



Home Health Aide

QP Code: HSS/Q5102

Version: 4.0

NSQF Level: 3

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

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/N5142: Assist patient in bathing, dressing up and grooming in home settings	5
HSS/N5104: Support individuals to eat and drink	12
HSS/N5105: Assist patient in maintaining normal elimination	16
HSS/N5136: Support patients with diverse needs in coping up with their health conditions	20
HSS/N5137: Implement the interventions planned for patients with diverse needs	26
HSS/N6008: Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise	33
HSS/N9620: Comply with infection control and biomedical waste disposal policies	40
HSS/N9624: Maintain a safe and secure working environment	44
DGT/VSQ/N0101: Employability Skills (30 Hours)	48
Assessment Guidelines and Weightage	53
<i>Assessment Guidelines</i>	53
<i>Assessment Weightage</i>	53
Acronyms	55
Glossary	56

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/N5142: Assist patient in bathing, dressing up and grooming in home settings](#)
2. [HSS/N5104: Support individuals to eat and drink](#)
3. [HSS/N5105: Assist patient in maintaining normal elimination](#)
4. [HSS/N5136: Support patients with diverse needs in coping up with their health conditions](#)
5. [HSS/N5137: Implement the interventions planned for patients with diverse needs](#)
6. [HSS/N6008: Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise](#)
7. [HSS/N9620: Comply with infection control and biomedical waste disposal policies](#)
8. [HSS/N9624: Maintain a safe and secure working environment](#)
9. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics

Occupation	Patient Care Services
Country	India
NSQF Level	3
Credits	20
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5322.0101
Minimum Educational Qualification & Experience	11th grade pass OR 10th grade pass with 1.5 years of experience OR 8th grade pass with 4.5 years of experience OR Previous relevant Qualification of NSQF Level (3) with 1.5 years of experience
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	NA
Next Review Date	NA
NSQC Approval Date	
Version	4.0

HSS/N5142: Assist patient in bathing, dressing up and grooming in home settings

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.

Scope

The scope covers the following :

- Maintain patient's privacy
- Assist the patient in bathing
- Assist the patient in dressing up
- Assist the patient in grooming

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 or in different scenarios.
- 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/manufacturer's recommendations with patient's identification details to avoid confusion

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

PC20. the special considerations to be taken care of during oral hygiene in case of dentures and unconscious patients

Assist patients in basic needs

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

PC21. various signs of discomfort while feeding the patient such as signs of choking /how to report an event of choking or aspiration

PC22. assisting patients in feeding and drinking / monitoring intake and output.

PC23. importance of various methods of caring for elimination needs

PC24. usage of various equipment used in elimination needs such as adult diapers, bedpan, urinal, commode

PC25. safely assisting a mobile patient to the toilet.

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
- KU17.** how to maintain a safe, clean and comfortable environment
- KU18.** the types of Bed sores/pressure injuries
- KU19.** the types of bed bath
- KU20.** Understand basic anatomy and physiology of body systems
- KU21.** understand the importance of patient needs
- KU22.** understand the limitation of ones role
- KU23.** perform key roles and responsibilities
- KU24.** different types of hospital departments and comprehensive services offered

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain patient's privacy</i>	20	10	10	10
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	-	-	-	-
<i>Assist the patient in bathing</i>	25	20	10	10
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	-	-	-	-
<i>Assist the patient in dressing up</i>	25	11	10	9
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 or in different scenarios.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Assist the patient in grooming</i>	30	10	5	10
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	-	-	-	-
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	-	-	-	-
PC20. the special considerations to be taken care of during oral hygiene in case of dentures and unconscious patients	-	-	-	-
<i>Assist patients in basic needs</i>	20	10	5	10
PC21. various signs of discomfort while feeding the patient such as signs of choking /how to report an event of choking or aspiration	-	-	-	-
PC22. assisting patients in feeding and drinking / monitoring intake and output.	-	-	-	-
PC23. importance of various methods of caring for elimination needs	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. usage of various equipment used in elimination needs such as adult diapers, bedpan, urinal, commode	-	-	-	-
PC25. safely assisting a mobile patient to the toilet.	-	-	-	-
NOS Total	120	61	40	49

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5142
NOS Name	Assist patient in bathing, dressing up and grooming in home settings
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3
Credits	4.5
Version	1.0
Next Review Date	NA

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.

