



Model Curriculum

QP Name: Diabetes Care Assistant

QP Code: HSS/Q8703

QP Version: 3.0

NSQF Level: 4.5

Model Curriculum Version: 1.0

Healthcare Sector Skill Council | | Healthcare Sector Skill Council, 520, DLF Tower A, 5th Floor, Jasola District
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Training Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Counselling
Country	India
NSQF Level	4.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3253.0101
Minimum Educational Qualification and Experience	12th Grade Pass with Science or Home Science Or 10th Grade Pass with 3 years relevant experience Or Previous relevant Qualification of NSQF Level 3.5 and with 1.5year relevant experience Or Previous relevant qualification of NSQF Level 3 with 3 years of relevant experience
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	12/03/2026
Next Review Date	12/03/2029
NSQC Approval Date	12/03/2026
QP Version	3.0
Model Curriculum Creation Date	12/03/2026
Model Curriculum Valid Up to Date	12/03/2029
Model Curriculum Version	1.0
Minimum Duration of the Course	1200Hrs.
Maximum Duration of the Course	1200Hrs.

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Perform the administrative role and responsibilities of a diabetes care assistant as per the defined scope of work.
- Identify risk factors of diabetes and increase awareness for its prevention.
- Provide information to the patient about insulin administration and lifestyle modification.
- Work in direct coordination with Diabetes Educator in development and implementation of a Diabetes Self- Management Education (DSME) plan for individuals suffering from pre-diabetic and diabetic symptoms.
- Maintain patient's clinical records.
- Maintain a safe, healthy and secure working environment.
- Apply biomedical waste disposal and infection control policies and procedures in the healthcare organization.
- Maintain interpersonal relationships with co-workers, patients and their family members.
- Always maintain professional and medico-legal conduct in accordance with legislation, protocols and guidelines set up by the healthcare provider.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
HSS/N8708: Identify pre- diabetic and diabetic symptoms related risks	75:00	80:00	205:00	00:00	360:00
Module 1: Introduction to the Health care delivery system	10:00	05:00	00:00	00:00	15:00
Module 2: Roles and responsibilities of Diabetes Care Assistant	20:00	15:00	00:00	00:00	35:00
Module 3: Structure and function of human body	20:00	10:00	00:00	00:00	30:00
Module 4: Basic orientation on diabetes	25:00	50:00	00:00	00:00	75:00
HSS/N8707: Implement Diabetes Care Plan under the guidance of health professional	200:00	215:00	185:00	00:00	600:00
Module 5: Basic	35:00	20:00	00:00	00:00	55:00

orientation on complications of diabetes					
Module 6: Identify risks related to pre-diabetic and diabetic symptoms	30:00	55:00	00:00	00:00	85:00
Module 7: Use of Glucometer	20:00	35:00	00:00	00:00	55:00
Module 8: Insulin: uses and administration	35:00	35:00	00:00	00:00	70:00
Module 9: Diabetes Self- Management and Education-DSME.	50:00	30:00	00:00	00:00	80:00
Module 10: Therapeutic Communication	30:00	40:00	00:00	00:00	70:00
HSS/N8704: Document the patient's record and follow-up activities	25:00	35:00	60:00	00:00	120:00
Module 11: Documentation and Follow-up	25:00	35:00	00:00	00:00	60:00
HSS/N9624: Maintain a safe and secure working environment	05:00	10:00	15:00	00:00	30:00
Module 12: Maintain conducive Environment in Emergency Situations	02:00	05:00	00:00	00:00	07:00
Module 13: Basic Life Support and First Aid	03:00	05:00	00:00	00:00	08:00
HSS/N9620: Follow infection control policies & procedures including biomedical waste disposal protocols	15:00	15:00	00:00	00:00	30:00
Module 14: Infection control policies and procedures	05:00	05:00	00:00	00:00	10:00
Module 15: Bio Medical Waste Management	05:00	05:00	00:00	00:00	10:00
Module 16: Personal Hygiene	05:00	05:00	00:00	00:00	10:00
Total	320:00	355:00	465:00	00:00	1140:00
Module 17: Employability Skills (60 Hours): DGT/VSQ/N0102	60:00	00:00	00:00	00:00	60:00
Total Duration	380:00	355:00	465:00	00:00	1200:00

