

Qualification Pack



Home Health Aide

QP Code: HSS/Q5102

Version: 2.0

NSQF Level: 3

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

Qualification Pack

Contents

HSS/Q5102: Home Health Aide	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
HSS/N5104: Support individuals to eat and drink	5
HSS/N5105: Assist the patient in maintaining normal elimination	9
HSS/N5133: Assist patient in bathing, dressing up and grooming	13
HSS/N9617: Maintain a safe, healthy and secure working environment	18
HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols	23
HSS/N5137: Implement the interventions planned for patients with diverse needs	29
HSS/N5136: Support patients with diverse needs in coping up with their health conditions	35
Assessment Guidelines and Weightage	40
<i>Assessment Guidelines</i>	40
<i>Assessment Weightage</i>	41
Acronyms	42
Glossary	43

Qualification Pack

HSS/Q5102: Home Health Aide

Brief Job Description

Individuals in this job provide assistance to patients with diverse needs in carrying out their daily living activities at different care settings like home, old age home, hospice, etc. Some of the key responsibilities of a Home Health Aide are to provide personal care, comfort and assistance to the patient while they are coping up with their health conditions. They also report the health status to the service providers or other health professionals.

Personal Attributes

The job requires the candidate to be empathetic, mature, compassionate and patient centric. The person should show respect to the patients belonging to diverse cultural backgrounds. The individual should have good communication and interpersonal skills. The person should also possess cooking, driving and housekeeping skills preferably.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5104: Support individuals to eat and drink](#)
2. [HSS/N5105: Assist the patient in maintaining normal elimination](#)
3. [HSS/N5133: Assist patient in bathing, dressing up and grooming](#)
4. [HSS/N9617: Maintain a safe, healthy and secure working environment](#)
5. [HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols](#)
6. [HSS/N5137: Implement the interventions planned for patients with diverse needs](#)
7. [HSS/N5136: Support patients with diverse needs in coping up with their health conditions](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services

Qualification Pack

Country	India
NSQF Level	3
Credits	NA
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5322.0101
Minimum Educational Qualification & Experience	10th Class
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	16/12/2020
Next Review Date	29/01/2026
NSQC Approval Date	29/01/2021
Version	2.0
Reference code on NQR	2021/HLT/HSSC/04105
NQR Version	1

Qualification Pack

HSS/N5104: Support individuals to eat and drink

Description

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

Elements and Performance Criteria

Provide adequate support to the patient during drinking and eating

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

- PC1.** wash one's hands and the patient to maintain hygiene and to prevent spread of infections
- PC2.** make the patient comfortable and encourage them to eat and drink independently as much as possible
- PC3.** use appropriate cutlery while feeding the patient, keeping in view the food temperature
- PC4.** ensure the food provided is according to the dietary prescription of the attending physician or dietician
- PC5.** assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly
- PC6.** assist the patient to maintain elimination needs and oral care prior to feeding
- PC7.** wipe the patients hands and mouth and clean their dress after the procedure
- PC8.** maintain self-cleanliness and hygiene after feeding
- PC9.** provide water or liquid diet to the patient according to the prescribed instruction
- PC10.** ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration
- PC11.** report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance
- PC12.** measure the details of the intake and record them appropriately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of highquality, innovative services
- KU5.** the nature, aims, objectives, values, policies and systems of the organization
- KU6.** how to engage with medical team or concerned authority for support in case of requirement
- KU7.** basic structure and function of the body system and associated component
- KU8.** the importance of balanced and healthy diet as prescribed by the physician/ dietician

Qualification Pack

- KU9.** appropriate diet for different medical conditions
- KU10.** symptoms like choking or uneasiness while feeding
- KU11.** how to differentiate between types of diet including solid, semi-solid and liquid
- KU12.** body regulation mechanisms including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure
- KU13.** measures for protection from infection

Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals
- GS4.** arrange the file management area for easy access and efficiency
- GS5.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS6.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS7.** seek the help of nurse for solving the problem if there is an unusual finding
- GS8.** use the existing experience for improving the comfort during the process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide adequate support to the patient during drinking and eating</i>	30	30	10	10
PC1. wash one's hands and the patient to maintain hygiene and to prevent spread of infections	30	2	10	10
PC2. make the patient comfortable and encourage them to eat and drink independently as much as possible	-	2	-	-
PC3. use appropriate cutlery while feeding the patient, keeping in view the food temperature	-	2	-	-
PC4. ensure the food provided is according to the dietary prescription of the attending physician or dietician	-	2	-	-
PC5. assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly	-	2	-	-
PC6. assist the patient to maintain elimination needs and oral care prior to feeding	-	2	-	-
PC7. wipe the patients hands and mouth and clean their dress after the procedure	-	3	-	-
PC8. maintain self-cleanliness and hygiene after feeding	-	2	-	-
PC9. provide water or liquid diet to the patient according to the prescribed instruction	-	3	-	-
PC10. ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration	-	3	-	-
PC11. report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance	-	3	-	-
PC12. measure the details of the intake and record them appropriately	-	4	-	-
NOS Total	30	30	10	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5104
NOS Name	Support individuals to eat and drink
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQF Clearance Date	31/03/2022

Qualification Pack

HSS/N5105: Assist the patient in maintaining normal elimination

Description

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

Elements and Performance Criteria

Support the patient during elimination needs

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

- PC1.** respond promptly to patients elimination needs as per hospitals/procedural protocols
- PC2.** assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode
- PC3.** wash the patient's and one's hands to prevent infection
- PC4.** ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage
- PC5.** use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition
- PC6.** empty the uro bag frequently as per standard procedures and record the output under supervision
- PC7.** clean and disinfect the equipment after use
- PC8.** record changes in color or texture of the faeces and report unusual findings immediately
- PC9.** measure output and record them

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** the nature, aims, objectives, values, policies and systems of the organization
- KU5.** how to engage with medical team or concerned authority for support in case of requirement
- KU6.** how to assist immobile patient in using a bed pan
- KU7.** how to assist a mobile patient to use the commode
- KU8.** how to check for kinks and obstruction in an indwelling catheter
- KU9.** the process of cleaning and wiping the patient after elimination to prevent infections
- KU10.** how to identify change in colour, odour or texture of the faeces
- KU11.** basic structure and function of the body system
- KU12.** process, condition & resources required by the body to support healthy functioning
- KU13.** common medical terminologies and abbreviations used

Qualification Pack

Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the patients comfort and willingness
- GS8.** communicate patients concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support the patient during elimination needs</i>	30	50	10	10
PC1. respond promptly to patients elimination needs as per hospitals/procedural protocols	30	2	10	10
PC2. assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode	-	5	-	-
PC3. wash the patient's and one's hands to prevent infection	-	5	-	-
PC4. ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage	-	2	-	-
PC5. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition	-	10	-	-
PC6. empty the uro bag frequently as per standard procedures and record the output under supervision	-	5	-	-
PC7. clean and disinfect the equipment after use	-	8	-	-
PC8. record changes in color or texture of the faeces and report unusual findings immediately	-	8	-	-
PC9. measure output and record them	-	5	-	-
NOS Total	30	50	10	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5105
NOS Name	Assist the patient in maintaining normal elimination
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

HSS/N5133: Assist patient in bathing, dressing up and grooming

Description

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

Elements and Performance Criteria

Maintain patient's privacy

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

- PC1.** ensure patient's privacy using various means like screens, curtains, locking the door, etc.
- PC2.** drape the patient once the procedures (such as back care, dressing up, perineal care) are completed

Assist the patient in bathing

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

- PC3.** identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort.
- PC4.** dry patient's skin with a towel and offer back rub after bathing or at bed time to stimulate circulation while ensuring patient's safety
- PC5.** clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use
- PC6.** check the water temperature before patient checks in for bathing
- PC7.** clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes
- PC8.** report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc

Assist the patient in dressing up

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

- PC9.** use standard procedure and protocols for dressing-up a patient
- PC10.** select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols
- PC11.** ensure clothes and the footwear fit the patient correctly
- PC12.** ensure the clothing is fastened with elastic fasteners
- PC13.** remove all the accessories like belts, jewellery and scarfs and hand over to the patient's family with proper documentation

Assist the patient in grooming

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

- PC14.** follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient's comfort and condition in mind
- PC15.** perform care activities cautiously to avoid injuries to the skin and membranes
- PC16.** store dentures as per latest guidelines/manufacture's recommendations with patient's identification details to avoid confusion

