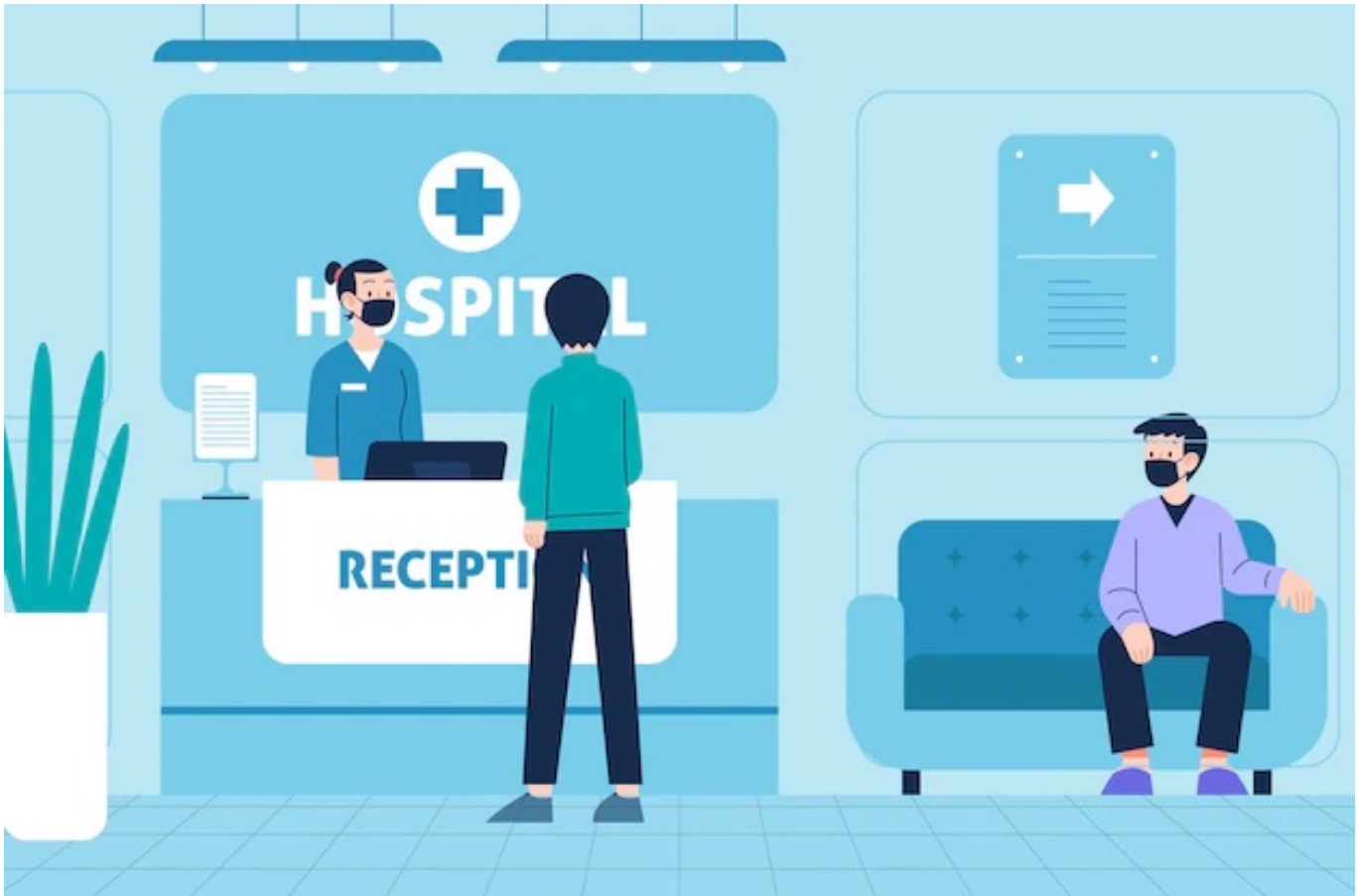


Qualification Pack



Hospital Front Desk Coordinator

QP Code: HSS/Q6101

Version: 3.0

NSQF Level: 4

Healthcare Sector Skill Council || 520, DLF Tower A, 5th Floor, Jasola District Centre
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Qualification Pack

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HSS/Q6101: Hospital Front Desk Coordinator

Brief Job Description

Individuals in this job are usually the first contact point in healthcare organizations encountered by patients and visitors, whether on the phone, online or in person. They assist in coordination at Front Desk at Healthcare Facility.