Module Details

Module 1: Introduction to the Health care delivery system

Mapped to: HSS/N8708,

Terminal Outcomes:

- Describe the basic structure and function of healthcare delivery system in India.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Differentiate between the primary, secondary and tertiary healthcare service providers. - Identify various departments in the hospital along with the functions of departments in the hospital. - Describe the functions of endocrinology department, diabetes clinic etc. - Discuss the utility of various digital applications (e.g., EHR/EMR systems, patient-facing apps, telehealth platforms) in modern diabetes management.	- Prepare a report summarizing the observations about basic structure and function of healthcare delivery system in India. - Prepare a chart on functions of endocrinology department in a hospital.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Visit to various healthcare settings for field assignment	

Module 2: Roles and Responsibilities of Diabetes Care Assistant

Mapped to: HSS/N8708,

Terminal Outcomes:

- Describe the key roles and responsibilities of a Diabetes Care Assistant.

Duration: 20:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Describe the importance of Diabetes Care Assistant. - Describe the role and responsibilities of a diabetes care assistant. - Describe the five main pillars of diabetes management and explain how a Diabetes Care Assistant contributes to each of these pillars in a clinic setting. - Understand the importance of collecting relevant data of diabetic patients. - Explain the common acute and chronic complications of diabetes. - Identify high risk situations in the scope of work - Discuss how a Diabetes Care Assistant should identify signs of these complications and what immediate steps they should take. - Describe the principles of effective patient education and counseling for individuals with diabetes, considering factors like health literacy and cultural sensitivities relevant to the Indian population. - Understand the importance of assisting patients with referrals to other specialists or support services, such as dietitians or other specialties as instructed by health professional. - Discuss the importance of assessing patients in Hypo/Hyper glycemic conditions - Understand the importance of providing emotional and behavioral support to diabetic patients - Discuss the role of a Diabetes Care Assistant in organizing health check camps, educational webinars and other community engagement models - Understand the usage of tech-based applications and solutions for diabetes care - Understand the scope of work and limitations in the role of a Diabetes Care Assistant	- Demonstrate usage of appropriate medical terminology during role plays depicting conversations with colleagues, patients and family. - Prepare a chart on high-risk situations such as patients in Hypo/Hyper glycemic conditions - Through a role play demonstrate the process of organizing health check camps, educational webinars related to diabetes care. - Search for tech-based applications and solutions for diabetes care - Demonstrate first aid measures to undertake in case of hypo or hype glycemia

• Discuss the career prospects in the field of Diabetes Care • Understand the role of multi-disciplinary approach in working with diabetes patients. • Keep abreast of the latest guidelines, policies and technology in Diabetes Care.	
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen, medical equipment's like Glucometer, consumables, Sphygmomanometer, Thermometer, weighing machine, stethoscope, ECG etc.	

Module 3: Structure and function of human body

Mapped to: HSS/N8708,

Terminal Outcomes:

- Describe basic structure and function of the human body.
- Describe basic function of Pancreas towards metabolism, absorption, storage and excretion of blood glucose.

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the organization of body cells, tissues, organs, organ systems, membranes and glands in the human body. • Describe cell and various types of tissues. • Describe different types of organ systems. • Discuss different types of body fluids, secretions and excretions. • Explain the anatomy and physiology of pancreas. • Discuss various working models depicting functioning of human body systems. • Explain the importance of each body organ system in context of Diabetes.	• Identify various body parts/organs using 3D models of human organ system. • Design various working models depicting functioning of each human body system. • Design a model depicting functioning of pancreas.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen, Charts on structure of pancreas, 3D model of Pancreas.	

