Qualification Pack

Duty Manager (Patient Relation Services)

QP Code: HSS/Q6104

Version: 3.0

NSQF Level: 6

Contents

Qualification Pack

HSS/Q6104: Duty Manager (Patient Relation Services)

Brief Job Description

The individual at this job oversee and manage patient care services departments in a hospital. They are involved in planning, organizing, directing and controlling related resources at Hospital Front Desk. They also collaborate with other department to design, develop and implement process & services of the center including personnel, financial, facilities, equipment and supplies.

Personal Attributes

The job requires individuals to act independently to manage crisis, interpret policy and make timely decisions that directly impact patient care, ensure timely & effective communication among departments and provide operational oversight throughout the Healthcare organization. They should possess computer knowledge including scanning, Faxing & Emailing

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. HSS/N6112: Supervise in house operations to meet organizational objectives

2. HSS/N6113: Redirect & allocate resources according to patient flow

3. HSS/N6114: Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules

4. HSS/N6115: Support clinical, operational and facility services throughout on a 24 hour basis

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

6. HSS/N9616: Maintain professional & medico-legal conduct

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

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

9. DGT/VSQ/N0103: Employability Skills (90 Hours)

Qualification Pack (QP) Parameters

Sector	Healthcare

Sub-Sector	Healthcare Management
Occupation	Healthcare Administration
Country	India
NSQF Level	6
Credits	30
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2263.0200
Minimum Educational Qualification & Experience	Pursuing 1st year of PG- Eng (Pursuing first year of 2-year PG program after completing 3-year UG degree) with NA of experience OR Pursuing 1st year of PG- Eng (Pursuing 1-year PG diploma after 3-year UG degree) with NA of experience OR Completed 4 year UG program (Completed 4th year UG (in case of 4-year UG)) with NA of experience OR Pursuing 4th year UG (in case of 4-year UG with honours/ honours with research) (Pursuing 4th year UG (in case of 4-year UG) and continuing education) with NA of experience OR Completed 3 year UG degree with 1 Year of experience relevant experience OR Completed 2nd year diploma after 12th with 2 Years of experience relevant experience OR 12th grade Pass with 4 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (5.5) with 1-2 Years of experience with 1.5 years of relevant experience OR Previous relevant Qualification of NSQF Level (5) with 3 Years of experience relevant experience OR Not Applicable (Service Professionals - Defense/Armed Forces Professionals) with 10-15 Years of experience 12 years of relevant experience
Minimum Level of Education for Training in School	

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-06-HE-00654-2023-V1.1-HSSC
NQR Version	1.1

HSS/N6112: Supervise in house operations to meet organizational objectives

Description

This OS unit is about the tasks involved in managing and coordinating the activities at Hospital Front Desk without giving any opinion / assurance on clinical matters

Scope

The scope covers the following :

- Manage, Plan and schedule work requirement at front desk
- Implement laid down processes at front desk
- Relevant rules and regulations, laws and byelaws
- Communication channel within the system
- Investigate patient/visitor concerns and implements appropriate courses of action

Elements and Performance Criteria

Manage, Plan and schedule work requirement at front desk

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

PC1. develop interdisciplinary care plan and other case management tools byparticipating in meetings

PC2. coordinate information and care requirements with other care providers

PC3. resolve issues that could affect smooth care progression

PC4. foster peer support

PC5. provide education to others regarding the case management process

PC6. assign duties, responsibilities and work stations to employees in accordance with work requirements

PC7. create work schedules for employees

PC8. guide, direct and motivate employees to provide quality services to customers

PC9. set performance standards to monitor the performance of employees

Implement laid down processes at front desk

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

PC10. develop a framework for evaluating and reporting on the effectiveness ofpolicies, processes and procedures in management services

PC11. negotiate with client and relevant stakeholders to reach an agreement on the level of service to be delivered and record at appropriate format

PC12. ensure that objectives for healthcare delivery are set which are achievable and measurable

PC13. monitor organizational management policies, processes and procedures andidentify best practice, risks and areas for improvement

Relevant rules and regulations, laws and byelaws

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

PC14. develop risk assessment plan of different hospital areas

PC15. ensure smooth patient flow within the hospital

PC16. evaluate continuous education to health care professionals is provided on infection control practices

PC17. ensure hospital environment is comfortable & pleasing to patients and employees

PC18. be well versed with approx. stay time of procedures conducted & accordingly align bed to patient

PC19. know about bed occupancy and in house internal shifts of patient & patient flow

Communication channel within the system

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

PC20. Identify problems & issues are put across to hospital leadership in a timely manner

PC21. well defined communication process of flow information in the organization

PC22. hospital announcement system is kept updated and set as per requirement

PC23. handling standard complaints / difficult situation promptly & timely

Investigate patient/visitor concerns and implements appropriate courses of action

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

PC24. meet patients / visitors & understand their comfort or any other expectations in terms of effective patient care services in respective areas