Personal Attributes

The job requires individuals to have good communication skills and ability to handle a high level of stress and activity while managing fastpaced office duties. They must be computer savvy. They must be skilled to interact with a wide range of personality types in both pleasant and difficult situations . The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening circumstances.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N6101: Accomplish allocated task at hospital front desk](#)
2. [HSS/N6102: Ensure Customer Service Excellence & Patient Satisfaction](#)
3. [HSS/N6103: Perform Billing Activities](#)
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/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Hospital Administration

Qualification Pack

Country	India
NSQF Level	4
Credits	30
Aligned to NCO/ISCO/ISIC Code	NCO2015/4226.0100
Minimum Educational Qualification & Experience	<p>12th grade Pass with NA of experience OR Completed 2nd year of the 3-year diploma after 10 with NA of experience OR 10th grade pass with 2 Years of experience relevant experience OR 11th grade pass with 1 Year of experience relevant experience OR Previous relevant Qualification of NSQF Level (3.5) with 1-2 Years of experience with 1.5 year relevant experience OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience with 3 years of relevant experience OR 10th grade pass and pursuing continuous schooling with NA of experience</p>
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	28/07/2027
NSQC Approval Date	28/07/2022
Version	3.0
Reference code on NQR	QG-04-HE-00660-2023-V1.1-HSSC
NQR Version	1.1

Qualification Pack

HSS/N6101: Accomplish allocated task at hospital front desk

Description

This OS unit is about the skills required for coordinating activities starting from patient/visitor interaction, admission to discharge at healthcare facility

Scope

The scope covers the following :

- Customer Interaction and Handling
- Manage patient flow
- Carry out patient registration
- Legal & ethical aspects of front desk management
- Assist for TPA services

Elements and Performance Criteria

Customer Interaction and Handling

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

PC1. analyse the requirement of visitors and answer the queries accordingly

Customer Interaction and Handling

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

PC2. handle the queries received over a phone/mail/visiting patients etc. applying relevant medical words & terms used in hospitals

PC3. coordinate for care needs with other care providers through appropriate communication method

PC4. manage need and requirement of patients relative and hospital/clinic staff

PC5. enter patient details and other data in hospital information system/relevant communication channel

PC6. up-to-date with latest details & schedules of doctors, specialties, appointment timings, bed occupancy, approx. discharge timings, cost etc.

Manage patient flow

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

PC7. manage requirements of patients, their attendants & visitors from admission to discharge

PC8. manage requirements of doctors & hospital staff

PC9. manage special requirements of differently abled persons or special needs required by patients

PC10. handle tactfully officials & vips as per the needs in accordance to hospital policies

PC11. ensure smooth patient flow within the hospital

PC12. ensure hospital environment is comfortable & pleasing to patients, visitors, employees & others

Carry out patient registration

Qualification Pack

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

- PC13.** collect information and documents for patient registration complying with regulatory and organizational requirements
- PC14.** cross check the identity document details of the patients against original
- PC15.** complete the registration details after interacting with the patient/attenders & concerned physician on details including room type, room number, tariff details, health insurance details, payment method etc.
- PC16.** receive patient/attendant signature on completed patient registration document
- PC17.** update the patient registration details to relevant authority
- PC18.** return the original document immediately after scanning or copying
- PC19.** ensure all mandatory patient details are captured as per regulatory requirement
- PC20.** cross check patient details appropriately for patient identification purposes