Module 4: Basic orientation on diabetes

Mapped to: HSS/N8708,

Terminal Outcomes:

- Explain pathophysiology of Diabetes 1, 2 and gestational diabetes.
- List down the sign and symptoms.
- Demonstrate the skills to check the parameters like height, weight, RBS etc.

Duration: 25:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the Diabetes and its types. • Identify signs and symptoms of diabetes. • Define hypoglycemia and hyperglycemia • Distinguish between the pathophysiology of type 1, type 2 and gestational diabetes. • List the various clinical tests used for the diagnosis of diabetes such as blood and urine sample analysis. • Explain the process of checking, recording and reporting of vital parameters such as vital signs monitoring: pulse, BP, pulse oximeter, digital BP apparatus height, weight and Random Blood Sugar (RBS) using glucometer. • Explain the importance of monitoring fasting and post prandial blood sugar. • Discuss the relevance of blood sugar monitoring through clinical assessment • Understand the importance of routine care interventions, such as administering medication, checking blood glucose levels, and monitoring vital signs. • Understand the use and usage of pulse Oxymeter and digital BP apparatus, digital thermometer • Explain the importance of assisting in training patients on using glucose monitoring systems, insulin pumps, and other diabetes technology.	• Demonstrate techniques of checking parameters such as vital signs monitoring: pulse, BP, use of pulse oximeter, digital BP apparatus height, weight and Random Blood Sugar (RBS) using glucometer. • Demonstrate the handling process of Pulse Oximeter
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Height meter, Weighing machine, Glucometer, etc	

Module 5: Basic orientation on complications of diabetes

Mapped to: HSS/N8707

Terminal Outcomes:

- Explain complication related to Diabetes.
- Explain the side effects of diabetes on various organ systems like heart, eyes, nerves etc.

Duration: 35:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• List various complications related to diabetes: ➤ cardiovascular system, especially diabetic cardiovascular diseases (CVD) and heart failure. ➤ ophthalmological system, especially diabetic retinopathy. ➤ excretory system, especially urinary tract infections (UTI) and yeast infections (thrush). ➤ nervous system especially diabetic neuropathies, peripheral neuropathy, diabetic foot and focal neuropathy. ➤ musculo-skeletal system especially muscle cramps, muscle infarctions and Complex Regional Pain Syndrome (CRPS). ➤ digestive system especially gastroparesis. ➤ immune system. ➤ renal system especially diabetic ketoacidosis and diabetic nephropathy. ➤ oro- dental system especially xerostomia, gingivitis and periodontitis. • Explain the cause, sign and symptoms of Diabetic foot and its preventive measures. • Explain the care protocol of a Diabetic foot • Explain the effects of pre-existing diabetes on the fetus during pregnancy. • Explain the criteria used for detecting diabetes during pregnancy. • Organize information collected to assess the condition of skin, teeth, gums and feet from diabetic patients in the sample format during role play. • Identify the signs and symptoms indicating the complications of diabetes from a given case study.	• Prepare a chart on various complication related to Diabetes. • Prepare a chart on sign and symptoms, prevention and management of Diabetic foot.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
PPE, Hand Wash area, sink, towel, different color of bins etc	

Module 6: Identify risks related to pre-diabetic and diabetic symptoms

Mapped to: HSS/N8707

Terminal Outcomes:

- Describe the concept of prediabetes.
- Classification of Type 1 and Type 2 Diabetes.
- Identify risk factors related to Type 1 and Type 2 diabetes.

