

## Qualification Pack



# Dietetic Aide

QP Code: HSS/Q5201

Version: 3.0

NSQF Level: 3

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## Qualification Pack

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## Qualification Pack

### HSS/Q5201: Dietetic Aide

#### Brief Job Description

The Dietetic Aide works under the supervision of a registered Dietician. The individual's responsibilities include preparing and serving meals to patients with specific dietary and nutritional needs, complying with diet regulations and food handling practices, maintaining safety and sanitary standards, and performing certain administrative functions.

#### Personal Attributes

This job requires maturity, compassion and customer centricity. The individual must be polite and should show respect to the patients belonging to diverse cultural backgrounds. They should be result oriented, possess good communication skills and demonstrate ethical behaviour at all times.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [HSS/N5201: Maintain hygiene and food safety](#)
2. [HSS/N5207: Handle, store and prepare food safely](#)
3. [HSS/N5208: Provide the dietary information to the patient as per instructions from dietician](#)
4. [HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others](#)
5. [HSS/N9616: Maintain professional & medico-legal conduct](#)
6. [HSS/N9617: Maintain a safe, healthy and secure working environment](#)
7. [HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols](#)
8. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

#### Qualification Pack (QP) Parameters

|                   |                            |
|-------------------|----------------------------|
| <b>Sector</b>     | Healthcare                 |
| <b>Sub-Sector</b> | Allied Health & Paramedics |
| <b>Occupation</b> | Dietetics and Nutrition    |

### Qualification Pack

|   |  |
|---|--|
| <b>Country</b>  | India  |
| <b>NSQF Level</b>   | 3  |
| <b>Credits</b>  | 30   |
| <b>Aligned to NCO/ISCO/ISIC Code</b>                      | NCO-2015/2265.0201   |
| <b>Minimum Educational Qualification &amp; Experience</b> | 10th grade pass with NA of experience<br>OR<br>8th grade pass and pursuing continuous schooling with NA of experience<br>OR<br>8th grade pass with 2 Years of experience relevant experience<br>OR<br>Previous relevant Qualification of NSQF Level (2.5) with 1-2 Years of experience 1.5 years relevant experience |
| <b>Minimum Level of Education for Training in School</b>  | 10th Class   |
| <b>Pre-Requisite License or Training</b>                  | NA   |
| <b>Minimum Job Entry Age</b>                              | 18 Years   |
| <b>Last Reviewed On</b>                                   | NA   |
| <b>Next Review Date</b>                                   | 28/02/2026   |
| <b>NSQF Approval Date</b>                                 | 28/02/2021   |
| <b>Version</b>  | 3.0  |
| <b>Reference code on NQR</b>                              | QG-03-HE-00653-2023-V1.1-HSSC  |
| <b>NQR Version</b>  | 1.1  |

## Qualification Pack

### HSS/N5201: Maintain hygiene and food safety

#### Description

This OS unit is about maintaining self and food hygiene as well as cleanliness of surroundings. It also includes safety techniques while preparing and serving food. This unit also entails dealing with food waste management practices

#### Scope

The scope covers the following :

- Maintain self and food hygiene and cleanliness of surroundings
- Follow approved food waste management practices

#### Elements and Performance Criteria

##### *Ensure personal hygiene*

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

**PC1.** maintain personal hygiene at all times

**PC2.** wash and sanitize hands before and after handling raw meat, cooked foods, food products and other raw foods to avoid cross contamination

##### *Use safe food handling techniques*

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

**PC3.** maintain the cleanliness of the surrounding while handling food

**PC4.** maintain cleanliness of food handling equipment, tools, and utensils

##### *Follow approved food waste management practices*

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

**PC5.** check if waste is promptly removed from food handling, storage and serving areas

**PC6.** follow proper disposal techniques for leftover/ unconsumed raw, spoiled, expired food/ ingredients

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** relevant protocols, good practices, standards, policies and procedures related to personal hygiene, especially with relation to food handling

**KU2.** institutional policies and industry protocols for food waste disposal

**KU3.** basic structure and function of the healthcare system in the country

**KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics

**KU5.** importance of different food handling practices

**KU6.** temperature control practices and ideal way of serving different types of food

## Qualification Pack

- KU7.** principles related to food handling and temperature control
- KU8.** different categories of foods and nutrients
- KU9.** different types of infections resulting from contamination of food and their manifestation
- KU10.** how food waste can be a source of contamination
- KU11.** proper procedures for safe disposal of food waste
- KU12.** basic structure and function of the body system and associated component
- KU13.** process, condition and resources required by the body to support healthy functioning

## Generic Skills (GS)

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

- GS1.** write instructions and directions for other co-workers involved in food preparation and serving
- GS2.** document and complete reports on regular basis related to food preparation, serving and waste
- GS3.** read and correctly interpret important instructions provided by dietician/ senior dietician
- GS4.** read and correctly interpret important information related to handling different types of food materials
- GS5.** communicate food handling practices to other co-workers
- GS6.** communicate and take feedback from the patient regarding quality of food
- GS7.** make decisions regarding the correct technique for handling a particular food item with focus on temperature control
- GS8.** decide when and how to discard contaminated and expired food
- GS9.** keep all the equipment/gadgets/utensils in place and clean them prior to handling food
- GS10.** keep separate waste disposal bins in place as per food waste procedures
- GS11.** check if food waste is removed from the food handling/ processing area before it decomposes or attracts insects or rodents
- GS12.** provide hygienic and uncontaminated food to the patient
- GS13.** review food handling processes, to identify potential errors which can increase risk of contamination and rectify them