Legal & ethical aspects of front desk management

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

- PC21.** address the concerns as per the set tat (turn around time) criteria for the area involved
- PC22.** set different goals for patient care keeping in mind the hospitals policy
- PC23.** raise alarm and announce emergency code as defined & as per situation
- PC24.** maintain confidentiality of patient records, medico legal cases, preservation, information management
- PC25.** comply with relevant legislation, standards, policies and procedures

Assist for TPA services

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

- PC26.** assist for queries regarding availing of medical insurance
- PC27.** direct the patient/attenders to the concerned department or authority
- PC28.** assist for various third party payment mechanisms including cghs, echs, public sector undertakings, types of special arrangements, universal health insurance coverage scheme in prevalent states
- PC29.** ensure eligible person is availing the facility

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions
- KU2.** hospital topography and spectrum of internal & external clients that visit the hospital
- KU3.** role and importance of the front desk in supporting healthcare operations
- KU4.** organization pricing, discount policy, documentation & reporting process
- KU5.** reporting structure, inter-dependent functions, lines and procedures
- KU6.** relevant occupational health and safety requirements applicable
- KU7.** healthcare delivery system & Universal/National Health Insurance programs
- KU8.** how to receive and make phone calls, including call forward/hold/mute

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- KU9.** how to send and receive e-mails
- KU10.** typical problems raised by customers and their solutions, including workaround solutions
- KU11.** typical response times and service times for problems
- KU12.** the importance of documenting, classifying, prioritizing queries & escalation regulatory requirements involved during registration and bill payment
- KU13.** regulatory requirements involved during registration and bill payment
- KU14.** about computer knowledge such as MS word, excel, scanning, faxing
- KU15.** about the legal & ethical aspects in relation to following:
 - a. rights & duties of patients
 - b. rights & duties of healthcare providers
 - c. thefts, misappropriation, report mix-ups, damage to property
 - d. any kind of harassment at workplace
 - e. legal aspects of Medical Records & EMR
 - f. hospital deaths & complications
- KU16.** basic structure and function of the body system and associated component

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** complete appropriate documentation
- GS4.** fill registration form by getting details form visitors/patient
- GS5.** read about services offered with reference to the organization
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS8.** interpret and follow operational instructions and prioritize work
- GS9.** discuss task lists, schedules, and work-loads with co-workers
- GS10.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS11.** communicate in respectful form and manner
- GS12.** make decisions pertaining to the concerned area of work
- GS13.** plan and organize service feedback files/documents
- GS14.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS15.** build customer relationships and use customer centric approach
- GS16.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS17.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
- GS18.** analysis of feedbacks, complaints & grievances related to the front office
- GS19.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Customer Interaction and Handling</i>	33	20	15	20
PC1. analyse the requirement of visitors and answer the queries accordingly	-	-	-	-
<i>Customer Interaction and Handling</i>	-	-	-	-
PC2. handle the queries received over a phone/mail/visiting patients etc. applying relevant medical words & terms used in hospitals	-	-	-	-
PC3. coordinate for care needs with other care providers through appropriate communication method	-	-	-	-
PC4. manage need and requirement of patients relative and hospital/clinic staff	-	-	-	-
PC5. enter patient details and other data in hospital information system/relevant communication channel	-	-	-	-
PC6. up- to-date with latest details & schedules of doctors, specialties, appointment timings, bed occupancy, approx. discharge timings, cost etc.	-	-	-	-
<i>Manage patient flow</i>	35	15	15	20
PC7. manage requirements of patients, their attendants & visitors from admission to discharge	-	-	-	-
PC8. manage requirements of doctors & hospital staff	-	-	-	-
PC9. manage special requirements of differently abled persons or special needs required by patients	-	-	-	-
PC10. handle tactfully officials & vips as per the needs in accordance to hospital policies	-	-	-	-
PC11. ensure smooth patient flow within the hospital	-	-	-	-
PC12. ensure hospital environment is comfortable & pleasing to patients, visitors, employees & others	-	-	-	-
<i>Carry out patient registration</i>	30	100	15	20