Duration: 30:00	Duration: 55:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe the Epidemiology of Diabetes • Discuss the impact of co morbidity factors of Diabetes • Classify different types of diabetes into type 1, type 2 and gestational diabetes. • Explain the concept of pre-diabetes. • List the risk factors related to type 1 diabetes such as disease of the pancreas, infection, genetics, etc. • List the risk factors related to type 2 diabetes such as obesity, fat distribution, sedentary lifestyle etc. • List the risk factors related to gestational diabetes family or personal health history, excess weight etc. • Discuss the impact of risk factors on diabetes management. • Discuss the importance of rehabilitation and maintaining healthy lifestyle for prevention of diabetes. • Describe the process of teaching a patient to use a glucometer for Self-Monitoring of Blood Glucose (SMBG), including common troubleshooting tips a Diabetes Care Assistant might offer. • Explain the importance of data security and privacy when handling sensitive patient health information in digital systems and discuss the specific responsibilities of a Diabetes Care Assistant in ensuring compliance with relevant Indian data protection laws. • Discuss how a Diabetes Care Assistant effectively manages a patient presenting symptoms of hypo/hyper glycemia during a clinic visit, detailing the immediate actions and communication protocols.	• Fill in the sample format organizing relevant information collected from different sources (such as patient's reports, consultation summary, previous prescriptions, etc.) in the given case study. • List the risk factors related to Type 1 and Type 2 diabetes. • Interview patients regarding relevant information as asked in the sample format prescribed for diabetic patients during role play. • Prepare a chart on sign and symptoms of type 1 and type 2 diabetes. • Prepare a poster on healthy lifestyle for prevention of diabetes.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
Tools, Equipment and Other Requirements	

Module 7: Use of Glucometer

Mapped to: HSS/N8707

Terminal Outcomes:

- Demonstrate the correct use of a blood glucometer to monitor blood glucose levels.
- Demonstrate the proper and safe disposal method of consumables used with glucometer during blood glucose monitoring

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe the mechanism and functioning of glucometer • Discuss the Normal values of blood sugar • Understand the process of glucometer handling • Reemphasize BMW protocols including safety, needle prick and ways to prevent needle stick injury • Explain the importance of using a glucometer for monitoring of blood glucose levels. • Interpret the result of the blood glucose level using glucometer. • Describe the importance and method of using different strips used in glucometer to check the blood sugar level.	• Demonstrate usage of effective Information, Education and Communication (IEC) materials for providing information on diabetes to uneducated patients. • Demonstrate the proper and safe disposal method of consumables used with glucometer during blood glucose monitoring. • Demonstrate the use of a blood glucometer to monitor blood glucose levels.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Glucometer with strips, Syringe With Needle, Sterile 1CC or Less etc	

Module 8: Insulin: uses and administration.

Mapped to: HSS/N8707

Terminal Outcomes:

- Demonstrate the method of preparing the correct dose on insulin syringe or pen device.
- Demonstrate the correct insulin injection techniques which cause minimal pain to the patient.
- Demonstrate procedure of proper disposal of insulin syringe, pen needles and lancet

Duration: 35:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the importance and purpose of insulin administration. • Explain the precautions to be taken during insulin administration. • List the various factors used for insulin purchasing such as checking the name of the insulin, dose against the patient's insulin prescription chart, expiry date, etc. • Explain the importance of checking the expiry date of insulin. • Select the appropriate site for subcutaneous insulin administration. • Reemphasize on hypoglycemia and hyperglycemia and its causes. • Identify the various signs and symptoms of hypoglycemia and hyperglycemia. • Explain about the preventive management of hyperglycemia and hyperglycemia.	• Demonstrate the method of storing insulin. • Demonstrate the method of preparing the correct dose on insulin syringe or pen device. • Demonstrate the correct insulin injection techniques which cause minimal pain to the patient. • Demonstrate the techniques of wiping sites with a surgical spirit swab. • Demonstrate the procedure of proper disposal of insulin syringe, pen needles and lancet. • Demonstrate method of recording the insulin administration such as the dose, timing and site of injection on a chart.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Insulin Pens - Sample, Lancets, Urine Sample Collection Container	

Module 9: Diabetes Self- Management and Education-DSME.