PC25. address complaints related to service provided

PC26. identify smooth patients flow in departments

PC27. analyse corrective & preventive actions are taken timely manner

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 patient care services

KU2. legislation, standards, policies, and procedures followed in theorganization

KU3. relevant occupational health and safety requirements applicable in the work place

KU4. reporting structure, inter-dependent functions, lines and procedures inthe work area

KU5. relevant policies and protocols for Safety requirements set byaccreditation agencies or statutory bodies

KU6. basic structure and function of the healthcare system in the country

KU7. hospital topography and spectrum of clients that visit the hospital

KU8. role and importance in supporting healthcare operations

KU9. organization pricing, discount policy, documentation & reporting process

KU10. healthcare delivery system & Universal/National Health Insurance programs

KU11. organization pricing, discount policy

KU12. service Recovery Matrix followed by Institution

KU13. escalation matrix and procedures for reporting related issues

KU14. days & timings of different services / facilities available in the hospital

KU15. interdepartmental & Intradepartmental process with regards to services

KU16. services provided by different departments of healthcare organizations

KU17. roles& responsibilities of clinical/paramedic/support staff

KU18. different categories of Services available at healthcare facility

KU19. about the importance of developing, reviewing and improving policies

KU20. service standards required in the workplace

KU21. application of relevant regulations and requirements including patient rights

KU22. different types of accommodation available in the facility

KU23. inpatient departmental movement records

KU24. special requirements of differently abled persons or special needs for others

KU25. service recovery matrix, corrective actions , root cause analysis

KU26. emergency situations to handle using emergency codes in the hospital

KU27. how to receive and make phone calls, including call Forward/hold/mute

KU28. how to send and receive e-mails

KU29. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions

KU30. typical response times and service times for problems

KU31. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved

KU32. regulatory requirements involved during registration and bill payment

KU33. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing

KU34. how to maintain confidentiality

KU35. 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 Records & EMRf. hospital deaths & complications

KU36. basic structure and function of the body system and associated component

KU37. task of roles in hospital front desk office

KU38. anlaysis of patient/visitors feedback and suggest for appropriate corrections

KU39. preparing reports and presentation on performance of hospital front desk

KU40. global best practices followed for front desk management

Generic Skills (GS)

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

GS1. read about services offered with reference to the organization and also from external forums such as websites and blogs

GS2. keep abreast with the latest knowledge by reading brochures, pamphlets, andcirculars

GS3. read comments, suggestions, and responses to Frequently Asked Questions(FAQs)

GS4. interpret and follow operational instructions and prioritize work

GS5. read doctors prescriptions / orders

GS6. discuss task lists, schedules, and work-loads with co-worker

GS7. question customers appropriately in order to understand the nature of the problem and assist accordingly

GS8. avoid using jargon, slang or acronyms when communicating with a customer,unless it is required

GS9. communicate in respectful form and manner in line with organizationalprotocol

GS10. discuss task lists, schedules, and work-loads with co-workers

GS11. make decisions pertaining to the concerned area of work

GS12. make decisions to follow standards for efficient patient care delivery

GS13. type of work decisions which can be taken by the individual within the jobresponsibilities

GS14. to plan and organize service feedback files/documents

GS15. coordinate to plan duty rosters/leave/substitutions at hospital front desk

GS16. plan in a way to collect patient care data in a systemic and organized fashionfrom different sources including social support network, medical records.

GS17. plan allocation of resources efficiently to meet the organizational objectives

GS18. manage relationships with those who may be stressed, frustrated, confused, orangry

GS19. build customer relationships and use customer centric approach

GS20. uphold and protect the rights of the patient and maintain confidentiality

GS21. ensuring patients requirements are fulfilled

GS22. to take corrective and preventive actions on feedback received from the patients

GS23. think through the problem, evaluate the possible solution(s) and suggest anoptimum /best possible solution(s)

GS24. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

GS25. interpret errors in complaint handling process which can increase risk ofadverse patient services and rectify them

GS26. analysis of feedbacks, complaints & grievances related to the front office

GS27. minimize wastage through best utilization of resources

GS28. apply, analyze, and evaluate the information gathered from observation,experience, reasoning, or communication, as a guide to thought and action

GS29. service recovery skills

GS30. managing Key Customers/VIPs / Government officials / Police / Media

GS31. importance of taking responsibility for own work outcomes Importance ofadherence to work timings, dress code and other organizational policies

GS32. importance of following laid down rules, procedures, instructions and policies

GS33. importance of exercising restraint while expressing dissent and during conflict

