



# Ayurveda Ahara & Poshana Sahayak

QP Code: HSS/Q3901

Version: 1.0

NSQF Level: 4

Healthcare Sector Skill Council || Healthcare Sector Skill Council, 520, DLF Tower A, 5th Floor, Jasola  
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New Delhi - 110025

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## HSS/Q3901: Ayurveda Ahara & Poshana Sahayak

### Brief Job Description

An Ayurveda Ahara & Poshana Sahayaka (Ayurveda Diet & Nutrition Assistant) works under the supervision of an Ayurveda Dietician and coordinates with Ayurveda cook for food preparation as per Ayurvedic principles. They also help Ayurveda Dietician in performing basic clerical functions including storekeeping and record maintenance at workplace.

### Personal Attributes

They should exhibit good coordination with client. The individual must be polite and show empathy, maturity, compassion and customer centricity.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [HSS/N3903: Carry out routine activities in the kitchen](#)
2. [HSS/N3902: Support during cooking procedure](#)
3. [HSS/N3901: Provide support to Ayurveda Dietician in administrative work](#)
4. [HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others](#)
5. [HSS/N9617: Maintain a safe, healthy and secure working environment](#)
6. [HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	AYUSH
<b>Occupation</b>	Ayurveda-Diet
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO/2015-2265.0200
<b>Minimum Educational Qualification &amp; Experience</b>	10th Class
<b>Minimum Level of Education for Training in School</b>	

<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	18/08/2020
<b>Next Review Date</b>	17/08/2025
<b>NSQC Approval Date</b>	
<b>Version</b>	1.0

## HSS/N3903: Carry out routine activities in the kitchen

### Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual for identification, collection and storage of food items and material prior to food preparation

### Scope

The scope covers the following :

- Maintain self-hygiene and cleanliness in the kitchen
- Procure, Identify and Check food items and material
- Label, Store and Preserve raw materials

### Elements and Performance Criteria

#### *Maintain self-hygiene and cleanliness in the Kitchen*

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

- PC1.** maintain personal hygiene
- PC2.** wash hands before and after handling foods items to avoid cross contamination
- PC3.** use personal protective equipment like head cap, face mask and gloves while handling food items
- PC4.** maintain cleanliness of the surrounding, equipment, tools, and utensils while handling food

#### *Procure, Identify and Check food items and material*

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

- PC5.** procure required raw food material from market or vendor
- PC6.** obtain the required part from procured raw food material as per prescription
- PC7.** identify other raw material such as spices etc required for food preparation from prescribed diet chart
- PC8.** check for any adulterants in food items and escalate to the concerned authorities as per organizational policies

#### *Label, Store and Preserve raw materials*

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

- PC9.** label raw materials, cooking essentials, tools and equipment as per organizational process
- PC10.** follow safe storage practices for raw food material as per recommended guidelines
- PC11.** follow inventory management processes such as FIFO to prevent spoilage
- PC12.** preserve food items using appropriate preservatives as per instructions
- PC13.** monitor stored items regularly

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures related to personal hygiene, especially with relation to food handling
- KU2.** the role and importance of an Ayurveda Dietician
- KU3.** the importance of self hygiene
- KU4.** basic structure and function of the Ayurveda healthcare system in the country
- KU5.** basic concepts of Ayurveda and Ahara
- KU6.** types of utensils used in kitchen for preparation of meal
- KU7.** Ayurveda terminology used for food items and materials
- KU8.** basic nutritional information regarding different food items
- KU9.** advances in the field of Ayurvedic nutrition and dietary practices
- KU10.** how to use personal protective equipment in kitchen
- KU11.** importance of storing food material
- KU12.** concept of preservation and its types
- KU13.** procurement of raw food items from vendor and market