Mapped to: HSS/N8707

Terminal Outcomes:

- Describe the importance and components of a balanced diet.
- Explain the importance of following diet plan advised by dietitian
- Demonstrate counselling skills.

Duration: 50:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain about nutrition, nutrients and calories. • Discuss about National Institute of Nutrition Guidelines reference point only. • Describe the importance and components of a balanced diet. • Understand about Food Pyramid • Explain the importance of following diet plan advised by dietitian. • List the types of fruits and vegetables required to maintain blood glucose level of the patient. • Explain about the basic diabetes self-management practices used for improving patient safety and well-being. • List the precautions to be taken by diabetic patients during travel. • List the precautions to be taken by patient as per the medical condition • Describe the importance of regulating carbohydrate intake in diabetes management. • Explain about Glycemic Index • Discuss the recommended food items and restricted as per diabetes condition • Discuss the role of Lifestyle management in Diabetes Care • Explain the importance of family care and support for successful implementation of DSME. • Discuss dos and don'ts for diabetes patients, lifestyle modification, importance of exercising, meditation, yoga. importance of regular monitoring, avoiding self-medication, importance of regular hospital visits, diet plan, etc. • Discuss about proper dose timings of oral hypoglycaemic agents with the patient as per prescription by doctor. • Explain about adverse effects of incorrect	• Demonstrate usage of effective Information, Education and Communication (IEC) materials for providing information on diabetes to uneducated patients. • Demonstrate through a role play for providing emotional support and encouragement to patient to cope with ill health condition • Prepare a chart on recommended food items and restricted as per diabetes condition • Demonstrate through a role play related to dos and don'ts for diabetes patients, lifestyle modification, importance of exercising, meditation, yoga, importance of regular monitoring, avoiding self-medication, importance of regular hospital visits, diet plan in a skill lab.

dosage and incorrect timings of oral hypoglycaemic agents. • List the possible side effects of oral hypoglycaemic agents. • Describe psychosocial effects related to diabetes and management of the same. • Understand the importance of meditation, yoga, avoiding self-medication, lifestyle modification and regular health monitoring and doctor's consultation at fixed interval in diabetes care.	
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Sample Diet Chart for practice, Sample Forms and Formats, Flip chart on Diabetes Self - Management and Education	

Module 10: Therapeutic Communication

Mapped to: HSS/N8707,

Terminal Outcomes:

- Communicate effectively with physicians, clinical and technical staff.
- Organize and prioritize work to complete assignments on time.
- Adhere to organizational code of conduct while handling conflicts.
- Demonstrate counselling skills while providing information on the importance of periodic blood sugar analysis in a role play.

Duration: 30:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the importance of communication with patients, relatives and colleagues without using jargon and colloquial terms. • Describe the attributes of a team player. • Discuss the importance of maintaining confidentiality and privacy practices related to patient's information • Explain the significance of applying problem solving and decision-making skills under supervision. • Demonstrate effective patient-centric approach in medical service. • Understand the importance of multi-disciplinary approach • Explain work ethics in the healthcare set up. • Discuss the process of gathering information from observation, experience, reasoning and communication	• Demonstrate basic telephone and email etiquettes during communication. • Apply the skills to complete the reports with the information gathered from observation, experience, reasoning, or communication. • Demonstrate counselling skills while providing information on the importance of periodic blood sugar analysis in a role play. • Demonstrate counselling skills while providing information on the importance of routine health check-up to patients suffering from pre-diabetic symptoms in a role play.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Dummy Telephone and other communication equipment required .	

Module 11: Documentation and Follow-up.