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage, Plan and schedule work requirement at front desk	**13**	**-**	**10**	**10**
PC1. develop interdisciplinary care plan and other case management tools byparticipating in meetings	-	-	-	-
PC2. coordinate information and care requirements with other care providers	-	-	-	-
PC3. resolve issues that could affect smooth care progression	-	-	-	-
PC4. foster peer support	-	-	-	-
PC5. provide education to others regarding the case management process	-	-	-	-
PC6. assign duties, responsibilities and work stations to employees in accordance with work requirements	-	-	-	-
PC7. create work schedules for employees	-	-	-	-
PC8. guide, direct and motivate employees to provide quality services to customers	-	-	-	-
PC9. set performance standards to monitor the performance of employees	-	-	-	-
Implement laid down processes at front desk	**13**	**-**	**10**	**10**
PC10. develop a framework for evaluating and reporting on the effectiveness ofpolicies, processes and procedures in management services	-	-	-	-
PC11. negotiate with client and relevant stakeholders to reach an agreement on the level of service to be delivered and record at appropriate format	-	-	-	-
PC12. ensure that objectives for healthcare delivery are set which are achievable and measurable	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. monitor organizational management policies, processes and procedures andidentify best practice, risks and areas for improvement	-	-	-	-
Relevant rules and regulations, laws and byelaws	**27**	**-**	**8**	**15**
PC14. develop risk assessment plan of different hospital areas	-	-	-	-
PC15. ensure smooth patient flow within the hospital	-	-	-	-
PC16. evaluate continuous education to health care professionals is provided on infection control practices	-	-	-	-
PC17. ensure hospital environment is comfortable & pleasing to patients and employees	-	-	-	-
PC18. be well versed with approx. stay time of procedures conducted & accordingly align bed to patient	-	-	-	-
PC19. know about bed occupancy and in house internal shifts of patient & patient flow	-	-	-	-
Communication channel within the system	**33**	**-**	**10**	**15**
PC20. Identify problems & issues are put across to hospital leadership in a timely manner	-	-	-	-
PC21. well defined communication process of flow information in the organization	-	-	-	-
PC22. hospital announcement system is kept updated and set as per requirement	-	-	-	-
PC23. handling standard complaints / difficult situation promptly & timely	-	-	-	-
Investigate patient/visitor concerns and implements appropriate courses of action	**35**	**50**	**15**	**15**
PC24. meet patients / visitors & understand their comfort or any other expectations in terms of effective patient care services in respective areas	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. address complaints related to service provided	-	-	-	-
PC26. identify smooth patients flow in departments	-	-	-	-
PC27. analyse corrective & preventive actions are taken timely manner	-	-	-	-
NOS Total	**121**	**50**	**53**	**65**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6112
NOS Name	Supervise in house operations to meet organizational objectives
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
Credits	5.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

HSS/N6113: Redirect & allocate resources according to patient flow

Description

This OS unit is about the tasks involved in allocating resources as per the needs arisingfrom patient flow in the hospital

Scope

The scope covers the following :

- Effective unit process flow of various departments and effective utilization of resources at each level
- Patient safety & Employee safety

Elements and Performance Criteria

Effective unitprocess flow ofvarious departmentsand effectiveutilization ofresources at eachlevel

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

PC1.   cater to patient / visitor requirements in various hospital areas

PC2.   maintain smooth inventory flow in departments

PC3.   ensure inventory maintenance and no out of stock situations is faced by thedepartments

PC4.   avoid losses from inventory obsolescence and reduce financial investments in inventories

PC5.   identify safety and risk management issues & intervene accordingly

Patient safety & Employee safety

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

PC6.   address patient / employee safety standards in different hospital areas

PC7.   ensure adequate & proper signages are placed at various key positions inhospitals

PC8.   develop & ensure maintenance of various hospital security system

PC9.   ensure risk management protocol is followed throughout in the hospital and updating it regularly

PC10.   ensure hospital announcement is updated regularly

PC11.   analyze incident reporting channel

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 patient care services

KU2.   legislation, standards, policies, and procedures followed in theorganization

KU3.   relevant occupational health and safety requirements applicable in the work place

KU4.   reporting structure, inter-dependent functions, lines and procedures inthe work area

KU5.   relevant policies and protocols for Safety requirements set byaccreditation agencies or statutory bodies

KU6. basic structure and function of the healthcare system in the country

KU7. hospital topography and spectrum of clients that visit the hospital

KU8. role and importance in supporting healthcare operations

KU9. organization pricing, discount policy, documentation & reporting process

KU10. healthcare delivery system & Universal/National Health Insurance programs

KU11. organization pricing, discount policy

KU12. service Recovery Matrix followed by Institution

KU13. escalation matrix and procedures for reporting related issues

KU14. days & timings of different services / facilities available in the hospital

KU15. interdepartmental & Intradepartmental process with regards to services

KU16. services provided by different departments of healthcare organizations

KU17. roles& responsibilities of clinical/paramedic/support staff

KU18. different categories of Services available at healthcare facility

KU19. about the importance of developing, reviewing and improving policies

KU20. service standards required in the workplace including rights & duties of healthcare providers

KU21. inventory management techniques

KU22. changing needs and expectations of the patients

KU23. things critical to quality as per patient perspective for smooth patient flow

KU24. current process of each department and at every level resource required by the care provider

KU25. application of relevant regulations and requirements including patient rights

KU26. different types of accommodation available in the facility

KU27. inpatient departmental movement records

KU28. special requirements of differently abled persons or special needs for others

KU29. service recovery matrix, preventive actions, corrective actions , root cause analysis