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. collect information and documents for patient registration complying with regulatory and organizational requirements	-	-	-	-
PC14. cross check the identity document details of the patients against original	-	-	-	-
PC15. complete the registration details after interacting with the patient/attenders & concerned physician on details including room type, room number, tariff details,health insurance details, payment method etc.	-	-	-	-
PC16. receive patient/attendant signature on completed patient registrationdocument	-	-	-	-
PC17. update the patient registration details to relevant authority	-	-	-	-
PC18. return the original document immediately after scanning or copying	-	-	-	-
PC19. ensure all mandatory patient details are captured as per regulatory requirement	-	-	-	-
PC20. cross check patient details appropriately for patient identification purposes	-	-	-	-
<i>Legal & ethicalaspects of front deskmanagement</i>	32	15	10	15
PC21. address the concerns as per the set tat (turn around time) criteria for thearea involved	-	-	-	-
PC22. set different goals for patient care keeping in mind the hospitals policy	-	-	-	-
PC23. raise alarm and announce emergency code as defined & as per situation	-	-	-	-
PC24. maintain confidentiality of patient records, medico legal cases, preservation, information management	-	-	-	-
PC25. comply with relevant legislation, standards, policies and procedures	-	-	-	-
<i>Assist for TPAservices</i>	35	20	13	15

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. assist for queries regarding availing of medical insurance	-	-	-	-
PC27. direct the patient/attenders to the concerned department or authority	-	-	-	-
PC28. assist for various third party payment mechanisms including cghs, echs, public sector undertakings, types of special arrangements , universal health insurance coverage scheme in prevalent states	-	-	-	-
PC29. ensure eligible person is availing the facility	-	-	-	-
NOS Total	165	170	68	90

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6101
NOS Name	Accomplish allocated task at hospital front desk
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	4
Credits	7
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQF Clearance Date	28/07/2022

Qualification Pack

HSS/N6102: Ensure Customer Service Excellence & Patient Satisfaction

Description

This OS unit is about the tasks involved to address patient / visitor complaints / concerns by taking appropriate course of action to maintain customer service excellence and arrive at a satisfactory resolution.

Scope

The scope covers the following :

- Provide comfort to visitors/customers and patients as per organizational process

Elements and Performance Criteria

Provide comfort to visitors/customers and patients as per organizational process

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

- PC1.** maintain service excellence in healthcare settings keeping empathy, passion and patience
- PC2.** meet patients / visitors expectations as much as possible in various hospital areas in accordance to organizational policies
- PC3.** coordinate to address complaints related to service provided
- PC4.** ensure corrective & preventive actions are taken timely for patients / visitors concerns
- PC5.** know the departmental process and adhere to them while assisting
- PC6.** indulge in training at regular intervals to learn best practices
- PC7.** apply process quality tools used in the organization as directed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the organization
- KU2.** hospital topography and spectrum of internal & external clients that visit the hospital
- KU3.** role and importance of the front desk in supporting healthcare operations
- KU4.** organization pricing, discount policy, documentation & reporting process
- KU5.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU6.** relevant occupational health and safety requirements applicable in the work place
- KU7.** healthcare delivery system & Universal/National Health Insurance programs
- KU8.** organization pricing, discount policy
- KU9.** how to receive and make phone calls, including call forward/hold/mute
- KU10.** how to send and receive e-mails
- KU11.** typical problems raised by customers and their solutions, including workaround solutions
- KU12.** typical response times and service times for problems

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- KU13.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved
- KU14.** regulatory requirements involved during registration and bill payment
- KU15.** about the legal & ethical aspects in relation to following: a. rights & duties of patients b. rights & duties of healthcare providers c. thefts, misappropriation, report mix-ups, damage to property d. any kind of harassment at workplace e. legal aspects of Medical Records & EMR f. hospital deaths & complications
- KU16.** basic structure and function of the body system and associated component
- KU17.** How to maintain service excellence in healthcare settings including a. corporate / Empanelled patients b. patient feedbacks / grievance redressal c. handling irate clients d. emergency patient e. foreign Nationals f. insurance & TPAs conduct