Scope

The scope covers the following :

- Provide adequate support to the patient during drinking and eating

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
- 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

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>	26	20	10	10
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	-	-	-	-
NOS Total	26	20	10	10

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	Patient Care Services
NSQF Level	3
Credits	3
Version	5.0
Next Review Date	NA

HSS/N5105: Assist patient in maintaining normal elimination

Description

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

Scope

The scope covers the following :

- Support the patient during elimination needs

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support the patient during elimination needs</i>	26	10	10	10
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	-	-	-	-
NOS Total	26	10	10	10

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5105
NOS Name	Assist patient in maintaining normal elimination
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3
Credits	1.5
Version	4.0
Next Review Date	NA

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.
- 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
- 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate with patient and their acquaintances effectively</i>	15	-	10	5
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	-	-	-	-
<i>Help patients to cope up with their health conditions</i>	7	15	10	5
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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	22	15	20	10

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	Patient Care Services
NSQF Level	3
Credits	1.5
Version	4.0
Next Review Date	NA

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
- 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 (usage of wheelchair, shifting of patient from bed to wheelchair and wheelchair to bed)
- 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
- PC19.** implement the correct body mechanics and different positions (supine,prone,semi fowler, fowler,lithotomy,lateral ,Sims, Trendelenburg, Knee-chest ,Kidney position, Jackknife ,side-lying) to prevent any injury to self and patient

Monitor the outcomes of interventions undertaken

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

- PC20.** monitor the effects of the intervention on the patient throughout the process
- PC21.** identify any indications of increased risk after intervention
- PC22.** 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

- 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
- KU37.** active and passive exercises
- KU38.** the importance of positioning (supine,prone,semi fowler, fowler,lithotomy,lateral ,Sims, Trendelenburg, Knee-chest ,Kidney position, Jackknife ,side-lying) in the treatment and recovery of patient
- KU39.** the use of comfort and assisted devices like wheelchair, stretcher, walker, crutches and canes in the mobility and transportation of patient
- KU40.** the significance of safety measures
- KU41.** how to collect routine samples of stool, urine and sputum in the home settings
- KU42.** care to be taken to avoid fall in high risk patients such as patient with altered sensorium, epileptic patients
- KU43.** ensuring privacy and dignity of the patient
- KU44.** significance of self-care by practising yoga and meditation for self to promote self-relaxation and make oneself stress free.
- KU45.** usage of air mattresses

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support in mobility of the patient</i>	17	10	5	30
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	-	-	-	-
<i>Support service provider in development of care plan</i>	24	10	5	10
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	-	-	-	-
<i>Implement the interventions as per individualized care plans</i>	22	5	5	20

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
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 (usage of wheelchair, shifting of patient from bed to wheelchair and wheelchair to bed)	-	-	-	-
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	-	-	-	-
PC19. implement the correct body mechanics and different positions (supine,prone,semi fowler, fowler,lithotomy,lateral ,Sims, Trendelenburg, Knee-chest ,Kidney position, Jackknife ,side-lying) to prevent any injury to self and patient	-	-	-	-
<i>Monitor the outcomes of interventions undertaken</i>	22	5	10	20
PC20. monitor the effects of the intervention on the patient throughout the process	-	-	-	-
PC21. identify any indications of increased risk after intervention	-	-	-	-
PC22. inform the concerned authority and acquaintances if implemented interventions are not beneficial as expected	-	-	-	-
NOS Total	85	30	25	80

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	Patient Care Services
NSQF Level	3
Credits	4
Version	4.0
Next Review Date	NA

HSS/N6008: Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise

Description

This OS unit is about knowledge and skills required to establish companionship while promoting rehabilitation, practicing yoga and exercise with diverse needs along with to cope up with changes in health.