Mapped to: HSS/N8704

Terminal Outcomes:

- Explain various types of records to be maintained in the endocrinology department.
- Explain the importance of documentation of patient follow up
- Demonstrate the process of recording sample patient information in HIS.
- Demonstrate skills for scheduling, rescheduling and cancellation of fresh and follow-up appointments

Duration: 25:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Define the role and responsibilities for the Diabetes Care Assistant in reporting and documentation. • Describe reporting matrix and its methods as per organizational policies. • Explain the importance of documentation of patient follow up. • Describe the method of storage and retrieval of records as per legal implications. • Perform compilation of all relevant information in sample formats related to patient's profile and laboratory results. • Explain the importance of reviewing the medical records for completeness and maintaining them as per the organization protocol. • Describe the importance of using the Hospital Information System (HIS) • Describe the importance of maintaining follow-up register as per organizational policies. • Discuss skills for scheduling, rescheduling and cancellation of fresh and follow-up appointments • Explain the importance of keeping security and confidentiality of the medical records • Explain the importance of documentation of patient follow up.	• Prepare a sample reflective report documenting the clinical and DSME related records as per norms and legislation. • Demonstrate the process of recording sample patient information in HIS. • Demonstrate the counselling skills while providing information on the importance of regular follow ups with the physician during role play. • Demonstrate skills for scheduling, rescheduling and cancellation of fresh and follow-up appointments.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital documents	

Module 12: Maintain conducive Environment in Emergency Situations

Mapped to: HSS/N9624

Terminal Outcomes:

- Encourage for safety at workplace.
- Follow safety protocols at workplace!
- Perform Basic Life Support in medical emergency situations, as and when required
- Respond to institutional emergencies safely and appropriately
- Perform first aid in medical emergency situations, as and when required.

Duration: 02:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe things necessary to make the patient feel safe and comfortable. • Describe the impact of comfort on one's health. • Describe the importance and methodology of cleanliness, and hygiene environment. • Describe variation of patient's environment according to settings: road, home, ambulance, hospital, etc. Introduction to institutional emergencies • Definition of types of institutional emergencies. • Understand the importance of preparedness and response planning. • Identify the hospital emergency codes. • Apply standard procedures to be followed in case of institutional emergencies. • Explain the use of protective devices such as restraints and safety devices. Fire safety management • Understanding fire hazards in healthcare settings - Common causes of fire in hospitals. - Fire prone areas (ICUs, Operation theaters, Labs, Electrical panels etc.) • Describe Fire prevention measures - Safe handling of flammable materials - Proper use and maintenance of electrical equipment • Fire safety equipment and procedures - Fire extinguisher types and usages - Fire alarm and sprinkler system - emergency exit and evacuation routes Fire evacuation plan & patient safety - Ensuring safe patient evacuation (including bedridden and critical patients). - Coordination with fire safety officers and hospital staff. - Assisting in patient relocation and communication. Security management in healthcare institutions • Importance of security in hospitals - Protecting patients' staff and visitors - Preventing unauthorized access • Role of individual in security	• Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency. • Create a chart depicting different types of protective devices such as restraints and safety devices. • Demonstrate managing a fire evacuation scenario.

- Assisting in patient identification and visitors' management - Reporting suspicious activities or security threats.	
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
fire extinguisher, evacuation plan etc.	

Module 13: Basic Life Support and First Aid

Mapped to: HSS/N9624

Terminal Outcomes:

- Perform CPR in medical emergency situations, as and when required.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
Introduction • Describe common emergency conditions and what to do in medical emergencies Identification of cardiac arrest • Describe identification of cardiac arrest • Understand Principles of basic life support (Adult chain of survival, CABDs of giving CPR) Cardiopulmonary resuscitation and First Aid • Describe the correct protocol of chest compression, ventilation and assessment steps • Differentiate the single rescuer and two rescuer CPR • Describe the conditions when choking occurs • Describe the protocol of giving life support while choking • Explain the basics of first aid. • Identify precautions to take for personal safety. • Perform basic life support (BLS) as and when required. • Explain about Cardiopulmonary Resuscitation • Explain CPR in the presence of two rescuers.	• Demonstrate the correct technique of CPR. • Demonstrate the correct technique of chest compression and ventilation with single rescuer and two rescuers. • Demonstrate the correct technique of abdominal thrust and CPR during choking. • Demonstrate the hands on assisting a patient who has fainted in a waiting area. • Perform a role play on responding to a minor burn injury in the hospital premises.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints, fire extinguisher	

