Qualification Pack

Diabetes Assistant

QP Code: HSS/Q8703

Version: 2.0

NSQF Level: 4

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Contents

Qualification Pack

HSS/Q8703: Diabetes Assistant

Brief Job Description

A Diabetes Assistant works in direct coordination with Diabetes Educator in developing a comprehensive, cost effective and Diabetes Self-Management Education (DSME) plan for individuals suffering from pre-diabetic and diabetic symptoms. The candidate is involved in imparting the understanding of the effects of healthy behavior and lifestyle on acute and chronic problems related to diabetes

Personal Attributes

The job requires individuals to work effectively in multi-disciplinary teams. The professional should also be able to engage the patients by enhancing awareness regarding effective management of diabetes. They should be sensitive to the needs of the patient and able to establish a good rapport with them. They must be well versed with English language and IT skills

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. HSS/N8708: Identify pre- diabetic and diabetic symptoms related risks

2. HSS/N8707: Implement the treatment plan under the guidance of Health professional

3. HSS/N8704: Document the patient record and follow-up activities

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

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

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

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Counselling
Country	India
NSQF Level	4

Credits	49
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3253.0101
Minimum Educational Qualification & Experience	12th grade Pass (with Science or Home Science) with NA of experience OR Completed 2nd year of the 3-year diploma after 10 with NA of experience OR 10th grade pass with 2 Years of experience relevant experience OR 11th grade pass with 1 Year of experience relevant experience OR Previous relevant Qualification of NSQF Level (3.5) with 1-2 Years of experience with 1.5 year relevant experience OR Previous relevant Qualification of NSQF Level (3) with 2-3 Years of 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	28/02/2026
NSQC Approval Date	28/02/2021
Version	2.0
Reference code on NQR	QG-04-HE-00664-2023-V1.1-HSSC
NQR Version	1.1

HSS/N8708: Identify pre- diabetic and diabetic symptoms related risks

Description

This unit deals in detail with recognizing risks for individuals suffering from both pre-diabetic and diabetic symptoms

Scope

The scope covers the following :

- Collect relevant data
- Identify risk factors and increase awareness

Elements and Performance Criteria

Collect relevant data

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

PC1. collect relevant patient information in a prescribed format from different sources as per organizational policies and procedures

PC2. assist in checking patient's parameters such as height, weight and random blood sugar with a glucometer

Identify risk factors and increase awareness

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

PC3. identify patient's risk factors and the likelihood of their impact on management of diabetes

PC4. inform patients and their family members on prevention of diabetes and how to maintain healthy lifestyle

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. applicable organizational policies and protocols

KU2. safety requirements set by accreditation agencies or statutory bodies

KU3. relevant stakeholders/ physicians who need to be aligned for patient education and treatment

KU4. basic structure and function of the healthcare system in the country

KU5. basic structure and function of healthcare facilities available at various levels, hospice care, clinics

KU6. type I, type II and gestational diabetes

KU7. signs and symptoms of complications of diabetes

KU8. signs and symptoms related to medical conditions like hypertension, coronary artery disease

KU9. risks associated with patients suffering from diabetes and those in pre-diabetic stage

KU10. role of weight management through nutritional modification

KU11. role of physical activity and lifestyle patterns in diabetes management

KU12. how to motivate the patients to maintain positive behavioral change

KU13. how signs and symptoms of diabetes are evaluated and interpreted

KU14. parameters to diagnose diabetic and pre-diabetic conditions

KU15. basic structure and function of the body system and associated organs and sub-systems

KU16. factors that support healthy bodily processes such as maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure; protection from infection; active and passive physical activities

Generic Skills (GS)

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

GS1. write various medical terms

GS2. document the information from different sources regarding diabetic/pre-diabetic patients profile

GS3. use hospital information system to feed dat

GS4. read and correctly interpret medical and clinical information from patients medical files

GS5. read and follow instructions specified by the other members/doctors from the Diabetes Self-Management Education team

GS6. speak and understand the English language clearly to communicate effectively with others

GS7. use correct terminologies and techniques to elicit the appropriate response during patient interviews

GS8. speak at least one local language to communicate with the patient/patient relatives

GS9. communicate effectively with other members of the DSME team following organizational protocols

GS10. use positive reinforcement communication while interaction to keep the patient motivated and compliant to the treatment

GS11. decide on relevant questions to elicit the most accurate information during patient interview and examination