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### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Ensure personal hygiene</i>   | <b>23</b>    | <b>30</b>       | <b>8</b>      | <b>-</b>   |
| <b>PC1.</b> maintain personal hygiene at all times   | -            | -               | -             | -          |
| <b>PC2.</b> wash and sanitize hands before and after handling raw meat, cooked foods, food products and other raw foods to avoid cross contamination | -            | -               | -             | -          |
| <i>Use safe food handling techniques</i>   | <b>40</b>    | <b>30</b>       | <b>10</b>     | <b>15</b>  |
| <b>PC3.</b> maintain the cleanliness of the surrounding while handling food  | -            | -               | -             | -          |
| <b>PC4.</b> maintain cleanliness of food handling equipment, tools, and utensils   | -            | -               | -             | -          |
| <i>Follow approved food waste management practices</i>   | <b>24</b>    | <b>30</b>       | <b>10</b>     | <b>20</b>  |
| <b>PC5.</b> check if waste is promptly removed from food handling, storage and serving areas   | -            | -               | -             | -          |
| <b>PC6.</b> follow proper disposal techniques for leftover/ unconsumed raw, spoiled, expired food/ ingredients                                       | -            | -               | -             | -          |
| <b>NOS Total</b>   | <b>87</b>    | <b>90</b>       | <b>28</b>     | <b>35</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | HSS/N5201  |
| <b>NOS Name</b>            | Maintain hygiene and food safety                           |
| <b>Sector</b>              | Healthcare   |
| <b>Sub-Sector</b>          | Allied Healthcare & Paramedics, Allied Health & Paramedics |
| <b>Occupation</b>          | Non-Direct Care  |
| <b>NSQF Level</b>          | 3  |
| <b>Credits</b>             | 3.5  |
| <b>Version</b>             | 3.0  |
| <b>Last Reviewed Date</b>  | 28/02/2021   |
| <b>Next Review Date</b>    | 28/02/2026   |
| <b>NSQF Clearance Date</b> | 28/02/2021   |



## Qualification Pack

### HSS/N5207: Handle, store and prepare food safely

#### Description

This OS unit is about processes and procedures related to handling, storing and preparing food safely to maintain its nutritional value and prevent contamination. It also includes planning the menu and food preparation as per dieticians prescriptions

#### Scope

The scope covers the following :

- Use safe food handling techniques
- Store food items safely
- Plan the menu
- Ensure food preparation as per requirement

#### Elements and Performance Criteria

##### *Use safe food handling techniques*

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

- PC1.** identify different food preparation methods
- PC2.** implement temperature control techniques to prevent bacterial growth and nutritional loss
- PC3.** follow proper serving practices for cooked and raw food
- PC4.** follow food safety practices to prevent cross contamination or direct contamination of food
- PC5.** follow Standard Operating Procedures (SOPs) to deal with unexpected food safety situations effectively
- PC6.** escalate food safety matters to appropriate authority when required
- PC7.** ensure personal hygiene of self and others while handling food items

##### *Store food items safely*

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

- PC8.** follow safe food storage practices according to different types of foods
- PC9.** use appropriate equipment to maintain safe storage conditions
- PC10.** follow hygiene and sanitation protocols for food storage areas
- PC11.** follow inventory management processes such as FIFO to prevent food spoilage
- PC12.** identify signs of decay and contamination of food at all times

##### *Plan the menu*

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

- PC13.** design a menu following the diet prescription suggested by the dietician
- PC14.** modify the diet plan respecting patients cultural and religious preferences and after taking advice from the dietician
- PC15.** identify foods products that can lead to allergies or intolerance among patients
- PC16.** report health progress to the dietician and modify the diet as advised

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**PC17.** ensure balanced diet in the menu

*Ensure food preparation as per requirement*

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

**PC18.** ensure kitchen utensils and equipment are clean and fit-for-use

**PC19.** ensure temperature control of food is maintained at all times until final consumption

**PC20.** record changes in colour, texture or odour of food items

**PC21.** ensure the kitchen and surrounding are clean and safe for cooking at all times

**PC22.** check if items used to prepare food are not decayed or expired, and fit for consumption

**PC23.** check if food used for preparation is stored as per stipulated guidelines

**PC24.** employ different food preparation techniques as appropriate to the plan

**PC25.** ensure cooking and serving practices followed are as specified for different food items, ensuring food safety

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizational policy regarding personal hygiene and food safety

**KU2.** processes related to documentation

**KU3.** how to inform the concerned officials in case of irregularities in storage practices

**KU4.** relevant legislation, regulatory guidelines, standards, policies and procedures related to food safety and disposal