KU30. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital

KU31. how to receive and make phone calls, including call forward, call hold, and call mute

KU32. how to send and receive e-mails

KU33. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions

KU34. typical response times and service times for problems

KU35. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved

KU36. regulatory requirements involved during registration and bill payment

KU37. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing

KU38. how to maintain confidentiality

KU39. 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 Records & EMRf. hospital deaths & complications

KU40. basic structure and function of the body system and associated component

KU41. task of roles in hospital front desk office

KU42. anlaysis of patient/visitors feedback and suggest for appropriate corrections

KU43. preparing reports and presentation on performance of hospital front desk

KU44. global best practices followed for front desk management

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. write instructions and directions for subordinates

GS6. document and complete reports related to organizational needs

GS7. read about services offered with reference to the organization and also from external forums such as websites and blogs

GS8. keep abreast with the latest knowledge by reading brochures, pamphlets, andcirculars

GS9. read comments, suggestions, and responses to Frequently Asked Questions(FAQs)

GS10. interpret and follow operational instructions and prioritize work

GS11. read doctors prescriptions / orders

GS12. discuss task lists, schedules, and work-loads with co-worker

GS13. question customers appropriately in order to understand the nature of the problem and assist accordingly

GS14. avoid using jargon, slang or acronyms when communicating with a customer,unless it is required

GS15. communicate in respectful form and manner in line with organizationalprotocol

GS16. discuss task lists, schedules, and work-loads with co-workers

GS17. make decisions pertaining to the concerned area of work

GS18. make decisions to follow standards for efficient patient care delivery

GS19. type of work decisions which can be taken by the individual within the jobresponsibilities

GS20. to plan and organize service feedback files/documents

GS21. coordinate to plan duty rosters/leave/substitutions at hospital front desk

GS22. plan in a way to collect patient care data in a systemic and organized fashionfrom different sources including social support network, medical records.

GS23. plan allocation of resources efficiently to meet the organizational objectives

GS24. manage relationships with those who may be stressed, frustrated, confused, orangry

GS25. build customer relationships and use customer centric approach

GS26. uphold and protect the rights of the patient and maintain confidentiality

GS27. ensuring patients requirements are fulfilled

GS28. to take corrective and preventive actions on feedback received from the patients

GS29. think through the problem, evaluate the possible solution(s) and suggest anoptimum /best possible solution(s)

GS30. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

GS31. interpret errors in complaint handling process which can increase risk ofadverse patient services and rectify them

GS32. analysis of feedbacks, complaints & grievances related to the front office

GS33. minimize wastage through best utilization of resources

GS34. apply, analyze, and evaluate the information gathered from observation,experience, reasoning, or communication, as a guide to thought and action

GS35. service recovery skills

GS36. managing Key Customers/VIPs / Government officials / Police / Media

GS37. importance of taking responsibility for own work outcomes Importance ofadherence to work timings, dress code and other organizational policies

GS38. importance of following laid down rules, procedures, instructions and policies

GS39. importance of exercising restraint while expressing dissent and during conflict situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Effective unitprocess flow ofvarious departmentsand effectiveutilization ofresources at eachlevel	**32**	**40**	**15**	**15**
PC1. cater to patient / visitor requirements in various hospital areas	-	-	-	-
PC2. maintain smooth inventory flow in departments	-	-	-	-
PC3. ensure inventory maintenance and no out of stock situations is faced by thedepartments	-	-	-	-
PC4. avoid losses from inventory obsolescence and reduce financial investments in inventories	-	-	-	-
PC5. identify safety and risk management issues & intervene accordingly	-	-	-	-
Patient safety & Employee safety	**35**	**50**	**15**	**15**
PC6. address patient / employee safety standards in different hospital areas	-	-	-	-
PC7. ensure adequate & proper signages are placed at various key positions inhospitals	-	-	-	-
PC8. develop & ensure maintenance of various hospital security system	-	-	-	-
PC9. ensure risk management protocol is followed throughout in the hospital and updating it regularly	-	-	-	-
PC10. ensure hospital announcement is updated regularly	-	-	-	-
PC11. analyze incident reporting channel	-	-	-	-
NOS Total	**67**	**90**	**30**	**30**

![Healthcare Sector Skill Council logo] ![Government of India, Ministry of Skill Development & Entrepreneurship / NCVET logo] ![NSDC logo]

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6113
NOS Name	Redirect & allocate resources according to patient flow
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
Credits	2
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

HSS/N6114: Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules

Description

This OS unit is about the tasks involved in understanding of hospital administrative policy to undertake corrective action in case of non-compliances

Scope

The scope covers the following :

- Hospital policy, administration and work rules
- Processes to continuously improve patient care quality

Elements and Performance Criteria

Hospital policy,administration andwork rules

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

PC1. address the concerns as per the set TAT (Turn Around Time) criteria for the area involved

PC2. set different goals for patient care keeping in mind the hospitals policy

PC3. implement criteria of monitoring processes of various departments as per the hospital policy