GS12. select benchmarks/ standards to compare the patients performance for individualized risk assessment

GS13. plan to collect patient data in a systematic and organized fashion from different sources including social support network, medical records, healthcare provider, family members or others

GS14. identify the various topics to be addressed during patient assessment and sequence them logically

GS15. protect the patients rights and maintain confidentiality at all times

GS16. customize patient risk assessment plan based on patients needs and abilities to adhere to the requirements

GS17. analyze individual patients profile to provide the most relevant and achievable treatment plan for management of diabetes or risk of developing diabetes

GS18. review patient information to identify risk factors impacting management of the diabetic patient and share it with the attending physician

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Collect relevant data	**35**	**40**	**18**	**18**
PC1. collect relevant patient information in a prescribed format from different sources as per organizational policies and procedures	-	-	-	-
PC2. assist in checking patient's parameters such as height, weight and random blood sugar with a glucometer	-	-	-	-
Identify risk factors and increase awareness	**34**	**40**	**15**	**20**
PC3. identify patient's risk factors and the likelihood of their impact on management of diabetes	-	-	-	-
PC4. inform patients and their family members on prevention of diabetes and how to maintain healthy lifestyle	-	-	-	-
NOS Total	**69**	**80**	**33**	**38**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8708
NOS Name	Identify pre- diabetic and diabetic symptoms related risks
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Counselling
NSQF Level	4
Credits	15
Version	2.0
Last Reviewed Date	28/02/2021
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2021

HSS/N8707: Implement the treatment plan under the guidance of Health professional

Description

This OS unit is about implementation of the Diabetes Self-Management Education (DSME) plan by collaborating with other healthcare professionals. It also includes the importance of informing the patient about necessary information

Scope

The scope covers the following :

- Provide information to the patient on insulin administration
- Provide information to the patient regarding lifestyle modification
- Support the individual in implementation of treatment plan as prescribed by physician

Elements and Performance Criteria

Provide information to the patient on insulin administration

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

PC1. explain insulin administration process and related information to the patient

PC2. demonstrate self administration of insulin to the patient where self administration is prescribed by the physician

PC3. demonstrate how to dispose off the waste generated from the procedure appropriately

PC4. brief the patient on how to record insulin administration such as the dose, timing and site of injection on a chart and initialing

PC5. demonstrate the correct use of a blood glucometer to monitor blood glucose and how to interpret the result

PC6. explain the patient about signs and symptoms of hyper or hypoglycemia

PC7. inform the concerned physician in case of hyper or hypo glycemia

Provide information to the patient regarding lifestyle modification

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

PC8. discuss about various oral hypoglycemic agents with the patient

PC9. explain proper dose timings of oral hypoglycemic agents to the patient

PC10. inform the patient about possible adverse effects of wrong dosage and wrong timings

PC11. explain the patients about the importance of regulating carbohydrate intake

PC12. enlist various benefits of restricting saturated fats and substituting them with unsaturated fats and merits of consuming fibrous foods

PC13. explain the importance of exercise and precautions to be taken before and during exercise to the patient based on their condition (Type I and Type II diabetes)

PC14. explain the risks of smoking in relation to cardiovascular problems and other complications

Support the individual in implementation of treatment plan as prescribed by physician

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

PC15. communicate appropriately with the patient based on their age, learning style and skills

PC16. identify behaviors that demonstrate positive change in line with individual diabetes management goals

PC17. explain the basic diabetes self-management practices to improve patient safety and well-being including precautions during travel

PC18. use effective Information, Education and Communication (IEC) material to provide information on diabetes to ignorant patients

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. applicable organizational policies and protocols

KU2. safety requirements set by accreditation agencies or statutory bodies

KU3. relevant stakeholders/ physicians who need to be aligned for patient education and treatment

KU4. basic structure and function of the healthcare system in the country

KU5. basic structure and function of healthcare facilities available at various levels, hospice care, clinics

KU6. type I, type II and gestational diabetes

KU7. pharmacological and non-pharmacological therapy for diabetes

KU8. types of teaching material available and its suitability to different patients

KU9. diabetes related health and lifestyle benchmarks and acceptable standards of performance

KU10. healthy eating practices, being active, preventing and managing chronic conditions, stress management and psychosocial adjustment patterns

KU11. glucometers, their mechanism and functioning

KU12. importance of diabetes management plan to balance between risks and benefits to patients health

KU13. information on insulin prescription sheet

KU14. diet and exercises for diabetes management

KU15. how to recognize and respond to hyper- or hypoglycemia

KU16. various forms of insulin (vials or prefilled pen device) and the various factors that impact insulin purchasing decisions (checking the name of the insulin, check dose against the patients insulin prescription chart, check expiry date, etc.), storage, purpose, precautions, etc.