**KU5.** basic structure and function of the healthcare system in the country

**KU6.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics

**KU7.** organizational policies and industry protocols for food waste disposal

**KU8.** importance of food storage practices for food safety

**KU9.** importance of food handling practices for food safety

**KU10.** importance of food preparation practices for food safety

**KU11.** importance of personal hygiene for food safety

**KU12.** how to store different types of foods to ensure food safety

**KU13.** how to use storage equipment

**KU14.** best practices related to personal hygiene and sanitation to avoid contamination of food

**KU15.** common ailments associated with food contamination and associated symptoms

**KU16.** proper procedures for safe disposal of food waste

**KU17.** symptoms of electrolyte imbalance, blood sugar imbalance or gastrointestinal diseases and its subsequent effect on the therapeutic diet plan change

**KU18.** physiological and other changes related to the diet

**KU19.** symptoms associated with electrolyte imbalance

**KU20.** symptoms associated with gastro-intestinal diseases

**KU21.** symptoms associated with diabetes or other endocrinal disorders

**KU22.** sources of information for recent developments in the field of nutrition and dietary practices

## Qualification Pack

- KU23.** basic structure and function of the body system and associated component
- KU24.** bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure
- KU25.** importance of therapeutic diet prescribed by the dietician/physician
- KU26.** different food preferences of the patients along with cultural preferences
- KU27.** different types of therapeutic diets

## Generic Skills (GS)

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

- GS1.** record date, time and vendor details related to received and disposed food item
- GS2.** document the food storage procedure
- GS3.** read instructions for operating storage equipment
- GS4.** read instructions specified for storage of different type of food items
- GS5.** communicate storage practices to other co-workers
- GS6.** provide nutrition related information to co-workers
- GS7.** interact with patients to understand food quality related issues
- GS8.** decide when to use different storage practices like open storage, cold storage and freezer storage
- GS9.** decide when and how to discard unused food items
- GS10.** store items using the FIFO method
- GS11.** check the food thoroughly before being used for cooking or serving
- GS12.** interact with the patient to understand food quality related issues
- GS13.** identify the source of food contamination
- GS14.** devise an action plan to prevent contamination of food
- GS15.** observe and ensure adherence to good storage practices and identify lacunae within the existing processes of food storage
- GS16.** review practices followed in the organisation and its impact on food safety

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Use safe food handling techniques</i>   | <b>17</b>    | <b>40</b>       | <b>15</b>     | <b>10</b>  |
| <b>PC1.</b> identify different food preparation methods  | -            | -               | -             | -          |
| <b>PC2.</b> implement temperature control techniques to prevent bacterial growth and nutritional loss              | -            | -               | -             | -          |
| <b>PC3.</b> follow proper serving practices for cooked and raw food  | -            | -               | -             | -          |
| <b>PC4.</b> follow food safety practices to prevent cross contamination or direct contamination of food            | -            | -               | -             | -          |
| <b>PC5.</b> follow Standard Operating Procedures (SOPs) to deal with unexpected food safety situations effectively | -            | -               | -             | -          |
| <b>PC6.</b> escalate food safety matters to appropriate authority when required                                    | -            | -               | -             | -          |
| <b>PC7.</b> ensure personal hygiene of self and others while handling food items                                   | -            | -               | -             | -          |
| <i>Store food items safely</i>   | <b>45</b>    | <b>30</b>       | <b>10</b>     | -          |
| <b>PC8.</b> follow safe food storage practices according to different types of foods                               | -            | -               | -             | -          |
| <b>PC9.</b> use appropriate equipment to maintain safe storage conditions  | -            | -               | -             | -          |
| <b>PC10.</b> follow hygiene and sanitation protocols for food storage areas  | -            | -               | -             | -          |
| <b>PC11.</b> follow inventory management processes such as FIFO to prevent food spoilage                           | -            | -               | -             | -          |
| <b>PC12.</b> identify signs of decay and contamination of food at all times  | -            | -               | -             | -          |
| <i>Plan the menu</i>   | <b>30</b>    | <b>40</b>       | <b>20</b>     | <b>20</b>  |
| <b>PC13.</b> design a menu following the diet prescription suggested by the dietician                              | -            | -               | -             | -          |

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| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC14.</b> modify the diet plan respecting patients cultural and religious preferences and after taking advice from the dietician | -            | -               | -             | -          |
| <b>PC15.</b> identify foods products that can lead to allergies or intolerance among patients                                       | -            | -               | -             | -          |
| <b>PC16.</b> report health progress to the dietician and modify the diet as advised   | -            | -               | -             | -          |
| <b>PC17.</b> ensure balanced diet in the menu   | -            | -               | -             | -          |
| <i>Ensure food preparation as per requirement</i>   | <b>45</b>    | <b>30</b>       | <b>25</b>     | <b>35</b>  |
| <b>PC18.</b> ensure kitchen utensils and equipment are clean and fit-for-use  | -            | -               | -             | -          |
| <b>PC19.</b> ensure temperature control of food is maintained at all times until final consumption                                  | -            | -               | -             | -          |
| <b>PC20.</b> record changes in colour, texture or odour of food items   | -            | -               | -             | -          |
| <b>PC21.</b> ensure the kitchen and surrounding are clean and safe for cooking at all times   | -            | -               | -             | -          |
| <b>PC22.</b> check if items used to prepare food are not decayed or expired, and fit for consumption                                | -            | -               | -             | -          |
| <b>PC23.</b> check if food used for preparation is stored as per stipulated guidelines  | -            | -               | -             | -          |
| <b>PC24.</b> employ different food preparation techniques as appropriate to the plan  | -            | -               | -             | -          |
| <b>PC25.</b> ensure cooking and serving practices followed are as specified for different food items, ensuring food safety          | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>137</b>   | <b>140</b>      | <b>70</b>     | <b>65</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                       |
|----------------------------|---------------------------------------|
| <b>NOS Code</b>            | HSS/N5207                             |
| <b>NOS Name</b>            | Handle, store and prepare food safely |
| <b>Sector</b>              | Healthcare                            |
| <b>Sub-Sector</b>          | Allied Health & Paramedics            |
| <b>Occupation</b>          | Non-Direct Care                       |
| <b>NSQF Level</b>          | 3                                     |
| <b>Credits</b>             | 10.5                                  |
| <b>Version</b>             | 2.0                                   |
| <b>Last Reviewed Date</b>  | 28/02/2021                            |
| <b>Next Review Date</b>    | 28/02/2026                            |
| <b>NSQC Clearance Date</b> | 28/02/2021                            |