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** complete appropriate documentation
- GS4.** fill registration form by getting details form visitors/patient
- GS5.** read about services offered with reference to the organization
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS8.** interpret and follow operational instructions and prioritize work
- GS9.** discuss task lists, schedules, and work-loads with co-workers
- GS10.** question customers appropriately in order to understand the nature of the problem and assist accordingly
- GS11.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS12.** communicate in respectful form and manner
- GS13.** make decisions pertaining to the concerned area of work
- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** tackle complaints / grievances from internal & external clients
- GS19.** analysis of feedbacks, complaints & grievances related to the front office
- GS20.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide comfort to visitors/customers and patients as per organizational process</i>	42	-	30	25
PC1. maintain service excellence in healthcare settings keeping empathy, passion and patience	-	-	-	-
PC2. meet patients / visitors expectations as much as possible in various hospital areas in accordance to organizational policies	-	-	-	-
PC3. coordinate to address complaints related to service provided	-	-	-	-
PC4. ensure corrective & preventive actions are taken timely for patients / visitors concerns	-	-	-	-
PC5. know the departmental process and adhere to them while assisting	-	-	-	-
PC6. indulge in training at regular intervals to learn best practices	-	-	-	-
PC7. apply process quality tools used in the organization as directed	-	-	-	-
NOS Total	42	-	30	25

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6102
NOS Name	Ensure Customer Service Excellence & Patient Satisfaction
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	4
Credits	6.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQF Clearance Date	28/07/2022

Qualification Pack

HSS/N6103: Perform Billing Activities

Description

This OS unit is about how to process cash and credit transactions

Scope

The scope covers the following :

- Process payments transactions & Reconcile patient accounts

Elements and Performance Criteria

Process payments transactions & Reconcile patient accounts

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

- PC1.** identify the services being rendered to the client
- PC2.** assess accurateness of the invoice generated through various means
- PC3.** check that payments from patients are valid and accurate
- PC4.** record payments from patients promptly and accurately as per organizational policies
- PC5.** record clearly and accurately the reasons if payments are overdue
- PC6.** identify problems accurately and sort them out promptly
- PC7.** inform senior or concerned authority promptly about any problems which cant be sorted out
- PC8.** store collected payments securely and in line with organization policies
- PC9.** check that charges, credits made to patient accounts are correct
- PC10.** identify and sort out problems with patient accounts
- PC11.** inform senior or concerned authority promptly about problems with patient accounts which are beyond the limits of competence & authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the organization relevant to own employment and performance conditions
- KU2.** hospital topography and spectrum of internal & external clients that visit the hospital
- KU3.** role and importance of the front desk in supporting healthcare operations
- KU4.** organization pricing, discount policy, documentation & reporting process
- KU5.** reporting structure, inter-dependent functions, lines and procedures
- KU6.** relevant occupational health and safety requirements applicable
- KU7.** healthcare delivery system & Universal/National Health Insurance programs
- KU8.** organization pricing, discount policy
- KU9.** organizational guidelines for setting patient credit limits

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- KU10.** organizations procedures for storing cash and cash equivalents securely
- KU11.** typical problems raised by customers and their solutions, including workaround solutions
- KU12.** typical response times and service times for problems
- KU13.** about Processing cash and non-cash payments
- KU14.** spotting counterfeit payments
- KU15.** details of different types of taxes (VAT, Service tax, GST etc.) or as applicable
- KU16.** accounting principles
- KU17.** complementary and billable services available
- KU18.** how to handle card swiping machine
- KU19.** how to prepare invoice
- KU20.** offers, discounts, tie ups with bank cards
- KU21.** differentiate fake and original currency notes
- KU22.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved
- KU23.** regulatory requirements involved during registration and bill payment
- KU24.** about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing
- KU25.** how to identify overdue payments and patients who have gone over their credit limits
- KU26.** about the legal & ethical aspects in relation to following:a. rights & duties of patientsb. rights & duties of healthcare providersc. thefts, Misappropriation, Report mix-ups, Damage to propertyd. any kind of harassment at workplacee. legal aspects of medical recordsf. hospital deaths & complications