### Generic Skills (GS)

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

- GS1.** document and complete reports on regular basis related to routine activities in kitchen
- GS2.** decide whether the place is safe and hygienic for keeping and storing food items
- GS3.** write and speak in unambiguous manner
- GS4.** read and interpret important instructions provided by Ayurveda Dietician
- GS5.** complete all the activities accurately and in a timely manner
- GS6.** communicate relevant information and ideas effectively
- GS7.** make decision to ensure that food items are being stored in kitchen by using first in first out (FIFO) method
- GS8.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain self-hygiene and cleanliness in the Kitchen</i>	<b>50</b>	<b>50</b>	<b>20</b>	<b>20</b>
<b>PC1.</b> maintain personal hygiene	-	10	-	-
<b>PC2.</b> wash hands before and after handling foods items to avoid cross contamination	-	15	-	-
<b>PC3.</b> use personal protective equipment like head cap, face mask and gloves while handling food items	-	10	-	-
<b>PC4.</b> maintain cleanliness of the surrounding, equipment, tools, and utensils while handling food	-	15	-	-
<i>Procure, Identify and Check food items and material</i>	<b>50</b>	<b>50</b>	<b>25</b>	<b>20</b>
<b>PC5.</b> procure required raw food material from market or vendor	-	10	-	-
<b>PC6.</b> obtain the required part from procured raw food material as per prescription	-	10	-	-
<b>PC7.</b> identify other raw material such as spices etc required for food preparation from prescribed diet chart	-	15	-	-
<b>PC8.</b> check for any adulterants in food items and escalate to the concerned authorities as per organizational policies	-	15	-	-
<i>Label, Store and Preserve raw materials</i>	<b>40</b>	<b>50</b>	<b>20</b>	<b>20</b>
<b>PC9.</b> label raw materials, cooking essentials, tools and equipment as per organizational process	-	10	-	-
<b>PC10.</b> follow safe storage practices for raw food material as per recommended guidelines	-	10	-	-
<b>PC11.</b> follow inventory management processes such as FIFO to prevent spoilage	-	10	-	-
<b>PC12.</b> preserve food items using appropriate preservatives as per instructions	-	10	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. monitor stored items regularly	-	10	-	-
<b>NOS Total</b>	<b>140</b>	<b>150</b>	<b>65</b>	<b>60</b>



## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N3903
<b>NOS Name</b>	Carry out routine activities in the kitchen
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	AYUSH
<b>Occupation</b>	Ayurveda-Diet
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/08/2020
<b>Next Review Date</b>	17/08/2025
<b>NSQC Clearance Date</b>	

## HSS/N3902: Support during cooking procedure

### Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual to assist an Ayurveda cook in cooking procedure.

### Scope

The scope covers the following :

- Carry out required preparation for cooking procedure
- Disposal of leftover food and waste material after food preparation

### Elements and Performance Criteria

#### *Carry out required preparation for cooking*

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

- PC1.** coordinate with cook for hygiene maintenance of equipment and utensils in kitchen.
- PC2.** check if kitchen is adequately ventilated and temperature is maintained
- PC3.** arrange equipment like grinder, chapati skillet, oven, refrigerator etc for cooking
- PC4.** assist in washing, peeling, chopping, cutting, grinding etc
- PC5.** identify the ways to optimize the usage of material including water in various tasks
- PC6.** check for any spills/leakages during procedure
- PC7.** plug spill/leakage of water or gas immediately and escalate to appropriate authority if unable to rectify

#### *Disposal of leftover food and waste material after food preparation*

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

- PC8.** identify the types of waste generated
- PC9.** check if waste is promptly removed from food preparation area
- PC10.** segregate the waste into recyclable, non-recyclable, and hazardous waste at work area
- PC11.** follow food waste disposal techniques as per industry protocol and guidelines

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies, and procedures related to cooking procedure
- KU2.** relevant legislation, regulatory guidelines, standards, policies and procedures related to food safety and disposal
- KU3.** use of water in food preparation
- KU4.** about different cooking methods (Ahara Paka Vidhi)
- KU5.** importance of correct selection of utensils for food preparation
- KU6.** best practices related to hygiene and sanitation to avoid contamination of food

- KU7.** common ailments associated with food contamination
- KU8.** methods of peeling, cutting, chopping, grinding etc
- KU9.** proper maintenance of utensils and equipment eg- cleaning, drying, storage in hygienic condition
- KU10.** waste segregation and management procedures
- KU11.** Hospital Infection Control (HIC) standards regarding kitchen
- KU12.** advances in the field of Ayurvedic nutrition and dietary practices