Module 14: Infection Control and Prevention

Mapped to: HSS/N9620,

Terminal Outcomes:

- Apply infection control policies and procedures during daily activities

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Identify deviation from normal health • Understand management of different types of spillages and their management • Understanding of hand hygiene: infection control/exposure control/ PPE • Understand hospital/ emergency borne infections • Understand prevention and treatment of needle stick injury or sharp injury • Understand about incident reporting, documentation and provisions of post exposure prophylaxis. Importance of Infection control • Explain the concept of healthy living. • Describe the importance of infection control and prevention. • List strategies for preventing transmission of pathogenic organisms. • Describe the nosocomial infections. • Explain the importance of incident reporting. Immunization and vaccination • Explain the concept of immunization. • Explain various vaccinations against common infectious diseases. • Discuss the importance of maintaining compliance with immunization policies for healthcare professionals. Special consideration: - • Discuss the point of phlebotomist in sample epidemic /pandemic .	• Demonstrate the steps of spill management. • Demonstrate the procedures of hand hygiene. • Demonstrate the process of donning and doffing of PPE. • Demonstrate the steps of spill management.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
E-modules depicting sanitization, infection control and waste disposal practices.	

Module 15: Bio Medical Waste Management

Mapped to: HSS/N9620

Terminal Outcomes:

- Dispose of different types of biomedical waste in appropriate color-coded bins/containers.
- Apply local guidelines of biomedical waste disposal system during daily activities.

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Categorize the different types of biomedical waste and segregation as per colour coding and state guidelines. • Identify the various types of colour coded bins/containers used for disposal of biomedical waste. • Explain the importance and mechanism of proper and safe storage, transportation, pre-treatment, final disposal, of bio-medical waste as per state guidelines. • Explain the steps of waste audit. • Explain the importance of following local guidelines of biomedical waste disposal. • Enlist the Equipment and PPE specific to biomedical waste.	• Segregate biomedical waste applying the local guidelines. • Create a chart depicting different types of biomedical waste and various types of colour coded bins/containers used for disposal of biomedical waste. • Prepare a report on the observations from field assignment related to proper and safe storage, transportation, pre-treatment, final disposal, of bio-medical waste as per state guidelines • Prepare a chart on steps of waste audit. • Sort the equipment and PPE specific to biomedical waste in a skill lab.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Different coded color bins, chart for color coding of bins ,Visit to biomedical waste treatment plant for field assignment.	

Module 16: Personal Hygiene

Mapped to: HSS/N9620

Terminal Outcomes:

- Develop techniques of self-hygiene.

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Develop understanding of the concept of Healthy Living • Develop understanding & procedures of Hand Hygiene • Develop techniques of self-grooming and maintenance • Equip with techniques of use of PPE: the need for and types • Vaccinate against common infectious diseases: immunization to reduce the health risks for self, patients. • Understand mandated, highly recommended, and other vaccines for healthcare personnel workers. Hand hygiene and Personal protective equipment • Describe the hand-hygiene guidelines and procedures used in healthcare settings. • Explain the importance of using Personal Protective Equipment (PPE). • List the types of PPE. • Describe the process of wearing and removing each of the PPE.	• Demonstrate the procedures of hand hygiene. • Demonstrate the process of donning and doffing of PPE. • Play a role play on the importance of vaccination against common infectious diseases. • Demonstrate the steps of spill management.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
E-modules depicting sanitization, infection control and waste disposal practices .	