PC4. set & define checklist for various functions and indictors to evaluate their progress

Processes tocontinuously improvepatient care quality

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

PC5. manage communications across stakeholders, subject matter experts, executives and other internal groups

PC6. plan and manage the business change management and user acceptance of new tools and processes

PC7. analyse business functional requirements to ascertain required information, procedures and decision flows

PC8. recognize and document the current working process in details

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 patient care services

KU2. legislation, standards, policies, and procedures followed in theorganization

KU3. relevant occupational health and safety requirements applicable in the work place

KU4. reporting structure, inter-dependent functions, lines and procedures inthe work area

KU5. relevant policies and protocols for Safety requirements set byaccreditation agencies or statutory bodies

KU6. basic structure and function of the healthcare system in the country

KU7. hospital topography and spectrum of clients that visit the hospital

KU8. role and importance in supporting healthcare operations

KU9. organization pricing, discount policy, documentation & reporting process

KU10. healthcare delivery system & Universal/National Health Insurance programs

KU11. organization pricing, discount policy

KU12. service Recovery Matrix followed by Institution

KU13. escalation matrix and procedures for reporting related issues

KU14. days & timings of different services / facilities available in the hospital

KU15. interdepartmental & Intradepartmental process with regards to services

KU16. services provided by different departments of healthcare organizations

KU17. roles& responsibilities of clinical/paramedic/support staff

KU18. different categories of Services available at healthcare facility

KU19. about the importance of developing, reviewing and improving policies

KU20. service standards required in the workplace including rights & duties of healthcare providers

KU21. inventory management techniques

KU22. changing needs and expectations of the patients

KU23. things critical to quality as per patient perspective for smooth patient flow

KU24. current process of each department and at every level resource required by the care provider

KU25. application of relevant regulations and requirements including patient rights

KU26. different types of accommodation available in the facility

KU27. inpatient departmental movement records

KU28. special requirements of differently abled persons or special needs for others

KU29. service recovery matrix, preventive actions, corrective actions , root cause analysis

KU30. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital

KU31. how to receive and make phone calls, including call forward, call hold, and call mute

KU32. how to send and receive e-mails

KU33. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions

KU34. typical response times and service times for problems

KU35. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved

KU36. regulatory requirements involved during registration and bill payment

KU37. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing

KU38. how to maintain confidentiality

KU39. 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 Records & EMRf. hospital deaths & complications

KU40. basic structure and function of the body system and associated component

KU41. task of roles in hospital front desk office

KU42. anlaysis of patient/visitors feedback and suggest for appropriate corrections

KU43. preparing reports and presentation on performance of hospital front desk

KU44. global best practices followed for front desk management

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. write instructions and directions for subordinates

GS6. document and complete reports related to organizational needs

GS7. read about services offered with reference to the organization and also from external forums such as websites and blogs

GS8. keep abreast with the latest knowledge by reading brochures, pamphlets, andcirculars

GS9. read comments, suggestions, and responses to Frequently Asked Questions(FAQs)

GS10. interpret and follow operational instructions and prioritize work

GS11. read doctors prescriptions / orders

GS12. discuss task lists, schedules, and work-loads with co-worker

GS13. question customers appropriately in order to understand the nature of the problem and assist accordingly

GS14. avoid using jargon, slang or acronyms when communicating with a customer,unless it is required

GS15. communicate in respectful form and manner in line with organizationalprotocol

GS16. discuss task lists, schedules, and work-loads with co-workers

GS17. make decisions pertaining to the concerned area of work

GS18. make decisions to follow standards for efficient patient care delivery

GS19. type of work decisions which can be taken by the individual within the jobresponsibilities

GS20. to plan and organize service feedback files/documents

GS21. coordinate to plan duty rosters/leave/substitutions at hospital front desk

GS22. plan in a way to collect patient care data in a systemic and organized fashionfrom different sources including social support network, medical records.

GS23. plan allocation of resources efficiently to meet the organizational objectives

GS24. manage relationships with those who may be stressed, frustrated, confused, orangry

GS25. build customer relationships and use customer centric approach

GS26. uphold and protect the rights of the patient and maintain confidentiality

GS27. ensuring patients requirements are fulfilled

GS28. to take corrective and preventive actions on feedback received from the patients

GS29. think through the problem, evaluate the possible solution(s) and suggest anoptimum /best possible solution(s)

GS30. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

GS31. interpret errors in complaint handling process which can increase risk ofadverse patient services and rectify them

GS32. analysis of feedbacks, complaints & grievances related to the front office

GS33. minimize wastage through best utilization of resources

GS34. apply, analyze, and evaluate the information gathered from observation,experience, reasoning, or communication, as a guide to thought and action

GS35. service recovery skills

GS36. managing Key Customers/VIPs / Government officials / Police / Media

GS37. importance of taking responsibility for own work outcomes Importance ofadherence to work timings, dress code and other organizational policies

GS38. importance of following laid down rules, procedures, instructions and policies