## Generic Skills (GS)

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

- GS1.** write in at least one local/ official language used in the local community
- GS2.** read and correctly interpret the important instructions provided by cook
- GS3.** read instructions for storing equipment
- GS4.** communicate effectively with client, dietician and cook
- GS5.** complete all activities accurately and in a timely manner
- GS6.** build interpersonal relationships that foster inter and intra-departmental unity
- GS7.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out required preparation for cooking</i>	<b>51</b>	<b>50</b>	<b>25</b>	<b>20</b>
<b>PC1.</b> coordinate with cook for hygiene maintenance of equipment and utensils in kitchen.	-	5	-	-
<b>PC2.</b> check if kitchen is adequately ventilated and temperature is maintained	-	5	-	-
<b>PC3.</b> arrange equipment like grinder, chapati skillet, oven, refrigerator etc for cooking	-	10	-	-
<b>PC4.</b> assist in washing, peeling, chopping, cutting, grinding etc	-	10	-	-
<b>PC5.</b> identify the ways to optimize the usage of material including water in various tasks	-	10	-	-
<b>PC6.</b> check for any spills/leakages during procedure	-	5	-	-
<b>PC7.</b> plug spill/leakage of water or gas immediately and escalate to appropriate authority if unable to rectify	-	5	-	-
<i>Disposal of leftover food and waste material after food preparation</i>	<b>35</b>	<b>40</b>	<b>20</b>	<b>20</b>
<b>PC8.</b> identify the types of waste generated	-	10	-	-
<b>PC9.</b> check if waste is promptly removed from food preparation area	-	10	-	-
<b>PC10.</b> segregate the waste into recyclable, non-recyclable, and hazardous waste at work area	-	10	-	-
<b>PC11.</b> follow food waste disposal techniques as per industry protocol and guidelines	-	10	-	-
<b>NOS Total</b>	<b>86</b>	<b>90</b>	<b>45</b>	<b>40</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N3902
<b>NOS Name</b>	Support during cooking procedure
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	AYUSH
<b>Occupation</b>	Ayurveda-Diet
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/08/2020
<b>Next Review Date</b>	17/08/2025
<b>NSQC Clearance Date</b>	

## HSS/N3901: Provide support to Ayurveda Dietician in administrative work

### Description

This occupational standard describes the knowledge, skills and understanding required by Ayurveda Ahara & Poshana Sahayak for aiding an Ayurveda Dietician in day to day activities including basic clerical functions

### Scope

The scope covers the following :

- Provide support in client management
- Maintain record of stock and client appointments

### Elements and Performance Criteria

#### *Provide support in client management*

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

- PC1.** communicate in a way that reflects cultural, religious, PwD and gender sensitivity and modify the communication pattern as and when necessary
- PC2.** offer help to PwD if required
- PC3.** enter client details in prescribed format as per organizational policies
- PC4.** provide information to client about the diet chart
- PC5.** prepare and provide Ayurveda diet packets to client as per prescription and instructions
- PC6.** inform the client about follow-up visits as per confirmation from Ayurveda Dietician
- PC7.** provide appropriate IEC material to client as per organizational policy and procedures
- PC8.** maintain client's confidentiality
- PC9.** report to Ayurveda Dietician if needs of the client has not been met

#### *Maintain records of stock and client appointments*

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

- PC10.** arrange essential stationary such as printer, cartridge, stapler etc. for documentation
- PC11.** store and maintain record of client appointments in a prescribed format as per organizational policies
- PC12.** assist Ayurveda Dietician in monitoring authentication of client records
- PC13.** report to Ayurveda Dietician if any concerns found in documents
- PC14.** maintain confidentiality of stored records

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational structure and escalation matrix
- KU2.** organizational values and the professional standards
- KU3.** guidelines, policies, and process of record keeping including its storage and retrieval

- KU4.** guidelines on maintaining record's confidentiality
- KU5.** registration and consulting process
- KU6.** national nutrition programs
- KU7.** basic structure and function of human body system
- KU8.** dispensing process of food packets
- KU9.** impact of design of information brochures on client engagement
- KU10.** about FSSAI Act & Rules/ Licensing
- KU11.** importance of using prescribed documents, diet charts, pamphlets and other documents designed by Ayurveda Dietician for routine use

### Generic Skills (GS)

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

- GS1.** read and correctly interpret diet instructions provided by Ayurveda Dietician
- GS2.** avoid using jargon, slang or acronyms when communicating with others
- GS3.** write and speak in unambiguous manner
- GS4.** respect personal space
- GS5.** read and follow instructions for following standard practices for storage of information
- GS6.** identify areas of objections, reluctance to dietary changes and inform to Ayurveda Dietician