## Qualification Pack

### HSS/N5208: Provide the dietary information to the patient as per instructions from dietician

#### Description

This OS unit is about providing dietary information to the patient based on instructions, prescribed by the dietician

#### Scope

The scope covers the following :

- Provide dietary information

#### Elements and Performance Criteria

##### *Provide dietary information*

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

- PC1.** explain the planned dietary menu to the patient as per prescription
- PC2.** respond to any diet plan related queries raised by the patient accurately
- PC3.** provide some healthy tips for cooking at home to the patient as per diet prescription
- PC4.** use appropriate IEC material such as brochures, pamphlets, leaflets for educating the patient about the diet plan

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational educational and dietary training brochures and materials
- KU2.** policies and procedures regarding sharing information with patients
- KU3.** organizational structure and escalation matrix
- KU4.** relevant policies and protocols for food waste disposal
- KU5.** basic structure and function of the healthcare system in the country
- KU6.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU7.** how religious and cultural practices impact diet preferences
- KU8.** nutritional information regarding different food items
- KU9.** impact of design of information brochures on patient engagement
- KU10.** patient expectations with regards to dietary plans and condition specific information
- KU11.** sources of information on best practices and developments in dietary education
- KU12.** cooking methods and processes and how they impact nutrition and health
- KU13.** proper procedures for safe disposal of food waste, especially food that pose a high risk of contamination such as meat
- KU14.** basic structure and function of all body systems and associated components

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- KU15.** process, condition and resources required by the body to support healthy functioning
- KU16.** bodily processes including maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure
- KU17.** precautions to protection from infection

## Generic Skills (GS)

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

- GS1.** write down specific instructions to be given to the patients prior to discharge
- GS2.** provide written information about nutritional value of different foods to be included in the diet
- GS3.** read and correctly interpret diet instructions specified for a particular patient
- GS4.** read best practices from various reading materials
- GS5.** explain the importance of nutritional education to the patient
- GS6.** discuss patient preferences and modify patient nutritional education accordingly
- GS7.** ask questions to seek feedback on patient nutritional status and suggest modifications
- GS8.** customize patient educational program as per patient preferences
- GS9.** organize information for the patient in a manner to improve acceptance and enhance learning
- GS10.** use information as a tool to ensure patient buy-in and satisfaction with the diet recommendations
- GS11.** identify areas of flexibility that will help address patient objections and reluctance to dietary changes
- GS12.** analyse impact of various food choices on health and nutrition
- GS13.** review impact of information and provision methods on patients willingness to adhere to diet recommendations and modify practice based on results



## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Provide dietary information</i>  | <b>33</b>    | <b>40</b>       | <b>30</b>     | <b>40</b>  |
| <b>PC1.</b> explain the planned dietary menu to the patient as per prescription   | -            | -               | -             | -          |
| <b>PC2.</b> respond to any diet plan related queries raised by the patient accurately   | -            | -               | -             | -          |
| <b>PC3.</b> provide some healthy tips for cooking at home to the patient as per diet prescription                             | -            | -               | -             | -          |
| <b>PC4.</b> use appropriate IEC material such as brochures, pamphlets, leaflets for educating the patient about the diet plan | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>33</b>    | <b>40</b>       | <b>30</b>     | <b>40</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | HSS/N5208   |
| <b>NOS Name</b>            | Provide the dietary information to the patient as per instructions from dietician |
| <b>Sector</b>              | Healthcare  |
| <b>Sub-Sector</b>          | Allied Health & Paramedics  |
| <b>Occupation</b>          | Non-Direct Care   |
| <b>NSQF Level</b>          | 3   |
| <b>Credits</b>             | 2   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | 28/02/2021  |
| <b>Next Review Date</b>    | 28/02/2026  |
| <b>NSQC Clearance Date</b> | 28/02/2021  |

## Qualification Pack

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

## Description

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

## Scope

The scope covers the following :

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

## Elements and Performance Criteria

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

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

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

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

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

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

### *Establishing and managing requirements*

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

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- PC14.** clearly establish, agree, and record the work requirements
- PC15.** ensure his/her work meets the agreed requirements
- PC16.** treat confidential information correctly
- PC17.** work in line with the organizations procedures and policies and within the limits of his/her job role