Qualification Pack

- PC17.** do part preparation for operative procedure under guidance as per directives from concerned authority
- PC18.** report unusual findings to the concerned authority
- PC19.** encourage patient to do as much as possible to promote independence in carrying out activities of daily living

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** the nature, aims, objectives, values, policies and systems of the organization
- KU5.** how to engage with medical team or concerned authority for support in case of requirement
- KU6.** how to assist patients during complete bed bath, partial bed bath or tub bath
- KU7.** how to give a back rub to the patient
- KU8.** how to clean dentures and store them
- KU9.** how to perform oral care in unconscious patients or patients with altered sensorium
- KU10.** how to prepare patient for hair care
- KU11.** how to prepare patient before cutting the nails
- KU12.** how to prepare patient before providing oral care
- KU13.** how to dress and undress patient without causing discomfort
- KU14.** dressing procedure to prevent spread of infection
- KU15.** appropriate clothing depending upon the patients condition and the general environment
- KU16.** how to manage additional equipment like catheter or IV lines (intravenous) while performing the dressing task

Generic Skills (GS)

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

- GS1.** use effective written communication protocols
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals
- GS4.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS5.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS6.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS7.** use the existing experience for improving the comfort during process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain patient's privacy</i>	10	-	10	5
PC1. ensure patient's privacy using various means like screens, curtains, locking the door, etc.	10	-	10	5
PC2. drape the patient once the procedures (such as back care, dressing up, perineal care) are completed	-	-	-	-
<i>Assist the patient in bathing</i>	30	35	10	10
PC3. identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort.	30	5	10	10
PC4. dry patient's skin with a towel and offer back rub after bathing or at bed time to stimulate circulation while ensuring patient's safety	-	5	-	-
PC5. clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use	-	5	-	-
PC6. check the water temperature before patient checks in for bathing	-	10	-	-
PC7. clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes	-	5	-	-
PC8. report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc	-	5	-	-
<i>Assist the patient in dressing up</i>	30	35	10	10
PC9. use standard procedure and protocols for dressing-up a patient	30	10	10	10
PC10. select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols	-	10	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure clothes and the footwear fit the patient correctly	-	5	-	-
PC12. ensure the clothing is fastened with elastic fasteners	-	5	-	-
PC13. remove all the accessories like belts, jewellery and scarfs and hand over to the patient's family with proper documentation	-	5	-	-
<i>Assist the patient in grooming</i>	30	32	10	10
PC14. follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient's comfort and condition in mind	30	10	10	10
PC15. perform care activities cautiously to avoid injuries to the skin and membranes	-	5	-	-
PC16. store dentures as per latest guidelines/manufacturer's recommendations with patient's identification details to avoid confusion	-	6	-	-
PC17. do part preparation for operative procedure under guidance as per directives from concerned authority	-	6	-	-
PC18. report unusual findings to the concerned authority	-	5	-	-
PC19. encourage patient to do as much as possible to promote independence in carrying out activities of daily living	-	-	-	-
NOS Total	100	102	40	35

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5133
NOS Name	Assist patient in bathing, dressing up and grooming
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

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

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

Qualification Pack

- 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

Qualification Pack

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>	7	-	-	10
PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements	7	-	-	10
PC2. comply with health, safety and security procedures for the workplace	-	-	-	-
PC3. comply with health, safety and security procedures and protocols forenvironmental safety	-	-	-	-
<i>Handling hazardous situation</i>	8	-	-	10
PC4. identify potential hazards and breaches of safe work practices	8	-	-	10
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	-	-	-	-
<i>Reporting any hazardous situation</i>	5	-	-	10
PC11. report any identified breaches in health, safety, and security procedures to the designated person	5	-	-	10

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
NOS Total	20	-	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9617
NOS Name	Maintain a safe, healthy and secure working environment
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

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

Description

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

Elements and Performance Criteria

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

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

- PC1.** handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release
- PC2.** store clinical or related waste in an area that is accessible only to authorized persons
- PC3.** minimize contamination of materials, equipment and instruments by aerosols and splatter

