcare facilities in advance of possible arrival of multiple patients	-	-	-	-
NOS Total	17	20	10	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N2336
NOS Name	Carry out activities related to patient triage
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Emergency Services
NSQF Level	4
Credits	3.5
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQF Clearance Date	31/01/2024

Qualification Pack

HSS/N2337: Manage patient transport and handover to the identified provider institute

Description

This unit deals in detail about managing and maintaining ambulance for handling emergency as per the specified standards, transporting the patient by an appropriate means based on the contextual considerations (emergency, weather conditions, patient's history and economic status), and handing over the patient to the medical staff.

Scope

The scope covers the following :

- Prepare ambulance for the emergency
- Transport the patient by appropriate means
- Handover the patient to the concerned staff of provider institute

Elements and Performance Criteria

Prepare ambulance for the emergency

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

- PC1.** stock the ambulance with essential medical and non- medical equipment/consumables as per organizational policies and procedures
- PC2.** check if minimum staffing is maintained for an ambulance as per policies
- PC3.** ensure the unit is fueled sufficiently
- PC4.** conduct daily inspections of the ambulance in terms of supply, cleaning and sterilization of equipment, their maintenance and working condition
- PC5.** maintain record of inspection done and escalate concerns if any
- PC6.** ensure readiness for usage of safety protocols and seat belts

Transport the patient by appropriate means

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

- PC7.** transport the patient to the nearest provider institute in adherence with the legal regulation
- PC8.** adhere to the rules and regulations related to the usage of ground and air transport
- PC9.** adhere safety norms for patient during transportation
- PC10.** provide pre-arrival information to the receiving hospital
- PC11.** escalate concerns to appropriate authority in situations where transport is a problem and alternative steps and measures to be taken
- PC12.** take alternative steps and measures as directed by concerned authority and update and record it accordingly

Handover the patient to the concerned staff of provider institute

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

- PC13.** provide a verbal report to the medical staff on the condition of the patient and initial findings
- PC14.** complete the Patient Care Report (PCR) and hand it over to the medical staff

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PC15. hand over the consent form signed by the patient or a relative

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic structure and function of the healthcare system in the country
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** codes used in the hospital for all emergency situations
- KU4.** relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU5.** how to engage with the medical officer for support in case the situation is beyond one's competence
- KU6.** response times decided by the EMS provider/ state government in which EMT operates
- KU7.** contact details of emergency medical agencies which includes bomb disposal squads, fire departments, chemical, biological and nuclear agencies
- KU8.** protocols designed by the state or EMS providers
- KU9.** importance of health, safety, and security protocols followed by the health care provider at the emergency scene
- KU10.** what constitutes a hazard encountered at the scene and how to report the hazard to the competent authority
- KU11.** how to assess and select the best healthcare facility for the patient
- KU12.** rules of driving and road safety
- KU13.** use of the SBAR (Situation, Background, Assessment, and Recommendation) technique (WHO recommended) during patient handover communication relevant legislation, standards, policies, and procedures followed in the hospital such as the EMS Act
- KU14.** procedure of hospital allocation starting from assessment of the patient's medical condition, consolidation of the complete information related to hospitals, directions from the medical officer and then arrangement of transport to the allocated medical facility
- KU15.** risks involved in the process of allocating a hospital to the patient and steps to mitigate risks
- KU16.** appropriate means for patient transport considering weather conditions
- KU17.** basic structure and function of the ambulance
- KU18.** different types of medical and non-medical equipment in ambulance
- KU19.** traffic rules and regulations as per state/country norms
- KU20.** requirements to ensure health and safety in the ambulance
- KU21.** how to create a safe environment around the patient
- KU22.** how to manage and maintain medical and non-medical equipment of the ambulance unit
- KU23.** how to sterilize and disinfect medical equipment and ambulance
- KU24.** how to discard the used equipment and consumables
- KU25.** inventory management, its need, principles and procedures

Generic Skills (GS)

Qualification Pack

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

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** write accurate, concise and to the point report with the provider institute physician
- GS3.** read and correctly interpret about changes in legislations and organizational policies from reports and notifications
- GS4.** interact with the patient in simple, clear and unambiguous language
- GS5.** make decisions pertaining to the scope of work and actions to be taken as per defined limits and competence
- GS6.** plan and organize activities that are assigned to him/her to achieve task in a timely manner

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare ambulance for the emergency</i>	15	20	10	10
PC1. stock the ambulance with essential medical and non- medical equipment/consumables as per organizational policies and procedures	-	-	-	-
PC2. check if minimum staffing is maintained for an ambulance as per policies	-	-	-	-
PC3. ensure the unit is fueled sufficiently	-	-	-	-
PC4. conduct daily inspections of the ambulance in terms of supply, cleaning and sterilization of equipment, their maintenance and working condition	-	-	-	-
PC5. maintain record of inspection done and escalate concerns if any	-	-	-	-
PC6. ensure readiness for usage of safety protocols and seat belts	-	-	-	-
<i>Transport the patient by appropriate means</i>	10	-	10	13
PC7. transport the patient to the nearest provider institute in adherence with the legal regulation	-	-	-	-
PC8. adhere to the rules and regulations related to the usage of ground and air transport	-	-	-	-
PC9. adhere safety norms for patient during transportation	-	-	-	-
PC10. provide pre-arrival information to the receiving hospital	-	-	-	-
PC11. escalate concerns to appropriate authority in situations where transport is a problem and alternative steps and measures to be taken	-	-	-	-
PC12. take alternative steps and measures as directed by concerned authority and update and record it accordingly	-	-	-	-
<i>Handover the patient to the concerned staff of provider institute</i>	15	-	10	13