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide support in client management</i>	<b>35</b>	<b>30</b>	<b>20</b>	<b>20</b>
<b>PC1.</b> communicate in a way that reflects cultural, religious, PwD and gender sensitivity and modify the communication pattern as and when necessary	-	3	-	-
<b>PC2.</b> offer help to PwD if required	-	3	-	-
<b>PC3.</b> enter client details in prescribed format as per organizational policies	-	3	-	-
<b>PC4.</b> provide information to client about the diet chart	-	3	-	-
<b>PC5.</b> prepare and provide Ayurveda diet packets to client as per prescription and instructions	-	5	-	-
<b>PC6.</b> inform the client about follow-up visits as per confirmation from Ayurveda Dietician	-	4	-	-
<b>PC7.</b> provide appropriate IEC material to client as per organizational policy and procedures	-	3	-	-
<b>PC8.</b> maintain client's confidentiality	-	3	-	-
<b>PC9.</b> report to Ayurveda Dietician if needs of the client has not been met	-	3	-	-
<i>Maintain records of stock and client appointments</i>	<b>35</b>	<b>30</b>	<b>20</b>	<b>20</b>
<b>PC10.</b> arrange essential stationary such as printer, cartridge, stapler etc. for documentation	-	5	-	-
<b>PC11.</b> store and maintain record of client appointments in a prescribed format as per organizational policies	-	10	-	-
<b>PC12.</b> assist Ayurveda Dietician in monitoring authentication of client records	-	5	-	-
<b>PC13.</b> report to Ayurveda Dietician if any concerns found in documents	-	5	-	-
<b>PC14.</b> maintain confidentiality of stored records	-	5	-	-



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>70</b>	<b>60</b>	<b>40</b>	<b>40</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N3901
<b>NOS Name</b>	Provide support to Ayurveda Dietician in administrative work
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	AYUSH
<b>Occupation</b>	Ayurveda-Diet
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/08/2020
<b>Next Review Date</b>	17/08/2025
<b>NSQC Clearance Date</b>	

## HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others

### Description

This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.

### Scope

This unit/task covers the following:

- Communicating and maintaining professional behavior with co-workers and patients & their families
- Working with other people to meet requirements
- Establishing and managing requirements, planning and organizing work, ensuring accomplishment of the requirements

### Elements and Performance Criteria

#### *Communicating & maintaining professional behavior with co-workers and patients & their families*

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

- PC1.** communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them
- PC2.** utilize all training and information at ones disposal to provide relevant information to the individual
- PC3.** confirm that the needs of the individual have been met
- PC4.** respond to queries and information needs of all individuals
- PC5.** adhere to guidelines provided by ones organization or regulatory body relating to confidentiality
- PC6.** respect the individuals need for privacy
- PC7.** maintain any records required at the end of the interaction

#### *Working with other people to meet requirements*

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

- PC8.** integrate ones work with other peoples work effectively
- PC9.** utilize time effectively and pass on essential information to other people on timely basis
- PC10.** work in a way that shows respect for other people
- PC11.** carry out any commitments made to other people
- PC12.** reason out the failure to fulfill commitment
- PC13.** identify any problems with team members and other people and take the initiative to solve these problems

#### *Establishing and managing requirements*

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

- PC14.** clearly establish, agree, and record the work requirements

- PC15.** ensure his/her work meets the agreed requirements
- PC16.** treat confidential information correctly
- PC17.** work in line with the organizations procedures and policies and within the limits of his/her job role

## 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.** the business, mission, and objectives of the organization
- KU4.** the scope of work of the role
- KU5.** the responsibilities and strengths of the team and their importance to the organization
- KU6.** the information that is considered confidential to the organization
- KU7.** effective working relationships with the people external to the team, with which the individual works on a regular basis
- KU8.** procedures in the organization to deal with conflict and poor working relationships
- KU9.** the relevant policies and procedures of the organization
- KU10.** how to communicate effectively (face-to-face, by telephone and in writing)
- KU11.** how to handle stressful or risky situations when communicating with patients and/or other individuals
- KU12.** when to ask for assistance when situations are beyond ones competence and authority
- KU13.** how to maintain confidentiality and to respect an individuals need for privacy
- KU14.** how to ensure that all information provided to individuals is from reliable sources
- KU15.** disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination
- KU16.** the essential information that needs to be shared with other people
- KU17.** the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis
- KU18.** the importance of integrating ones work effectively with others
- KU19.** the types of working relationships that help people to work well together and the types of relationships that need to be avoided
- KU20.** the types of opportunities an individual may seek out to improve relationships with others
- KU21.** how to deal with difficult working relationships with other people to sort out
- KU22.** the importance of asking the appropriate individual for help when required
- KU23.** the importance of planning, prioritizing and organizing, timely work
- KU24.** the importance of clearly establishing work requirement
- KU25.** the importance of being flexible in changing priorities when the importance and urgency comes into play
- KU26.** how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited
- KU27.** the importance of keeping the work area clean and tidy