Complying with an effective infection control protocols

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

- PC4.** apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control
- PC5.** identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization
- PC6.** follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate
- PC7.** follow protocols for care following exposure to blood or other body fluids as required
- PC8.** remove spills in accordance with the policies and procedures of the organization
- PC9.** clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled
- PC10.** demarcate and maintain clean and contaminated zones in all aspects of health care work
- PC11.** confine records, materials and medicaments to a well designated clean zone
- PC12.** confine contaminated instruments and equipment to a well designated contaminated zone
- PC13.** decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols
- PC14.** replace surface covers where applicable
- PC15.** maintain and store cleaning equipment
- PC16.** report and deal with spillages and contamination in accordance with current legislation and procedures

Maintaining personal protection and preventing the transmission of infections from person to person

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

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

Qualification Pack

- PC18.** cover cuts and abrasions with waterproof dressings and change as necessary
- PC19.** change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact
- PC20.** perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant up-to-date information on health, safety, and security that applies to the organization
- KU2.** organizations emergency procedures and responsibilities for handling hazardous situations
- KU3.** person(s) responsible for health, safety, and security in the organization
- KU4.** good personal hygiene practice including hand care
- KU5.** importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release
- KU6.** the importance to adhere to the organizational and national waste management principles and procedures
- KU7.** the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these
- KU8.** the required actions and reporting procedures for any accidents, spillages and contamination involving waste
- KU9.** the requirements of the relevant external agencies involved in the transport and receipt of your waste
- KU10.** the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment
- KU11.** The current national legislation, guidelines, local policies and protocols which affect work practice
- KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others
- KU13.** identification and management of infectious risks in the workplace
- KU14.** aspects of infectious diseases including opportunistic organisms & pathogens
- KU15.** basic microbiology including bacteria and bacterial spores, fungi, viruses
- KU16.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
- KU17.** how to clean and sterile techniques
- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques

Qualification Pack

- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</i>	5	-	-	10
PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release	5	-	-	10
PC2. store clinical or related waste in an area that is accessible only to authorized persons	-	-	-	-
PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter	-	-	-	-
<i>Complying with an effective infection control protocols</i>	8	-	-	10
PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control	8	-	-	10
PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization	-	-	-	-
PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate	-	-	-	-
PC7. follow protocols for care following exposure to blood or other body fluids as required	-	-	-	-
PC8. remove spills in accordance with the policies and procedures of the organization	-	-	-	-
PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	-	-	-	-
PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work	-	-	-	-
PC11. confine records, materials and medicaments to a well designated clean zone	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. confine contaminated instruments and equipment to a well designated contaminated zone	-	-	-	-
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols	-	-	-	-
PC14. replace surface covers where applicable	-	-	-	-
PC15. maintain and store cleaning equipment	-	-	-	-
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures	-	-	-	-
<i>Maintaining personal protection and preventing the transmission of infections from person to person</i>	8	-	-	10
PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination	8	-	-	10
PC18. cover cuts and abrasions with waterproof dressings and change as necessary	-	-	-	-
PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	-	-	-	-
PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection	-	-	-	-
NOS Total	21	-	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9618
NOS Name	Follow infection control policies & procedures including biomedical waste disposal protocols
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	28/07/2025
NSQC Clearance Date	28/07/2022

Qualification Pack

HSS/N5137: Implement the interventions planned for patients with diverse needs

Description

This OS unit is about implementing interventions as per agreed individualized care plans for patients with diverse needs

Scope

The scope covers the following :

- Support in mobility of the patient
- Support service provider in development of care plan
- Implement the interventions as per individualized care plan
- Monitor the outcomes of interventions undertaken

Elements and Performance Criteria

Support in mobility of the patient

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

- PC1.** check patient's medical condition before mobilization and estimate if additional help is required based on his/her weight and ability
- PC2.** ensure the patient has comfortable clothing during mobility
- PC3.** maintain patient's privacy during mobility
- PC4.** use the correct equipment and techniques for mobilizing the patients to avoid falls or injuries
- PC5.** use proper body mechanics for lifting the patient
- PC6.** ensure that tubing attached to patient are intact while mobilizing
- PC7.** help the patient to move independently as much as possible