KU17. opaque insulin suspensions

KU18. process of insulin administration

KU19. how to store insulin

KU20. insulin therapy

KU21. site of fastest absorption during subcutaneous administration of insulin

KU22. how to minimize pain associated with insulin injections

KU23. need and technique to wipe sites with a surgical spirit swab

KU24. types of rapid acting insulin analogues

KU25. process for preparation of insulin injection

KU26. best practice for initial management of hypoglycemia

KU27. capillary blood glucose measurement

KU28. how to select and examine injection sites for lipodystrophy (lumpy areas)

KU29. different injection techniques eg. by depressing the insulin syringe or pen device, holding in place for a count of 10, removal, etc.

KU30. basic structure and function of the body system and associated organs and sub-systems

KU31. mechanisms of body regulation (maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure); protection from infection; active and passive physical activities

Generic Skills (GS)

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

GS1. write in English language using correct medical terminologies

GS2. maintain documents regarding patient evaluation and behavioural modification using MS office

GS3. read the instructions given by other members of the DSME team

GS4. read and correctly interpret patients progress through evaluation reports

GS5. speak clearly to communicate information promptly to other caregivers within the team

GS6. speak at least one regional or local language to communicate with the patient/patients relatives effectively

GS7. identify and use appropriate communication technique as per patients preferences, abilities and skills

GS8. rate and modify the patients self-management plan depending upon the progress and changing goals

GS9. plan and organize the different teaching materials as per the patients suitability

GS10. plan a follow up schedule with the patient to evaluate the progress and modify the interventional approach if required

GS11. plan and organize peer group meetings to help motivate, encourage and empower patients to improve and maintain positive behavioural changes

GS12. ensure patient rights are protected and maintain confidentiality at all times

GS13. ensure the patient is motivated by customizing communication and messaging, as required

GS14. design and modify DSME plan as per the patients literacy levels, education, awareness levels and social background

GS15. obtain and verify further patient data from various reliable sources to solve problems due to lack of sufficient information about the patient

GS16. record patients performance and level of motivation in diabetes management to modify DSME plan from time to time under guidance of physician

GS17. review patient information gathered from observation, experience, reasoning, or communication, to assess impact on diabetic risks of the patient

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Provide information to the patient on insulin administration	**71**	**40**	**24**	**22**
PC1. explain insulin administration process and related information to the patient	-	-	-	-
PC2. demonstrate self administration of insulin to the patient where self administration is prescribed by the physician	-	-	-	-
PC3. demonstrate how to dispose off the waste generated from the procedure appropriately	-	-	-	-
PC4. brief the patient on how to record insulin administration such as the dose, timing and site of injection on a chart and initialing	-	-	-	-
PC5. demonstrate the correct use of a blood glucometer to monitor blood glucose and how to interpret the result	-	-	-	-
PC6. explain the patient about signs and symptoms of hyper or hypoglycemia	-	-	-	-
PC7. inform the concerned physician in case of hyper or hypo glycemia	-	-	-	-
Provide information to the patient regarding lifestyle modification	**66**	**30**	**18**	**25**
PC8. discuss about various oral hypoglycemic agents with the patient	-	-	-	-
PC9. explain proper dose timings of oral hypoglycemic agents to the patient	-	-	-	-
PC10. inform the patient about possible adverse effects of wrong dosage and wrong timings	-	-	-	-
PC11. explain the patients about the importance of regulating carbohydrate intake	-	-	-	-
PC12. enlist various benefits of restricting saturated fats and substituting them with unsaturated fats and merits of consuming fibrous foods	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. explain the importance of exercise and precautions to be taken before and during exercise to the patient based on their condition (Type I and Type II diabetes)	-	-	-	-
PC14. explain the risks of smoking in relation to cardiovascular problems and other complications	-	-	-	-
Support the individual in implementation of treatment plan as prescribed by physician	**34**	**30**	**15**	**25**
PC15. communicate appropriately with the patient based on their age, learning style and skills	-	-	-	-
PC16. identify behaviors that demonstrate positive change in line with individual diabetes management goals	-	-	-	-
PC17. explain the basic diabetes self-management practices to improve patient safety and well-being including precautions during travel	-	-	-	-
PC18. use effective Information, Education and Communication (IEC) material to provide information on diabetes to ignorant patients	-	-	-	-
NOS Total	**171**	**100**	**57**	**72**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8707
NOS Name	Implement the treatment plan under the guidance of Health professional
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Counselling
NSQF Level	4
Credits	22
Version	3.0
Last Reviewed Date	28/02/2021
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2021