## Generic Skills (GS)

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

- GS1.** write effective communications to share information with the team members and other people outside the team
- GS2.** write at least one local/ official language used in the local community
- GS3.** report progress and results
- GS4.** record problems and resolutions
- GS5.** read and understand work related documents and information shared by different sources
- GS6.** read organizational policies and procedures
- GS7.** communicate essential information to colleagues face-to-face or through telecommunication
- GS8.** speak at least one local language
- GS9.** question others appropriately in order to understand the nature of the request or complaint
- GS10.** report progress and results
- GS11.** interact with other individuals
- GS12.** negotiate requirements and revised agreements for delivering them
- GS13.** make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
- GS14.** plan and organize files and documents
- GS15.** be responsive to problems of the individuals
- GS16.** be available to guide, counsel and help individuals when required
- GS17.** be patient and non-judgmental at all times
- GS18.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS19.** be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS20.** be sensitive to potential cultural differences
- GS21.** maintain patient confidentiality
- GS22.** respect the rights of the patient(s)
- GS23.** understand problems and suggest an optimum solution after evaluating possible solutions

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicating &amp; maintaining professional behavior with co-workers and patients &amp; their families</i>	5	-	-	-
<b>PC1.</b> communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	5	-	-	-
<b>PC2.</b> utilize all training and information at ones disposal to provide relevant information to the individual	-	-	-	-
<b>PC3.</b> confirm that the needs of the individual have been met	-	-	-	-
<b>PC4.</b> respond to queries and information needs of all individuals	-	-	-	-
<b>PC5.</b> adhere to guidelines provided by ones organization or regulatory body relating to confidentiality	-	-	-	-
<b>PC6.</b> respect the individuals need for privacy	-	-	-	-
<b>PC7.</b> maintain any records required at the end of the interaction	-	-	-	-
<i>Working with other people to meet requirements</i>	5	-	-	-
<b>PC8.</b> integrate ones work with other peoples work effectively	5	-	-	-
<b>PC9.</b> utilize time effectively and pass on essential information to other people on timely basis	-	-	-	-
<b>PC10.</b> work in a way that shows respect for other people	-	-	-	-
<b>PC11.</b> carry out any commitments made to other people	-	-	-	-
<b>PC12.</b> reason out the failure to fulfill commitment	-	-	-	-
<b>PC13.</b> identify any problems with team members and other people and take the initiative to solve these problems	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establishing and managing requirements</i>	3	-	-	-
<b>PC14.</b> clearly establish, agree, and record the work requirements	3	-	-	-
<b>PC15.</b> ensure his/her work meets the agreed requirements	-	-	-	-
<b>PC16.</b> treat confidential information correctly	-	-	-	-
<b>PC17.</b> work in line with the organizations procedures and policies and within the limits of his/her job role	-	-	-	-
<b>NOS Total</b>	<b>13</b>	-	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9615
<b>NOS Name</b>	Maintain interpersonal relationship with patients, colleagues and others
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	06/12/2017
<b>Next Review Date</b>	05/12/2021
<b>NSQC Clearance Date</b>	



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

### Description

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

### Scope

This unit/task covers the following:

### Elements and Performance Criteria

#### *Complying the health, safety and security requirements and procedures for work place*

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

- PC1.** identify individual responsibilities in relation to maintaining workplace health safety and security requirements
- PC2.** comply with health, safety and security procedures for the workplace
- PC3.** comply with health, safety and security procedures and protocols forenvironmental safety

#### *Handling hazardous situation*

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

- PC4.** identify potential hazards and breaches of safe work practices
- PC5.** identify and interpret various hospital codes for emergency situations
- PC6.** correct any hazards that individual can deal with safely, competently and within the limits of authority
- PC7.** provide basic life support (BLS) and first aid in hazardous situations, whenever applicable
- PC8.** follow the organizations emergency procedures promptly, calmly, and efficiently
- PC9.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC10.** complete any health and safety records legibly and accurately

#### *Reporting any hazardous situation*

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

- PC11.** report any identified breaches in health, safety, and security procedures to the designated person
- PC12.** promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected

### 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.** the basic requirements of the health and safety and other legislations and regulations that apply to the workplace
- KU3.** the person(s) responsible for maintaining healthy, safe, and secure workplace