GS39. importance of exercising restraint while expressing dissent and during conflict

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Hospital policy,administration andwork rules	**12**	**-**	**10**	**15**
PC1. address the concerns as per the set TAT (Turn Around Time) criteria for the area involved	-	-	-	-
PC2. set different goals for patient care keeping in mind the hospitals policy	-	-	-	-
PC3. implement criteria of monitoring processes of various departments as per the hospital policy	-	-	-	-
PC4. set & define checklist for various functions and indictors to evaluate their progress	-	-	-	-
Processes tocontinuously improvepatient care quality	**24**	**50**	**15**	**15**
PC5. manage communications across stakeholders, subject matter experts, executives and other internal groups	-	-	-	-
PC6. plan and manage the business change management and user acceptance of new tools and processes	-	-	-	-
PC7. analyse business functional requirements to ascertain required information, procedures and decision flows	-	-	-	-
PC8. recognize and document the current working process in details	-	-	-	-
NOS Total	**36**	**50**	**25**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6114
NOS Name	Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
Credits	4
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

HSS/N6115: Support clinical, operational and facility services throughout on a 24 hour basis

Description

This OS unit is about the tasks to conduct tasks involved in seamless functioning of clinical, operational and facility services on 24 hours basis

Scope

The scope covers the following :

- Clinical, Operational & Facility Services with effective utilization and allocation of resources

Elements and Performance Criteria

Clinical, Operational & Facility Services with effective utilization and allocation of resources
To be competent, the user/individual on the job must be able to:

PC1. provide regular & timely support to Clinical, Operational & Facility services requirements arising in the respective departments
PC2. meet the demands raised by the various operational heads
PC3. cater to facility services for smooth patient flow
PC4. maintain inventory and ensure that no out of stock situations is faced by the departments
PC5. ensure requirement request raised by different departments is addressed in a timely manner
PC6. ensure effective utilization of resources

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 patient care services
KU2. legislation, standards, policies, and procedures followed in theorganization
KU3. relevant occupational health and safety requirements applicable in the work place
KU4. reporting structure, inter-dependent functions, lines and procedures inthe work area
KU5. relevant policies and protocols for Safety requirements set byaccreditation agencies or statutory bodies
KU6. basic structure and function of the healthcare system in the country
KU7. hospital topography and spectrum of clients that visit the hospital
KU8. role and importance in supporting healthcare operations
KU9. organization pricing, discount policy, documentation & reporting process
KU10. healthcare delivery system & Universal/National Health Insurance programs
KU11. organization pricing, discount policy
KU12. service Recovery Matrix followed by Institution

KU13. escalation matrix and procedures for reporting related issues

KU14. days & timings of different services / facilities available in the hospital

KU15. interdepartmental & Intradepartmental process with regards to services

KU16. services provided by different departments of healthcare organizations

KU17. roles& responsibilities of clinical/paramedic/support staff

KU18. different categories of Services available at healthcare facility

KU19. about the importance of developing, reviewing and improving policies

KU20. service standards required in the workplace including rights & duties of healthcare providers

KU21. inventory management techniques

KU22. changing needs and expectations of the patients

KU23. things critical to quality as per patient perspective for smooth patient flow

KU24. current process of each department and at every level resource required by the care provider

KU25. application of relevant regulations and requirements including patient rights

KU26. different types of accommodation available in the facility

KU27. inpatient departmental movement records

KU28. special requirements of differently abled persons or special needs for others

KU29. service recovery matrix, preventive actions, corrective actions , root cause analysis

KU30. emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital

KU31. how to receive and make phone calls, including call forward, call hold, and call mute

KU32. how to send and receive e-mails

KU33. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions

KU34. typical response times and service times for problems

KU35. the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved

KU36. regulatory requirements involved during registration and bill payment

KU37. about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing

KU38. how to maintain confidentiality

KU39. 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 Records & EMRf. hospital deaths & complications

KU40. basic structure and function of the body system and associated component

KU41. task of roles in hospital front desk office

KU42. anlaysis of patient/visitors feedback and suggest for appropriate corrections

KU43. preparing reports and presentation on performance of hospital front desk

KU44. global best practices followed for front desk management

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. write instructions and directions for subordinates

GS6. document and complete reports related to organizational needs

GS7. read about services offered with reference to the organization and also from external forums such as websites and blogs

GS8. keep abreast with the latest knowledge by reading brochures, pamphlets, andcirculars

GS9. read comments, suggestions, and responses to Frequently Asked Questions(FAQs)

GS10. interpret and follow operational instructions and prioritize work

GS11. read doctors prescriptions / orders

GS12. discuss task lists, schedules, and work-loads with co-worker

GS13. question customers appropriately in order to understand the nature of the problem and assist accordingly

GS14. avoid using jargon, slang or acronyms when communicating with a customer,unless it is required

GS15. communicate in respectful form and manner in line with organizationalprotocol

GS16. discuss task lists, schedules, and work-loads with co-workers

GS17. make decisions pertaining to the concerned area of work

GS18. make decisions to follow standards for efficient patient care delivery

GS19. type of work decisions which can be taken by the individual within the jobresponsibilities

GS20. to plan and organize service feedback files/documents

GS21. coordinate to plan duty rosters/leave/substitutions at hospital front desk

GS22. plan in a way to collect patient care data in a systemic and organized fashionfrom different sources including social support network, medical records.