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** guidelines on communicating with patients and other individuals
- KU2.** guidelines on maintaining confidentiality and respecting need for privacy
- KU3.** the business, mission, and objectives of the organization
- KU4.** the scope of work of the role
- KU5.** the responsibilities and strengths of the team and their importance to the organization
- KU6.** the information that is considered confidential to the organization
- KU7.** effective working relationships with the people external to the team, with which the individual works on a regular basis
- KU8.** procedures in the organization to deal with conflict and poor working relationships
- KU9.** the relevant policies and procedures of the organization
- KU10.** how to communicate effectively (face-to-face, by telephone and in writing)
- KU11.** how to handle stressful or risky situations when communicating with patients and/or other individuals
- KU12.** when to ask for assistance when situations are beyond ones competence and authority
- KU13.** how to maintain confidentiality and to respect an individuals need for privacy
- KU14.** how to ensure that all information provided to individuals is from reliable sources
- KU15.** disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination
- KU16.** the essential information that needs to be shared with other people
- KU17.** the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis
- KU18.** the importance of integrating ones work effectively with others
- KU19.** the types of working relationships that help people to work well together and the types of relationships that need to be avoided
- KU20.** the types of opportunities an individual may seek out to improve relationships with others
- KU21.** how to deal with difficult working relationships with other people to sort out
- KU22.** the importance of asking the appropriate individual for help when required
- KU23.** the importance of planning, prioritizing and organizing, timely work
- KU24.** the importance of clearly establishing work requirement
- KU25.** the importance of being flexible in changing priorities when the importance and urgency comes into play

## Qualification Pack

- KU26.** how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited
- KU27.** the importance of keeping the work area clean and tidy

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | HSS/N9615   |
| <b>NOS Name</b>            | Maintain interpersonal relationship with client, colleagues, and others           |
| <b>Sector</b>              | Healthcare  |
| <b>Sub-Sector</b>          | Social Work & Community Health, Healthcare Management, Allied Health & Paramedics |
| <b>Occupation</b>          | Generic   |
| <b>NSQF Level</b>          | 4   |
| <b>Credits</b>             | 0.5   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | 28/07/2022  |
| <b>Next Review Date</b>    | 28/07/2027  |
| <b>NSQC Clearance Date</b> | 28/07/2022  |



## Qualification Pack

### HSS/N9616: Maintain professional & medico-legal conduct

#### Description

This OS unit is about recognizing the boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider.

#### Scope

The scope covers the following :

- Maintain professional behavior
- Acting within the limit of ones competence and authority
- Following the code of conduct and demonstrating best practices in the field

#### Elements and Performance Criteria

##### *Maintain professional behavior*

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

- PC1.** adhere to legislation, protocols and guidelines relevant to ones role and field of practice
- PC2.** work within organizational systems and requirements as appropriate to ones role
- PC3.** recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority
- PC4.** maintain competence within ones role and field of practice
- PC5.** maintain personal hygiene and contribute actively to the healthcare ecosystem

##### *Acting within the limit of ones competence and authority*

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

- PC6.** use relevant research based protocols and guidelines as evidence to inform ones practice
- PC7.** promote and demonstrate good practice as an individual and as a team member at all times
- PC8.** identify and manage potential and actual risks to the quality and safety of practice
- PC9.** evaluate and reflect on the quality of ones work and make continuing improvements
- PC10.** use relevant research-based protocols and guidelines as evidence to inform ones practice

##### *Following the code of conduct and demonstrating best practices in the field*

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

- PC11.** recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority
- PC12.** promote and demonstrate good practice as an individual and as a team member at all times
- PC13.** identify and manage potential and actual risks to the quality and safety of practice
- PC14.** maintain personal hygiene and contribute actively to the healthcare ecosystem
- PC15.** maintain a practice environment that is conducive to the provision of medico-legal healthcare

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies & procedures followed in the organization
- KU2.** the medical procedures and functioning of required medical equipment
- KU3.** role and importance of assisting other healthcare providers in delivering care
- KU4.** how to engage and interact with other providers in order to deliver quality and maintain continued care
- KU5.** personal hygiene measures and handling techniques
- KU6.** the limitations and scope of the role and responsibilities of self and others
- KU7.** the importance of working within the limits of ones competence and authority
- KU8.** the importance of personally promoting and demonstrating good practice
- KU9.** The detrimental effects of non-compliance
- KU10.** the importance of intercommunication skills
- KU11.** the legislation, protocols and guidelines affecting ones work
- KU12.** the organizational systems and requirements relevant to ones role
- KU13.** the sources of information and literature to maintain a constant access to upcoming research and changes in the field
- KU14.** the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
- KU15.** the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements
- KU16.** how to report and minimize risks
- KU17.** the principle of meeting the organizations needs, and how this should enable one to recognize ones own limitations and when one should seek support from others
- KU18.** the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported
- KU19.** the procedure for accessing training, learning and development needs for oneself and/or others within ones organization
- KU20.** the actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team
- KU21.** the risks to quality and safety arising from:
  - o Working outside the boundaries of competence and authority
  - o Not keeping up to date with best practice
  - o Poor communication
  - o Insufficient support
  - o Lack of resources
- KU22.** the importance of personal hygiene

## Generic Skills (GS)

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

- GS1.** document reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** record daily activities
- GS4.** update other co-workers