HSS/N8704: Document the patient record and follow-up activities

Description

This OS unit is about the requirements related to maintaining complete and accurate records of patients and their follow up activities

Scope

The scope covers the following :

- Maintain patient clinical records
- Perform follow up activities

Elements and Performance Criteria

Maintain patient's clinical records

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

PC1. organize all relevant information in standardized formats related to patient's profile as per standard procedure for various purposes

PC2. carry out detailed paperwork for documenting clinical and DSME related records as per norms and legislation

PC3. use Hospital Information System (HIS) to maintain longevity of the records

Perform follow up activities

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

PC4. maintain and update follow-up register as per organizational policies

PC5. schedule the next follow up appointment in consultation with physician and individual

PC6. organize the previous records of the patient from database before scheduled appointment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational policy regarding information and record management

KU2. organizational practices regarding storage of information

KU3. organizational policies and protocols applicable to own field of work

KU4. safety requirements set by accreditation agencies or statutory bodies

KU5. relevant stakeholders/ physicians who need to be aligned for patient education and treatment

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

KU7. basic structure and function of healthcare facilities available at various levels, hospice care, clinics

KU8. type I, type II and gestational diabetes

KU9. significance of patients right for information and the process involved

KU10. how to document clinical records, common errors and quality checks

KU11. how to organize patient related information for various purposes

KU12. different reasons for which patient information is required

KU13. importance of keeping abreast with norms and legislation related to patient information

KU14. basic structure and function of the body system and associated organs and sub-systems

KU15. mechanism of body regulation (maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure); protection from infection; active and passive physical activities

Generic Skills (GS)

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

GS1. write the correct medical terminologies using English language

GS2. document clinical/ patient data

GS3. read and follow instructions related to coding and storage of data

GS4. read and follow instructions for following standard practices for storage of information

GS5. speak in the English language clearly to communicate information promptly to other team members

GS6. take decisions regarding best information storage and retrieval practices

GS7. develop and document processes related to patient information storage and retrieval

GS8. organize and store files in a specific format to make them available on the request of patients or clinical research organizations

GS9. ensure patient rights are protected and maintain confidentiality at all times

GS10. identify problems with information storage practices and suggest appropriate improvements

GS11. identify areas of improvement that can hasten and improve the data retrieval processes

GS12. review data storage and retrieval practices to identify risks

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain patient's clinical records	**32**	**50**	**18**	**10**
PC1. organize all relevant information in standardized formats related to patient's profile as per standard procedure for various purposes	-	-	-	-
PC2. carry out detailed paperwork for documenting clinical and DSME related records as per norms and legislation	-	-	-	-
PC3. use Hospital Information System (HIS) to maintain longevity of the records	-	-	-	-
Perform follow up activities	**17**	**40**	**20**	**20**
PC4. maintain and update follow-up register as per organizational policies	-	-	-	-
PC5. schedule the next follow up appointment in consultation with physician and individual	-	-	-	-
PC6. organize the previous records of the patient from database before scheduled appointment	-	-	-	-
NOS Total	**49**	**90**	**38**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8704
NOS Name	Document the patient record and follow-up activities
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Allied Health & Paramedics
Occupation	Counselling
NSQF Level	4
Credits	2.5
Version	3.0
Last Reviewed Date	28/02/2021
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2021

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/N0102: Employability Skills (60 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

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

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

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

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

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

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

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

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N8708.Identify pre-diabetic and diabetic symptoms related risks	69	80	33	38	220	30
HSS/N8707.Implement the treatment plan under the guidance of Health professional	171	100	57	72	400	30
HSS/N8704.Document the patient record and follow-up activities	49	90	38	30	207	10
HSS/N9617.Maintain a safe, healthy and secure working environment	20	-	9	30	59	10
HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	13	30	64	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
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

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.