Support service provider in development of care plan

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

- PC8.** identify the needs and expectations of the patient from service provider
- PC9.** identify the immediate requirements to be addressed in the individualized care plan as per current or previous interventions that the patient may have experienced
- PC10.** make arrangements for the interventions as per the patient's priority and their specific requirements
- PC11.** check if the environment is suitable for the intervention
- PC12.** maintain the privacy and dignity of the patient

Implement the interventions as per individualized care plans

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

- PC13.** implement the intervention as per agreed individualized care plan in a safe and effective manner
- PC14.** maintain consistency with the patient's needs and specific requirements during implementation of care plan

Qualification Pack

- PC15.** ensure patients participate effectively during implementation of care plan
- PC16.** minimize any discomfort to the patient within the constraints imposed by the intervention method
- PC17.** ensure that the acquaintances are providing appropriate support to the patient throughout the intervention
- PC18.** ensure patient safety to prevent a fall or an injury throughout the intervention

Monitor the outcomes of interventions undertaken

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

- PC19.** monitor the effects of the intervention on the patient throughout the process
- PC20.** identify any indications of increased risk after intervention
- PC21.** inform the concerned authority and acquaintances if implemented interventions are not beneficial as expected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant legislations, protocols, good practices, standards, policies and procedures related to own and patients health, safety, confidentiality, rights, consent, etc.
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** the nature, aims, objectives, values, policies and systems of the organization
- KU5.** the nature, extent and boundaries of their work role
- KU6.** how to engage with medical team or concerned authority for support in case of requirement
- KU7.** techniques of usage of mobility aids (like creche, cane, wheelchair, etc.) correctly to avoid injury/fall or inconvenience to the patient
- KU8.** how to maneuver tubing like catheters while moving the patient
- KU9.** how to use body mechanics while moving the patient to prevent injury or fall
- KU10.** how to determine patients general medical condition and mobility
- KU11.** how to determine patients size and ability for moving the patient
- KU12.** how and when to use the brakes on the mobility aids
- KU13.** how to assess if another person is required for safe mobilization of the patient
- KU14.** how to move the patient/equipment on ramps, slopes, ladder, lift, rough surfaces, etc.
- KU15.** the effective interventions for minimizing and managing the risk of fall
- KU16.** the medical conditions that increase the risk of fall
- KU17.** the factors affecting patient's lifestyles, which in-turn can affect their risk of fall
- KU18.** the measures that can be taken by patients and their acquaintances to prevent fall
- KU19.** the importance of obtaining information regarding previous and present interventions that the patient may have experienced
- KU20.** the purpose of establishing agreed goals for the intervention at the beginning of care

Qualification Pack

- KU21.** the ways in which personal beliefs and preferences (like cultural or religious beliefs) may affect the care plan
- KU22.** how to identify the levels of understanding that patients and their acquaintances have of the proposed interventions and any possible side effects
- KU23.** the importance of encouraging patients and their acquaintances to ask questions, seek advice and express any concerns about interventions
- KU24.** the roles which patients and their acquaintances need to take up to make the interventions successful
- KU25.** the necessary information to be shared, and how to make sure that the patients and their acquaintances are clear about this
- KU26.** the environments in which interventions take place and the assessment of risk
- KU27.** how to prepare equipment, materials, work area, and themselves for the interventions
- KU28.** methods of using different interventions within the area of practice
- KU29.** how each interventions may be modified to make it consistent with evidence-based practice to achieve a successful outcome
- KU30.** methods of encouraging patients and their acquaintances to work as active partners in implementing the intervention
- KU31.** methods of comforting the patient and maintaining their dignity and privacy during interventions keeping the constraints of the particular intervention and the setting in consideration
- KU32.** the particular risks related to specific interventions
- KU33.** how to monitor the effect of different interventions and evaluate their efficacy
- KU34.** the methods of establishing when interventions should be halted
- KU35.** when to seek advice and refer to other professionals
- KU36.** how to complete and structure records and reports so that they contain all the essential information suitable for others to use

Generic Skills (GS)