Scope

The scope covers the following :

- Communicate with geriatrics and their acquaintances effectively
- Help geriatrics to cope up with their health conditions
- Establishing companionship
- Promote usage of safety, comfort & assistive devices

Elements and Performance Criteria

Communicate with geriatric and their acquaintances effectively

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

- PC1.** introduce oneself to the geriatric and their acquaintances to make them feel comfortable
- PC2.** recognize and respect older people's social, cultural and spiritual differences
- PC3.** discuss one's roles and responsibilities and relevant information for care with the geriatric and their acquaintances
- PC4.** respect the rights of the geriatrics and their acquaintances
- PC5.** contact the service provider in case of any assistance required
- PC6.** monitor the mental, emotional and spiritual well-being of a geriatric and suggest accordingly

Help geriatrics to cope up with their health conditions

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

- PC7.** provide support for transition from Hospital to Home for post-operative rehabilitation
- PC8.** obtain relevant information from the geriatrics and their acquaintances about their health conditions
- PC9.** assist geriatrics to practice relevant yoga postures based on their mobility, health condition etc
- PC10.** promote relaxation techniques such meditation, exercise physiology among geriatrics
- PC11.** address the concerns with required actions for meeting health needs
- PC12.** escalate any concerns that cannot be resolved to appropriate authority
- PC13.** inform to all the concerned authorities about the health status
- PC14.** be a role model to geriatrics by practicing yoga and meditation to promote self-relaxation and make oneself stress free
- PC15.** adjust services to meet the specific needs of the elderly and provide services according to the elderly's preferences

Establishing companionship

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

- PC16.** research, identify and network with relevant services to explore community inclusion opportunities for the geriatric
- PC17.** assist in household activities such as housekeeping and laundry as in case needed
- PC18.** promote improved safety at home by identify and manage safety risks
- PC19.** make recommendations for simple home modifications for safety
- PC20.** establish companionship with elderly to help them against stress or anxiety
- PC21.** facilitate the empowerment and coordinate services of older people such as Shopping, Transportation for Appointments
- PC22.** meet personal support needs
- PC23.** support independence and wellbeing of geriatrics

Promote usage of safety, comfort & assistive devices

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

- PC24.** assist geriatrics for usage of protective devices (restraints, safety devices) as per prescription or order's
- PC25.** apply interventions with special focus and attention for care of geriatrics suffering with Alzheimer's disease, immobile/semi or un-conscious patients, dementia etc
- PC26.** promote safety of devices while being in usage and ensure the devices are working condition and ready to use before handing to geriatric
- PC27.** safely keep the devices as per manufacturer's recommendation
- PC28.** escalate the concerns in case of any malfunction to the relevant authority

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
- KU4.** elderly, elderly care a growing challenge
- KU5.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU6.** human anatomy and physiology
- KU7.** types and usage of comfort, supportive and assistive devices
- KU8.** the concept of companionship and socialization, the importance of caring, kind and being compassionate
- KU9.** patience and empathetic behavior
- KU10.** mental health issues/concerns in elderly
- KU11.** relevant yoga postures, meditation techniques and exercise physiology relevant to geriatrics
- KU12.** how to preserve dignity through professional support while maintaining daily living activity
- KU13.** home safety management with respect to types and causes of accident faced by elderly including strategies for ensuring home safety for elderly
- KU14.** the nature, extent and boundaries of their work role