## Qualification Pack

- GS5.** read about changes in legislations and organizational policies
- GS6.** keep updated with the latest knowledge
- GS7.** discuss task lists, schedules, and work-loads with co-workers
- GS8.** give clear instructions to patients and co-workers
- GS9.** keep patient informed about progress
- GS10.** avoid using jargon, slang or acronyms when communicating with a patient
- GS11.** make decisions pertaining to the concerned area of work in relation to job role
- GS12.** act decisively by balancing protocols and work at hand
- GS13.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS14.** be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS15.** be sensitive to potential cultural differences
- GS16.** maintain patient confidentiality
- GS17.** respect the rights of the patient(s)

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Maintain professional behavior</i>   | 5            | -               | -             | -          |
| <b>PC1.</b> adhere to legislation, protocols and guidelines relevant to ones role and field of practice   | -            | -               | -             | -          |
| <b>PC2.</b> work within organizational systems and requirements as appropriate to ones role   | -            | -               | -             | -          |
| <b>PC3.</b> recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority  | -            | -               | -             | -          |
| <b>PC4.</b> maintain competence within ones role and field of practice  | -            | -               | -             | -          |
| <b>PC5.</b> maintain personal hygiene and contribute actively to the healthcare ecosystem   | -            | -               | -             | -          |
| <i>Acting within the limit of ones competence and authority</i>   | 7            | -               | -             | -          |
| <b>PC6.</b> use relevant research based protocols and guidelines as evidence to inform ones practice  | -            | -               | -             | -          |
| <b>PC7.</b> promote and demonstrate good practice as an individual and as a team member at all times  | -            | -               | -             | -          |
| <b>PC8.</b> identify and manage potential and actual risks to the quality and safety of practice  | -            | -               | -             | -          |
| <b>PC9.</b> evaluate and reflect on the quality of ones work and make continuing improvements   | -            | -               | -             | -          |
| <b>PC10.</b> use relevant research-based protocols and guidelines as evidence to inform ones practice   | -            | -               | -             | -          |
| <i>Following the code of conduct and demonstrating best practices in the field</i>  | 7            | -               | -             | -          |
| <b>PC11.</b> recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority | -            | -               | -             | -          |
| <b>PC12.</b> promote and demonstrate good practice as an individual and as a team member at all times   | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC13.</b> identify and manage potential and actual risks to the quality and safety of practice          | -            | -               | -             | -          |
| <b>PC14.</b> maintain personal hygiene and contribute actively to the healthcare ecosystem                 | -            | -               | -             | -          |
| <b>PC15.</b> maintain a practice environment that is conducive to the provision of medico-legal healthcare | -            | -               | -             | -          |
| <b>NOS Total</b>   | <b>19</b>    | -               | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | HSS/N9616   |
| <b>NOS Name</b>            | Maintain professional & medico-legal conduct                                      |
| <b>Sector</b>              | Healthcare  |
| <b>Sub-Sector</b>          | Allied Health & Paramedics, Social Work & Community Health, Healthcare Management |
| <b>Occupation</b>          | Generic   |
| <b>NSQF Level</b>          | 4   |
| <b>Credits</b>             | 0.5   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | 28/07/2022  |
| <b>Next Review Date</b>    | 28/07/2027  |
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## 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

#### Scope

The scope covers the following :

- Complying the health, safety and security requirements and procedures for workplace
- Handling hazardous situation
- Reporting any hazardous situation

#### 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:

## Qualification Pack

- KU1.** the importance of health, safety, and security in the workplace
- KU2.** the basic requirements of the health and safety and other legislations and regulations that apply to the workplace
- KU3.** the person(s) responsible for maintaining healthy, safe, and secure workplace
- KU4.** the relevant up-to-date information on health, safety, and security that applies to the workplace
- KU5.** the responsibilities of individual to maintain safe, healthy and secure workplace
- KU6.** how to report the hazard
- KU7.** requirements of health, safety and security in workplace
- KU8.** how to create safety records and maintaining them
- KU9.** the importance of being alert to health, safety, and security hazards in the work environment
- KU10.** the common health, safety, and security hazards that affect people working in an administrative role
- KU11.** how to identify health, safety, and security hazards
- KU12.** the importance of warning others about hazards and how to do so until the hazard is dealt with