GS23. plan allocation of resources efficiently to meet the organizational objectives

GS24. manage relationships with those who may be stressed, frustrated, confused, orangry

GS25. build customer relationships and use customer centric approach

GS26. uphold and protect the rights of the patient and maintain confidentiality

GS27. ensuring patients requirements are fulfilled

GS28. to take corrective and preventive actions on feedback received from the patients

GS29. think through the problem, evaluate the possible solution(s) and suggest anoptimum /best possible solution(s)

GS30. tackle complaints / grievances from internal & external clients and referring to the other department, if & when required

GS31. interpret errors in complaint handling process which can increase risk ofadverse patient services and rectify them

GS32. analysis of feedbacks, complaints & grievances related to the front office

GS33. minimize wastage through best utilization of resources

GS34. apply, analyze, and evaluate the information gathered from observation,experience, reasoning, or communication, as a guide to thought and action

GS35. service recovery skills

GS36. managing Key Customers/VIPs / Government officials / Police / Media

GS37. importance of taking responsibility for own work outcomes Importance ofadherence to work timings, dress code and other organizational policies

GS38. importance of following laid down rules, procedures, instructions and policies

GS39. importance of exercising restraint while expressing dissent and during conflict

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Clinical, Operational & Facility Services with effective utilization and allocation of resources	**33**	**80**	**20**	**15**
PC1. provide regular & timely support to Clinical, Operational & Facility services requirements arising in the respective departments	-	-	-	-
PC2. meet the demands raised by the various operational heads	-	-	-	-
PC3. cater to facility services for smooth patient flow	-	-	-	-
PC4. maintain inventory and ensure that no out of stock situations is faced by the departments	-	-	-	-
PC5. ensure requirement request raised by different departments is addressed in a timely manner	-	-	-	-
PC6. ensure effective utilization of resources	-	-	-	-
NOS Total	**33**	**80**	**20**	**15**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6115
NOS Name	Support clinical, operational and facility services throughout on a 24 hour basis
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
Credits	4
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

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

Description

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

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 behaviorwith co-workers andpatients & theirfamilies

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 relevantinformation 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 otherpeople to meetrequirements

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 andmanagingrequirements

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

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

PC15. ensure his/her work meets the agreed requirements

PC16. treat confidential information correctly

PC17. work in line with the organizations procedures and policies and within the limits of his/her job role

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. guidelines on communicating with patients and other individuals

KU2. guidelines on maintaining confidentiality and respecting need for privacy

KU3. the business, mission, and objectives of the organization

KU4. the scope of work of the role

KU5. the responsibilities and strengths of the team and their importance to the organization

KU6. the information that is considered confidential to the organization

KU7. effective working relationships with the people external to the team, with which the individual works on a regular basis

KU8. procedures in the organization to deal with conflict and poor workingrelationships

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 andauthority

KU13. how to maintain confidentiality and to respect an individuals need for privacy

KU14. how to ensure that all information provided to individuals is from reliable sources

KU15. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination

KU16. the essential information that needs to be shared with other people

KU17. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis

KU18. the importance of integrating ones work effectively with others

KU19. the types of working relationships that help people to work well together and the types of relationships that need to be avoided

KU20. the types of opportunities an individual may seek out to improve relationships with others

KU21. how to deal with difficult working relationships with other people to sort out

KU22. the importance of asking the appropriate individual for help when required

KU23. the importance of planning, prioritizing and organizing, timely work

KU24. the importance of clearly establishing work requirement

KU25. the importance of being flexible in changing priorities when the importance and urgency comes into play

KU26. how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited

KU27. the importance of keeping the work area clean and tidy

Generic Skills (GS)

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

GS1. write effective communications to share information with the team members andother 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 bydifferent sources

GS6. read organizational policies and procedures

GS7. communicate essential information to colleagues face-to-face or throughtelecommunication

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 theindividual 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 othermembers of the health care team

GS19. be capable of being responsive, listen empathetically to establish rapport in away 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 evaluatingpossible solutions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicating & maintaining professional behaviorwith co-workers andpatients & theirfamilies	**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 relevantinformation 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 otherpeople to meetrequirements	**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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Establishing andmanagingrequirements	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	-	-	-

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

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 informones 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 continuingimprovements

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)

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 andorganizational 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 authorityo Not keeping up to date with best practiceo Poor communicationo 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

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 othermembers of the health care team

GS14. be responsive and listen empathetically to establish rapport in a way thatpromotes openness on issues of concern

GS15. be sensitive to potential cultural differences

GS16. maintain patient confidentiality

GS17. respect the rights of the patient(s)