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. provide a verbal report to the medical staff on the condition of the patient and initial findings	-	-	-	-
PC14. complete the Patient Care Report (PCR) and hand it over to the medical staff	-	-	-	-
PC15. hand over the consent form signed by the patient or a relative	-	-	-	-
NOS Total	40	20	30	36

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N2337
NOS Name	Manage patient transport and handover to the identified provider institute
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Emergency Services
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

Qualification Pack

HSS/N9620: Comply with infection control and biomedical waste disposal policies

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 :

- Management of Healthcare Waste (Biomedical and General waste)
- Infection control practices

Elements and Performance Criteria

Management of Healthcare Waste (Biomedical and General waste)

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

- PC1.** segregate healthcare waste as per the updated organizational/ state policies
- PC2.** handle, package, label, store, transport and dispose off waste appropriately as per scope of work

Infection control practices

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

- PC3.** follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required
- PC4.** identify infection risks and plan for response appropriately as per organizational policies under scope of work
- PC5.** follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.
- PC6.** follow spill management protocols

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** significance of appropriate waste disposal methods as per organizational policies and procedures
- KU2.** person(s) responsible for health, safety, and security in the organization
- KU3.** ways to handle waste appropriately to reduce the risk of contamination
- KU4.** good personal hygiene practices including hand hygiene
- KU5.** types of bio medical waste
- KU6.** different types of color codes designated for types of wastes
- KU7.** concept of segregation, disposal and treatment of bio medical waste
- KU8.** the hazards and risks associated with the waste disposal

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- KU9.** the required actions and reporting procedures for any accidents and spillages
- KU10.** the requirements of the relevant external agencies involved in the transportation and receiving of waste
- KU11.** the impact of waste on environmental changes
- KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between oneself and others
- KU13.** management of infection risks at workplace
- KU14.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
- KU15.** difference between clean, sterile, and unsterile area
- KU16.** concept of Universal precautions
- KU17.** types of PPE used in healthcare domain such as gloves, gown, goggles etc
- KU18.** correct method of Donning and Doffing of PPE
- KU19.** steps of hand washing according to the updated guidelines
- KU20.** difference between hand rub and hand washing and indications of both
- KU21.** various types of cleaning agents and disinfectants
- KU22.** types of hazardous spills
- KU23.** concept of injection safety
- KU24.** concept of respiratory hygiene

Generic Skills (GS)

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

- GS1.** • read and understand latest guidelines on managing biomedical waste and
• infection control and prevention
- GS2.** communicate effectively with others
- GS3.** report hazards and incidents clearly with the appropriate level of urgency
- GS4.** plan for safety of the work environment
- GS5.** identify risk, evaluate possible solutions and suggest effective solutions
- GS6.** analyse the seriousness of hazards pertaining to hospital waste and related infections
- GS7.** make decisions pertaining to the area of work
- GS8.** • apply, analyze, and evaluate the information gathered from observation, experience,
• reasoning, or communication, as a guide to act

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Management of Healthcare Waste (Biomedical and General waste)</i>	9	7	2	8
PC1. segregate healthcare waste as per the updated organizational/ state policies	-	-	-	-
PC2. handle, package, label, store, transport and dispose off waste appropriately as per scope of work	-	-	-	-
<i>Infection control practices</i>	12	7	3	8
PC3. follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required	-	-	-	-
PC4. identify infection risks and plan for response appropriately as per organizational policies under scope of work	-	-	-	-
PC5. follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.	-	-	-	-
PC6. follow spill management protocols	-	-	-	-
NOS Total	21	14	5	16

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9620
NOS Name	Comply with infection control and biomedical waste disposal policies
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQF Clearance Date	28/07/2022

Qualification Pack

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:

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- 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.

Qualification Pack

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

Qualification Pack

- 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

Qualification Pack

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	-	-

Qualification Pack

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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
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	-	-

Qualification Pack

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	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate/batch at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical & viva for every student at each examination/ training center based on these criteria.
5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

(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/N2332.Respond to emergency calls & size up the scene at the site	47	25	20	24	116	10
HSS/N2333.Provide support during medical emergencies	98	70	43	64	275	20
HSS/N2334.Provide support during trauma emergencies	73	81	30	30	214	20
HSS/N2335.Provide support during other emergencies	34	40	12	20	106	10
HSS/N2336.Carry out activities related to patient triage	17	20	10	10	57	10
HSS/N2337.Manage patient transport and handover to the identified provider institute	40	20	30	36	126	10
HSS/N9620.Comply with infection control and biomedical waste disposal policies	21	14	5	16	56	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	350	300	150	200	1000	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
ALS	Advanced Life Support
EMT	Emergency Medical Technician
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(s)
PCR	Patient Care Report
SALT	Sort, Assess, Lifesaving interventions, Treat and Transport
START	Simple triage and rapid treatment

Qualification Pack

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.

Qualification Pack

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.