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** complete appropriate documentation
- GS4.** fill registration form by getting details form visitors/patient
- GS5.** read about services offered with reference to the organization and also from external forums such as websites and blogs
- GS6.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS7.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS8.** interpret and follow operational instructions and prioritize work
- GS9.** discuss task lists, schedules, and work-loads with co-workers
- GS10.** question customers appropriately in order to understand the nature of the problem and assist accordingly
- GS11.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS12.** communicate in respectful form and manner in line with organizational protocol
- GS13.** make decisions pertaining to the concerned area of work

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- GS14.** plan and organize service feedback files/documents
- GS15.** manage relationships with customers who may be stressed, frustrated, confused, or angry
- GS16.** build customer relationships and use customer centric approach
- GS17.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS18.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
- GS19.** analysis of feedbacks, complaints & grievances related to the front office
- GS20.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS21.** determine impact of incorrect payments received

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Process payments transactions & Reconcile patient accounts</i>	50	100	30	25
PC1. identify the services being rendered to the client	-	-	-	-
PC2. assess accurateness of the invoice generated through various means	-	-	-	-
PC3. check that payments from patients are valid and accurate	-	-	-	-
PC4. record payments from patients promptly and accurately as per organizational policies	-	-	-	-
PC5. record clearly and accurately the reasons if payments are overdue	-	-	-	-
PC6. identify problems accurately and sort them out promptly	-	-	-	-
PC7. inform senior or concerned authority promptly about any problems which cant be sorted out	-	-	-	-
PC8. store collected payments securely and in line with organization policies	-	-	-	-
PC9. check that charges, credits made to patient accounts are correct	-	-	-	-
PC10. identify and sort out problems with patient accounts	-	-	-	-
PC11. inform senior or concerned authority promptly about problems with patientaccounts which are beyond the limits of competence & authority	-	-	-	-
NOS Total	50	100	30	25

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6103
NOS Name	Perform Billing Activities
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	4
Credits	4.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

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 & maintaining professional behavior with co-workers and patients & their families</i>	5	-	-	-
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	-	-	-	-
<i>Working with other people to meet requirements</i>	5	-	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establishing and managing requirements</i>	3	-	-	-
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	-	-	-	-
NOS Total	13	-	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9615
NOS Name	Maintain interpersonal relationship with client, colleagues, and others
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	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	-	-	-
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	-	-	-	-
<i>Acting within the limit of ones competence and authority</i>	7	-	-	-
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	-	-	-	-
<i>Following the code of conduct and demonstrating best practices in the field</i>	7	-	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
NOS Total	19	-	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Description

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

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>	7	-	2	10
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	-	-	-	-
<i>Handling hazardous situation</i>	8	-	5	10
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	-	-	-	-
<i>Reporting any hazardous situation</i>	5	-	2	10
PC11. 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
PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected	-	-	-	-
NOS Total	20	-	9	30

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Description

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

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
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	-	-	-	-
<i>Complying with an effective infection control protocols</i>	8	-	5	10
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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. confine contaminated instruments and equipment to a well designated contaminated zone	-	-	-	-
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols	-	-	-	-
PC14. replace surface covers where applicable	-	-	-	-
PC15. maintain and store cleaning equipment	-	-	-	-
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures	-	-	-	-
<i>Maintaining personal protection and preventing the transmission of infections from person to person</i>	8	-	5	10
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	-	-	-	-
NOS Total	21	-	13	30

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	30/04/2024
Next Review Date	30/04/2027
NSQC Clearance Date	30/04/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N6101.Accomplish allocated task at hospital front desk	165	170	68	90	493	30
HSS/N6102.Ensure Customer Service Excellence & Patient Satisfaction	42	-	30	25	97	10
HSS/N6103.Perform Billing Activities	50	100	30	25	205	20
HSS/N9615.Maintain interpersonal relationship with client, colleagues, and others	13	-	-	-	13	5
HSS/N9616.Maintain professional & medico-legal conduct	19	-	-	-	19	5
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/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	350	300	150	200	1000	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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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.