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 client's comfort and willingness
- GS8.** communicate client's concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate with geriatric and their acquaintances effectively</i>	5	10	10	20
PC1. introduce oneself to the geriatric and their acquaintances to make them feel comfortable	-	-	-	-
PC2. recognize and respect older people's social, cultural and spiritual differences	-	-	-	-
PC3. discuss one's roles and responsibilities and relevant information for care with the geriatric and their acquaintances	-	-	-	-
PC4. respect the rights of the geriatrics and their acquaintances	-	-	-	-
PC5. contact the service provider in case of any assistance required	-	-	-	-
PC6. monitor the mental, emotional and spiritual well-being of a geriatric and suggest accordingly	-	-	-	-
<i>Help geriatrics to cope up with their health conditions</i>	5	10	10	20
PC7. provide support for transition from Hospital to Home for post-operative rehabilitation	-	-	-	-
PC8. obtain relevant information from the geriatrics and their acquaintances about their health conditions	-	-	-	-
PC9. assist geriatrics to practice relevant yoga postures based on their mobility, health condition etc	-	-	-	-
PC10. promote relaxation techniques such meditation, exercise physiology among geriatrics	-	-	-	-
PC11. address the concerns with required actions for meeting health needs	-	-	-	-
PC12. escalate any concerns that cannot be resolved to appropriate authority	-	-	-	-
PC13. inform to all the concerned authorities about the health status	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. be a role model to geriatrics by practicing yoga and meditation to promote self-relaxation and make oneself stress free	-	-	-	-
PC15. adjust services to meet the specific needs of the elderly and provide services according to the elderly's preferences	-	-	-	-
<i>Establishing companionship</i>	5	10	10	25
PC16. research, identify and network with relevant services to explore community inclusion opportunities for the geriatric	-	-	-	-
PC17. assist in household activities such as housekeeping and laundry as in case needed	-	-	-	-
PC18. promote improved safety at home by identify and manage safety risks	-	-	-	-
PC19. make recommendations for simple home modifications for safety	-	-	-	-
PC20. establish companionship with elderly to help them against stress or anxiety	-	-	-	-
PC21. facilitate the empowerment and coordinate services of older people such as Shopping, Transportation for Appointments	-	-	-	-
PC22. meet personal support needs	-	-	-	-
PC23. support independence and wellbeing of geriatrics	-	-	-	-
<i>Promote usage of safety, comfort & assistive devices</i>	5	10	10	20
PC24. assist geriatrics for usage of protective devices (restraints, safety devices) as per prescription or order's	-	-	-	-
PC25. apply interventions with special focus and attention for care of geriatrics suffering with Alzheimer's disease, immobile/semi or un-conscious patients, dementia etc	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. promote safety of devices while being in usage and ensure the devices are working condition and ready to use before handing to geriatric	-	-	-	-
PC27. safely keep the devices as per manufacturer's recommendation	-	-	-	-
PC28. escalate the concerns in case of any malfunction to the relevant authority	-	-	-	-
NOS Total	20	40	40	85

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6008
NOS Name	Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Special Care Services
NSQF Level	3
Credits	2.5
Version	4.0
Next Review Date	NA

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Management of Healthcare Waste (Biomedical and General waste)

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

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

Infection control practices

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** significance of appropriate waste disposal methods as per organizational policies and procedures
- KU2.** person(s) responsible for health, safety, and security in the organization
- KU3.** ways to handle waste appropriately to reduce the risk of contamination
- KU4.** good personal hygiene practices including hand hygiene
- KU5.** types of bio medical waste
- KU6.** different types of color codes designated for types of wastes
- KU7.** concept of segregation, disposal and treatment of bio medical waste
- KU8.** the hazards and risks associated with the waste disposal
- 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>	9	7	2	8
PC1. segregate healthcare waste as per the updated organizational/ state policies	-	-	-	-
PC2. handle, package, label, store, transport and dispose off waste appropriately as per scope of work	-	-	-	-
<i>Infection control practices</i>	12	7	3	8
PC3. follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required	-	-	-	-
PC4. identify infection risks and plan for response appropriately as per organizational policies under scope of work	-	-	-	-
PC5. follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.	-	-	-	-
PC6. follow spill management protocols	-	-	-	-
NOS Total	21	14	5	16

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9620
NOS Name	Comply with infection control and biomedical waste disposal policies
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

HSS/N9624: Maintain a safe and secure working environment

Description

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

Scope

The scope covers the following :

- Workplace safety and security

Elements and Performance Criteria

Workplace safety and security

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9624
NOS Name	Maintain a safe and secure working environment
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-
PC10. calculate income, expenses, savings etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

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 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/N5142.Assist patient in bathing, dressing up and grooming in home settings	120	61	40	49	270	20
HSS/N5104.Support individuals to eat and drink	26	20	10	10	66	10
HSS/N5105.Assist patient in maintaining normal elimination	26	10	10	10	56	10
HSS/N5136.Support patients with diverse needs in coping up with their health conditions	22	15	20	10	67	10
HSS/N5137.Implement the interventions planned for patients with diverse needs	85	30	25	80	220	10
HSS/N6008.Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise	20	40	40	85	185	10
HSS/N9620.Comply with infection control and biomedical waste disposal policies	21	14	5	16	56	10
HSS/N9624.Maintain a safe and secure working environment	10	10	-	10	30	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	350	230	150	270	1000	100

Acronyms

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

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.