## Generic Skills (GS)

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

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures
- GS3.** clearly report hazards and incidents with the appropriate level of urgency
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS7.** be capable of being responsive, listen empathetically to establish rapport in a way 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>                                   | <b>7</b>     | -               | <b>2</b>      | <b>10</b>  |
| <b>PC1.</b> identify individual responsibilities in relation to maintaining workplace health safety and security requirements | -            | -               | -             | -          |
| <b>PC2.</b> comply with health, safety and security procedures for the workplace  | -            | -               | -             | -          |
| <b>PC3.</b> comply with health, safety and security procedures and protocols forenvironmental safety                          | -            | -               | -             | -          |
| <i>Handling hazardous situation</i>   | <b>8</b>     | -               | <b>5</b>      | <b>10</b>  |
| <b>PC4.</b> identify potential hazards and breaches of safe work practices  | -            | -               | -             | -          |
| <b>PC5.</b> identify and interpret various hospital codes for emergency situations  | -            | -               | -             | -          |
| <b>PC6.</b> correct any hazards that individual can deal with safely, competently and within the limits of authority          | -            | -               | -             | -          |
| <b>PC7.</b> provide basic life support (BLS) and first aid in hazardous situations, whenever applicable                       | -            | -               | -             | -          |
| <b>PC8.</b> follow the organizations emergency procedures promptly, calmly, and efficiently                                   | -            | -               | -             | -          |
| <b>PC9.</b> identify and recommend opportunities for improving health, safety, and security to the designated person          | -            | -               | -             | -          |
| <b>PC10.</b> complete any health and safety records legibly and accurately  | -            | -               | -             | -          |
| <i>Reporting any hazardous situation</i>  | <b>5</b>     | -               | <b>2</b>      | <b>10</b>  |
| <b>PC11.</b> report any identified breaches in health, safety, and security procedures to the designated person               | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC12.</b> promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>20</b>    | <b>-</b>        | <b>9</b>      | <b>30</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | HSS/N9617   |
| <b>NOS Name</b>            | Maintain a safe, healthy and secure working environment                           |
| <b>Sector</b>              | Healthcare  |
| <b>Sub-Sector</b>          | Social Work & Community Health, Healthcare Management, Allied Health & Paramedics |
| <b>Occupation</b>          | Generic   |
| <b>NSQF Level</b>          | 4   |
| <b>Credits</b>             | 0.5   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | 28/07/2022  |
| <b>Next Review Date</b>    | 28/07/2027  |
| <b>NSQC Clearance Date</b> | 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

## Scope

The scope covers the following :

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

## Elements and Performance Criteria

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

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

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

### *Complying with an effective infection control protocols*

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

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

## Qualification Pack

**PC15.** maintain and store cleaning equipment

**PC16.** report and deal with spillages and contamination in accordance with current legislation and procedures

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

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

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

**PC18.** cover cuts and abrasions with waterproof dressings and change as necessary

**PC19.** change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact

**PC20.** perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

**KU2.** organizations emergency procedures and responsibilities for handling hazardous situations

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

**KU4.** good personal hygiene practice including hand care

**KU5.** importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release

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

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

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

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

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

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

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

**KU13.** identification and management of infectious risks in the workplace

**KU14.** aspects of infectious diseases including opportunistic organisms & pathogens

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

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

## Qualification Pack

- KU17.** how to clean and sterile techniques
- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques
- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

## Generic Skills (GS)

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

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

## 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            | -               | 3             | 10         |
| <b>PC1.</b> 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 | -            | -               | -             | -          |
| <b>PC2.</b> store clinical or related waste in an area that is accessible only to authorized persons   | -            | -               | -             | -          |
| <b>PC3.</b> minimize contamination of materials, equipment and instruments by aerosols and splatter  | -            | -               | -             | -          |
| <i>Complying with an effective infection control protocols</i>   | 8            | -               | 5             | 10         |
| <b>PC4.</b> apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control   | -            | -               | -             | -          |
| <b>PC5.</b> identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization                           | -            | -               | -             | -          |
| <b>PC6.</b> follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate   | -            | -               | -             | -          |
| <b>PC7.</b> follow protocols for care following exposure to blood or other body fluids as required   | -            | -               | -             | -          |
| <b>PC8.</b> remove spills in accordance with the policies and procedures of the organization   | -            | -               | -             | -          |
| <b>PC9.</b> clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled  | -            | -               | -             | -          |
| <b>PC10.</b> demarcate and maintain clean and contaminated zones in all aspects of health care work  | -            | -               | -             | -          |
| <b>PC11.</b> 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 |
|---|--------------|-----------------|---------------|------------|
| <b>PC12.</b> confine contaminated instruments and equipment to a well designated contaminated zone  | -            | -               | -             | -          |
| <b>PC13.</b> decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols | -            | -               | -             | -          |
| <b>PC14.</b> replace surface covers where applicable  | -            | -               | -             | -          |
| <b>PC15.</b> maintain and store cleaning equipment  | -            | -               | -             | -          |
| <b>PC16.</b> 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>  | <b>8</b>     | -               | <b>5</b>      | <b>10</b>  |
| <b>PC17.</b> maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination  | -            | -               | -             | -          |
| <b>PC18.</b> cover cuts and abrasions with waterproof dressings and change as necessary   | -            | -               | -             | -          |
| <b>PC19.</b> change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact   | -            | -               | -             | -          |
| <b>PC20.</b> perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection  | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>21</b>    | -               | <b>13</b>     | <b>30</b>  |



## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | HSS/N9618  |
| <b>NOS Name</b>            | Follow infection control policies & procedures including biomedical waste disposal protocols |
| <b>Sector</b>              | Healthcare   |
| <b>Sub-Sector</b>          | Social Work & Community Health, Healthcare Management, Allied Health & Paramedics            |
| <b>Occupation</b>          | Generic  |
| <b>NSQF Level</b>          | 4  |
| <b>Credits</b>             | 0.5  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | 28/07/2022   |
| <b>Next Review Date</b>    | 28/07/2027   |
| <b>NSQC Clearance Date</b> | 28/07/2022   |