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

- GS1.** use effective written communication protocols
- GS2.** read work related documents
- GS3.** use effective communication with patients, their acquaintances, service providers and other health professionals while maintaining a professional attitude
- GS4.** communicate with the concerned person if the information provided or the medical records are not complete
- GS5.** plan the activity and organize the same with patients, their acquaintances, service providers and other health professionals if they are needed
- GS6.** ensure that all activities are performed using patient centric approaches
- GS7.** communicate patients concerns to appropriate authority
- GS8.** use the existing experience for improving the comfort during process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support in mobility of the patient</i>	21	30	12	15
PC1. check patient's medical condition before mobilization and estimate if additional help is required based on his/her weight and ability	21	5	12	15
PC2. ensure the patient has comfortable clothing during mobility	-	2	-	-
PC3. maintain patient's privacy during mobility	-	5	-	-
PC4. use the correct equipment and techniques for mobilizing the patients to avoid falls or injuries	-	3	-	-
PC5. use proper body mechanics for lifting the patient	-	5	-	-
PC6. ensure that tubing attached to patient are intact while mobilizing	-	5	-	-
PC7. help the patient to move independently as much as possible	-	5	-	-
<i>Support service provider in development of care plan</i>	24	25	12	15
PC8. identify the needs and expectations of the patient from service provider	24	5	12	15
PC9. identify the immediate requirements to be addressed in the individualized care plan as per current or previous interventions that the patient may have experienced	-	5	-	-
PC10. make arrangements for the interventions as per the patient's priority and their specific requirements	-	5	-	-
PC11. check if the environment is suitable for the intervention	-	5	-	-
PC12. maintain the privacy and dignity of the patient	-	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implement the interventions as per individualized care plans</i>	25	20	10	10
PC13. implement the intervention as per agreed individualized care plan in a safe and effective manner	25	5	10	10
PC14. maintain consistency with the patient's needs and specific requirements during implementation of care plan	-	5	-	-
PC15. ensure patients participate effectively during implementation of care plan	-	3	-	-
PC16. minimize any discomfort to the patient within the constraints imposed by the intervention method	-	3	-	-
PC17. ensure that the acquaintances are providing appropriate support to the patient throughout the intervention	-	2	-	-
PC18. ensure patient safety to prevent a fall or an injury throughout the intervention	-	2	-	-
<i>Monitor the outcomes of interventions undertaken</i>	25	20	10	15
PC19. monitor the effects of the intervention on the patient throughout the process	25	10	10	15
PC20. identify any indications of increased risk after intervention	-	5	-	-
PC21. inform the concerned authority and acquaintances if implemented interventions are not beneficial as expected	-	5	-	-
NOS Total	95	95	44	55

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5137
NOS Name	Implement the interventions planned for patients with diverse needs
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

HSS/N5136: Support patients with diverse needs in coping up with their health conditions

Description

This OS unit is about effectively communicating with patients with diverse needs and their acquaintances as well as helping patients to cope up with changes in their health

Scope

The scope covers the following :

- Communicate with patient and their acquaintances effectively
- Help patients to cope up with their health conditions

Elements and Performance Criteria

Communicate with patient and their acquaintances effectively

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

- PC1.** introduce oneself to the patient and their acquaintances to make them feel comfortable
- PC2.** discuss their roles and responsibilities and relevant information for patient care with the patient and their acquaintances
- PC3.** identify the patient's needs to be addressed before beginning to work with them
- PC4.** respond to any concerns shared by the patient and their acquaintances sensitively
- PC5.** respect the rights of the patient and their acquaintances
- PC6.** contact the service provider in case of any assistance required
- PC7.** inform the patient and their acquaintances about the progress and anticipated timeline for resolution of their concern

Help patients to cope up with their health conditions

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

- PC8.** obtain an informed consent of the patient as per service provider's policies and procedures
- PC9.** obtain relevant information from the patients and their acquaintances about their health conditions
- PC10.** identify concerns where support for the patient is required
- PC11.** address the concerns with required actions for meeting patients health needs
- PC12.** escalate any concerns that cannot be resolved to appropriate authority
- PC13.** inform to all the concerned authorities about the patient's health status

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant legislations, protocols, good practices, standards, policies and procedures related to own and patients health, safety, confidentiality, rights, consent, etc.