- KU4.** the relevant up-to-date information on health, safety, and security that applies to the workplace
- KU5.** the responsibilities of individual to maintain safe, healthy and secure workplace
- KU6.** how to report the hazard
- KU7.** requirements of health, safety and security in workplace
- KU8.** how to create safety records and maintaining them
- KU9.** the importance of being alert to health, safety, and security hazards in the work environment
- KU10.** the common health, safety, and security hazards that affect people working in an administrative role
- KU11.** how to identify health, safety, and security hazards
- KU12.** the importance of warning others about hazards and how to do so until the hazard is dealt with

## 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
- GS3.** clearly report hazards and incidents with the appropriate level of urgency
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS7.** be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern
- GS8.** identify hazards, evaluate possible solutions and suggest effective solutions
- GS9.** analyze the seriousness of hazards
- GS10.** analyze, evaluate and apply 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>Complying the health, safety and security requirements and procedures for work place</i>	<b>7</b>	-	-	<b>10</b>
<b>PC1.</b> identify individual responsibilities in relation to maintaining workplace health safety and security requirements	7	-	-	10
<b>PC2.</b> comply with health, safety and security procedures for the workplace	-	-	-	-
<b>PC3.</b> comply with health, safety and security procedures and protocols forenvironmental safety	-	-	-	-
<i>Handling hazardous situation</i>	<b>8</b>	-	-	<b>10</b>
<b>PC4.</b> identify potential hazards and breaches of safe work practices	8	-	-	10
<b>PC5.</b> identify and interpret various hospital codes for emergency situations	-	-	-	-
<b>PC6.</b> correct any hazards that individual can deal with safely, competently and within the limits of authority	-	-	-	-
<b>PC7.</b> provide basic life support (BLS) and first aid in hazardous situations, whenever applicable	-	-	-	-
<b>PC8.</b> follow the organizations emergency procedures promptly, calmly, and efficiently	-	-	-	-
<b>PC9.</b> identify and recommend opportunities for improving health, safety, and security to the designated person	-	-	-	-
<b>PC10.</b> complete any health and safety records legibly and accurately	-	-	-	-
<i>Reporting any hazardous situation</i>	<b>5</b>	-	-	<b>10</b>
<b>PC11.</b> report any identified breaches in health, safety, and security procedures to the designated person	5	-	-	10

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected	-	-	-	-
<b>NOS Total</b>	<b>20</b>	-	-	<b>30</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9617
<b>NOS Name</b>	Maintain a safe, healthy and secure working environment
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	06/12/2017
<b>Next Review Date</b>	05/12/2021
<b>NSQC Clearance Date</b>	

## HSS/N9620: Comply with Infection Control and Bio Medical 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
- 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

## Assessment Criteria

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



## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9620
<b>NOS Name</b>	Comply with Infection Control and Bio Medical Waste Disposal Policies
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/08/2020
<b>Next Review Date</b>	17/08/2025
<b>NSQC Clearance Date</b>	

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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

### 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/N3903.Carry out routine activities in the kitchen	140	150	65	60	415	25

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N3902.Support during cooking procedure	86	90	45	40	261	25
HSS/N3901.Provide support to Ayurveda Dietician in administrative work	70	60	40	40	210	20
HSS/N9615.Maintain interpersonal relationship with patients, colleagues and others	13	-	-	-	13	10
HSS/N9617.Maintain a safe, healthy and secure working environment	20	-	-	30	50	10
HSS/N9620.Comply with Infection Control and Bio Medical Waste Disposal Policies	21	14	-	16	51	10
<b>Total</b>	<b>350</b>	<b>314</b>	<b>150</b>	<b>186</b>	<b>1000</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualification Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>AYUSH</b>	Ayurveda Yoga Unani Siddha Homeopathy

## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.
<b>Sector</b>	sector is a conglomeration of different business having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components
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<b>Unit Code</b>	Unit code is a unique identifier for an occupational standard, which is donated by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do
<b>Description</b>	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
<b>Scope</b>	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
<b>Knowledge and Understanding (K)</b>	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
<b>Organisational Context</b>	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
<b>Technical Knowledge</b>	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities
<b>Core Skills/ Generic Skills (G)</b>	core skills or Generic skills are a group of skills that are the key to learning and working in today's world. these skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	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. Trainee must select at least one elective for the successful completion of a QP with electives.
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