## Qualification Pack

### 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

## Qualification Pack

### *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

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i>  | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC1.</b> understand the significance of employability skills in meeting the job requirements  | -            | -               | -             | -          |
| <i>Constitutional values - Citizenship</i>   | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices   | -            | -               | -             | -          |
| <i>Becoming a Professional in the 21st Century</i>   | <b>1</b>     | <b>3</b>        | -             | -          |
| <b>PC3.</b> 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>  | <b>2</b>     | <b>3</b>        | -             | -          |
| <b>PC4.</b> speak with others using some basic English phrases or sentences  | -            | -               | -             | -          |
| <i>Communication Skills</i>  | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC5.</b> follow good manners while communicating with others  | -            | -               | -             | -          |
| <b>PC6.</b> work with others in a team   | -            | -               | -             | -          |
| <i>Diversity &amp; Inclusion</i>   | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC7.</b> communicate and behave appropriately with all genders and PwD  | -            | -               | -             | -          |
| <b>PC8.</b> report any issues related to sexual harassment   | -            | -               | -             | -          |
| <i>Financial and Legal Literacy</i>  | <b>3</b>     | <b>4</b>        | -             | -          |
| <b>PC9.</b> use various financial products and services safely and securely  | -            | -               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC10.</b> calculate income, expenses, savings etc.   | -            | -               | -             | -          |
| <b>PC11.</b> approach the concerned authorities for any exploitation as per legal rights and laws | -            | -               | -             | -          |
| <i>Essential Digital Skills</i>   | <b>4</b>     | <b>6</b>        | -             | -          |
| <b>PC12.</b> operate digital devices and use its features and applications securely and safely    | -            | -               | -             | -          |
| <b>PC13.</b> use internet and social media platforms securely and safely                          | -            | -               | -             | -          |
| <i>Entrepreneurship</i>   | <b>3</b>     | <b>5</b>        | -             | -          |
| <b>PC14.</b> identify and assess opportunities for potential business                             | -            | -               | -             | -          |
| <b>PC15.</b> identify sources for arranging money and associated financial and legal challenges   | -            | -               | -             | -          |
| <i>Customer Service</i>   | <b>2</b>     | <b>2</b>        | -             | -          |
| <b>PC16.</b> identify different types of customers  | -            | -               | -             | -          |
| <b>PC17.</b> identify customer needs and address them appropriately                               | -            | -               | -             | -          |
| <b>PC18.</b> follow appropriate hygiene and grooming standards                                    | -            | -               | -             | -          |
| <i>Getting ready for apprenticeship &amp; Jobs</i>  | <b>1</b>     | <b>3</b>        | -             | -          |
| <b>PC19.</b> create a basic biodata   | -            | -               | -             | -          |
| <b>PC20.</b> search for suitable jobs and apply   | -            | -               | -             | -          |
| <b>PC21.</b> identify and register apprenticeship opportunities as per requirement                | -            | -               | -             | -          |
| <b>NOS Total</b>  | <b>20</b>    | <b>30</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                 |
|----------------------------|---------------------------------|
| <b>NOS Code</b>            | DGT/VSQ/N0101                   |
| <b>NOS Name</b>            | Employability Skills (30 Hours) |
| <b>Sector</b>              | Cross Sectoral                  |
| <b>Sub-Sector</b>          | Professional Skills             |
| <b>Occupation</b>          | Employability                   |
| <b>NSQF Level</b>          | 2                               |
| <b>Credits</b>             | 1                               |
| <b>Version</b>             | 1.0                             |
| <b>Last Reviewed Date</b>  | 29/09/2022                      |
| <b>Next Review Date</b>    | 29/09/2025                      |
| <b>NSQC Clearance Date</b> | 29/09/2022                      |

## 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 successfully clear the Qualification Pack assessment.)

## Qualification Pack

### Assessment Weightage

#### Compulsory NOS

| National Occupational Standards  | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage  |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| HSS/N5201.Maintain hygiene and food safety   | 87           | 90              | 28            | 35         | 240         | 20         |
| HSS/N5207.Handle, store and prepare food safely  | 137          | 140             | 70            | 65         | 412         | 20         |
| HSS/N5208.Provide the dietary information to the patient as per instructions from dietician            | 33           | 40              | 30            | 40         | 143         | 10         |
| HSS/N9615.Maintain interpersonal relationship with client, colleagues, and others                      | 13           | -               | -             | -          | 13          | 10         |
| HSS/N9616.Maintain professional & medico-legal conduct   | 19           | -               | -             | -          | 19          | 10         |
| HSS/N9617.Maintain a safe, healthy and secure working environment                                      | 20           | -               | 9             | 30         | 59          | 10         |
| HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols | 21           | -               | 13            | 30         | 64          | 10         |
| DGT/VSQ/N0101.Employability Skills (30 Hours)  | 20           | 30              | -             | -          | 50          | 10         |
| <b>Total</b>   | <b>350</b>   | <b>300</b>      | <b>150</b>    | <b>200</b> | <b>1000</b> | <b>100</b> |



## Qualification Pack

### Acronyms

|             |   |
|-------------|---|
| <b>NOS</b>  | National Occupational Standard(s)               |
| <b>NSQF</b> | National Skills Qualifications Framework        |
| <b>QP</b>   | Qualifications Pack                             |
| <b>TVET</b> | Technical and Vocational Education and Training |

## Qualification Pack

### Glossary

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

## Qualification Pack

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