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain professional behavior	**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	-	-	-	-
Acting within the limit of ones competence and authority	**7**	-	-	-
PC6. use relevant research based protocols and guidelines as evidence to informones 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 continuingimprovements	-	-	-	-
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	**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	-	-	-	-

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**	**-**	**-**	**-**

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

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:

KU1. the importance of health, safety, and security in the workplace

KU2. the basic requirements of the health and safety and other legislations andregulations 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 othermembers of the health care team

GS7. be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern

GS8. identify hazards, evaluate possible solutions and suggest effective solutions

GS9. analyze the seriousness of hazards

GS10. analyze, evaluate and apply the information gathered from observation,experience, reasoning, or communication to act efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Complying the health, safety and security requirements and procedures for work place	**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	-	-	-	-
Handling hazardous situation	**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	-	-	-	-
Reporting any hazardous situation	**5**	**-**	**2**	**10**
PC11. report any identified breaches in health, safety, and security procedures to the designated person	-	-	-	-

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

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

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 andfollowing infection control polices

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 theWaste Generated,Segregation ofBiomedical Waste,Proper collectionand 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 aneffective infectioncontrol 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. ollow 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 welldesignated clean zone

PC12. confine contaminated instruments and equipment to a welldesignatedcontaminated zone

PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols

PC14. replace surface covers where applicable

PC15. maintain and store cleaning equipment

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

Maintaining personalprotection andpreventing thetransmission ofinfections fromperson 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

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 managingbiomedical 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 ofuse (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 relatedinfections

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Classification of theWaste Generated,Segregation ofBiomedical Waste,Proper collectionand storage of Waste	**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	-	-	-	-
Complying with aneffective infectioncontrol protocols	**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. ollow 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 welldesignated clean zone	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. confine contaminated instruments and equipment to a welldesignatedcontaminated zone	-	-	-	-
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols	-	-	-	-
PC14. replace surface covers where applicable	-	-	-	-
PC15. maintain and store cleaning equipment	-	-	-	-
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures	-	-	-	-
Maintaining personalprotection andpreventing thetransmission ofinfections fromperson to person	**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**

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
NSQC Clearance Date	28/07/2022

DGT/VSQ/N0103: Employability Skills (90 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. understand the significance of employability skills in meeting the current job market requirement and future of work

PC2. identify and explore learning and employability relevant portals

PC3. research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

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

PC4. 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.

PC5. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC6. recognize the significance of 21st Century Skills for employment

PC7. 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

PC8. adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

PC9. use basic English for everyday conversation in different contexts, in person and over the telephone

PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC11. 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:

PC12. identify career goals based on the skills, interests, knowledge, and personal attributes

PC13. prepare a career development plan with short- and long-term goals

Communication Skills

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

PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC15. use active listening techniques for effective communication

PC16. communicate in writing using appropriate style and format based on formal or informal requirements

PC17. work collaboratively with others in a team

Diversity & Inclusion

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

PC18. communicate and behave appropriately with all genders and PwD

PC19. 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:

PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

PC22. identify common components of salary and compute income, expenses, taxes, investments etc

PC23. 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:

PC24. operate digital devices and use their features and applications securely and safely

PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

PC26. display responsible online behaviour while using various social media platforms

PC27. create a personal email account, send and process received messages as per requirement

PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

PC29. utilize virtual collaboration tools to work effectively

Entrepreneurship

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

PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC32. 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:

PC33. identify different types of customers and ways to communicate with them

PC34. identify and respond to customer requests and needs in a professional manner

PC35. use appropriate tools to collect customer feedback

PC36. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC37. create a professional Curriculum vitae (Résumé)

PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC39. apply to identified job openings using offline /online methods as per requirement

PC40. answer questions politely, with clarity and confidence, during recruitment and selection

PC41. 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. components of salary and 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

KU16. use applications such as word processors, spreadsheets etc.

KU17. how to identify business opportunities

KU18. types and needs of customers

KU19. how to apply for a job and prepare for an interview

KU20. 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 in English and other languages

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

GS3. behave politely and appropriately with all to maintain effective work relationship

GS4. how to work in a virtual mode, using various technological platforms

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC4. 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.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. 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	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
Basic English Skills	3	4	-	-
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**1**	**-**	**-**
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**5**	**-**	**-**
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
Entrepreneurship	**2**	**3**	**-**	**-**
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N6112.Supervise in house operations to meet organizational objectives	121	50	53	65	289	20
HSS/N6113.Redirect & allocate resources according to patient flow	67	90	30	30	217	20
HSS/N6114.Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules	36	50	25	30	141	10
HSS/N6115.Support clinical, operational and facility services throughout on a 24 hour basis	33	80	20	15	148	10
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/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	**350**	**300**	**150**	**200**	**1000**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PCR	Patient Care Report
TAT	Turnaround Time
HIS	Hospital Information Systems
BMW	Bio Medical Waste Management
CGHS	Central Government Health Scheme
ECHS	Ex-Servicemen Contributory Health Scheme
TPA	Third Party Administration

Glossary

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

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