Qualification Pack

- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** the nature, aims, objectives, values, policies and systems of the organization
- KU5.** the nature, extent and boundaries of their work role
- KU6.** how to engage with medical team or concerned authority for support in case of requirement
- KU7.** the methods of obtaining valid consent
- KU8.** the actions to be taken in case of withdrawal of patients consent
- KU9.** patients right and responsibilities
- KU10.** how to deal with issues of confidentiality and who has the right of access to information that has been recorded
- KU11.** importance of acquaintances in the patient care
- KU12.** how to effectively communicate with patients and their acquaintances
- KU13.** the possible impact of the ageing process on patient's health needs (e.g. vision impairment, hearing impairment, cognitive impairment, speech and language difficulties, confusion and dysphasia)
- KU14.** the ways in which acquaintances should be involved in communication in order to deliver the most effective outcome for the patient
- KU15.** the type of communication and relationship difficulties that may occur with patients and their acquaintances, and how to overcome from them
- KU16.** the importance of respecting the different backgrounds and values of patients and their acquaintances
- KU17.** the different types of settings where care is being provided
- KU18.** the main issues, debates and policies relating to the health and well-being of patients
- KU19.** evidence-based practice, and its role in improving services
- KU20.** the main trends and changes relating to the health and well-being of patients
- KU21.** the impact of social relationships and environment on the health and well-being of patients
- KU22.** how the needs of patients may affect others
- KU23.** the importance of being alert to signs of possible abuse or harm to patients
- KU24.** how to suspect that the patient may be the victim of abuse or negligence
- KU25.** the intrinsic and extrinsic factors associated with patients health conditions and the relative impact of these factors
- KU26.** the possible physical and psychological effects of patients health conditions on patients and their acquaintances

Generic Skills (GS)

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

- GS1.** use effective written communication protocols
- GS2.** read work related documents
- GS3.** use effective communication with patients, their acquaintances, service providers and other health professionals while maintaining a professional attitude

Qualification Pack

- GS4.** communicate with the concerned person if the information provided or the medical records are not complete
- GS5.** maintain communication clear, comprehensive and confidential
- GS6.** plan the activity and organize the same with patients, their acquaintances, service providers and other health professionals if they are needed
- GS7.** ensure that all activities are performed using patient centric approaches
- GS8.** communicate patients concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate with patient and their acquaintances effectively</i>	28	-	12	15
PC1. introduce oneself to the patient and their acquaintances to make them feel comfortable	28	-	12	15
PC2. discuss their roles and responsibilities and relevant information for patient care with the patient and their acquaintances	-	-	-	-
PC3. identify the patient's needs to be addressed before beginning to work with them	-	-	-	-
PC4. respond to any concerns shared by the patient and their acquaintances sensitively	-	-	-	-
PC5. respect the rights of the patient and their acquaintances	-	-	-	-
PC6. contact the service provider in case of any assistance required	-	-	-	-
PC7. inform the patient and their acquaintances about the progress and anticipated timeline for resolution of their concern	-	-	-	-
<i>Help patients to cope up with their health conditions</i>	26	23	12	15
PC8. obtain an informed consent of the patient as per service provider's policies and procedures	26	2	12	15
PC9. obtain relevant information from the patients and their acquaintances about their health conditions	-	5	-	-
PC10. identify concerns where support for the patient is required	-	4	-	-
PC11. address the concerns with required actions for meeting patients health needs	-	5	-	-
PC12. escalate any concerns that cannot be resolved to appropriate authority	-	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. inform to all the concerned authorities about the patient's health status	-	5	-	-
NOS Total	54	23	24	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5136
NOS Name	Support patients with diverse needs in coping up with their health conditions
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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) 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

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to

Qualification Pack

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/N5104.Support individuals to eat and drink	30	30	10	10	80	15
HSS/N5105.Assist the patient in maintaining normal elimination	30	50	10	10	100	15
HSS/N5133.Assist patient in bathing, dressing up and grooming	100	102	40	35	277	20
HSS/N9617.Maintain a safe, healthy and secure working environment	20	-	-	30	50	5
HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	-	30	51	5
HSS/N5137.Implement the interventions planned for patients with diverse needs	95	95	44	55	289	20
HSS/N5136.Support patients with diverse needs in coping up with their health conditions	54	23	24	30	131	20
Total	350	300	128	200	978	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
AIDS	Acquired Immune Deficiency Syndrome
HHA	Home health aide
HIV	Human Immuno-deficiency Virus
IV	Intravenous
HMIS	Hospital Management Information System
HIV	Human Immunodeficiency Virus
MLC	Medico Legal Case
MTP	Medical Termination of Pregnancy

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.