Module 17: Employability Skills (60 hours)

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

Mandatory Duration: 60:00			
Location: On-Site			
S.N o.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	- Discuss the Employability Skills required for jobs in various industries. - List different learning and employability related GOI and private portals and their usage.	1.5
2.	Constitutional values - Citizenship	- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen. - Show how to practice different environmentally sustainable practices.	1.5
3.	Becoming a Professional in the 21st Century	- Discuss importance of relevant 21st century skills. - Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. - Describe the benefits of continuous learning.	2.5
4.	Basic English Skills	- Show how to use basic English sentences for every day. conversation in different contexts, in person and over the telephone. - Read and interpret text written in basic English - Write a short note/paragraph / letter/e -mail using basic English.	10
5.	Career Development & Goal Setting	Create a career development plan with well-defined short- and long-term goals.	2
6.	Communication Skills	- Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette. - Explain the importance of active listening for effective communication. - Discuss the significance of working collaboratively with others in a team.	5
7.	Diversity & Inclusion	- Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD. - Discuss the significance of escalating sexual harassment issues as per POSH act.	2.5
8.	Financial and Legal Literacy	- Outline the importance of selecting the right financial institution, product, and service. - Demonstrate how to carry out offline and online financial transactions, safely and securely. - List the common components of salary and compute	5

		- income, expenditure, taxes, investments etc. - Discuss the legal rights, laws, and aids.	
9.	Essential Digital Skills	- Describe the role of digital technology in today's life. - Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. - Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely. - Create sample word documents, excel sheets and presentations using basic features. - Utilize virtual collaboration tools to work effectively.	10
10.	Entrepreneurship	- Explain the types of entrepreneurship and enterprises. - Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. - Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. - Create a sample business plan, for the selected business opportunity.	7
11	Customer Service	- Describe the significance of analyzing different types and needs of customers. - Explain the significance of identifying customer needs and responding to them in a professional manner. - Discuss the significance of maintaining hygiene and dressing appropriately.	5
12	Getting Ready for Apprenticeship & Jobs	- Create a professional Curriculum Vitae (CV). - Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively. - Discuss the significance of maintaining hygiene and confidence during an interview. - Perform a mock interview. - List the steps for searching and registering for apprenticeship opportunities.	8

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS

S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required

Note: Above Tools & Equipment not required, if Computer LAB is available in the institute.

Mandatory Duration: 450:00

Module Name: On-the-Job Training

Location: On Site

Terminal Outcomes

- Demonstrate techniques of checking parameters such as height, weight and Random Blood Sugar (RBS) using glucometer.
- Demonstrate usage of effective Information, Education and Communication (IEC) materials for providing information on diabetes to uneducated patients.
- Demonstrate usage of effective Information, Education and Communication (IEC) materials for providing information on diabetes to uneducated patients.
- Demonstrate the proper and safe disposal method of consumables used with glucometer during blood glucose monitoring.
- Demonstrate the correct use of a blood glucometer to monitor blood glucose levels.
- Demonstrate the method of storing insulin.
- Demonstrate the method of preparing the correct dose on insulin syringe or pen device.
- Demonstrate the correct insulin injection techniques which causes minimal pain to the patient.
- Demonstrate the techniques of wiping sites with a surgical spirit swab.
- Demonstrate procedure of proper disposal of insulin syringe, pen needles and lancet.
- Demonstrate method of recording the insulin administration such as the dose, timing and site of injection on a chart
- Demonstrate counselling skills while providing information on the first line of action used for hypoglycemia and hyperglycemia in a role play
- Demonstrate counselling skills while providing information on the importance of timely intake of correct dosage of medicines or insulin in a role play.
- Demonstrate counselling skills while providing information on the significance of maintaining record of blood sugar readings or other parameters in a role play.
- Demonstrate counselling skills while providing information on the importance of exercise and precautions to be taken before and during exercise based on patient's condition (Type I and Type II diabetes, Gestational Diabetes) in a role play.
- Demonstrate pre-gestational counselling skills to woman with preexisting Diabetes Mellitus.
- Demonstrate the process of recording sample patient information in the HIS.
- Demonstrate the counselling skills while providing information on the importance of regular follow ups with the physician during role play.
- Demonstrate the counselling skills while providing information on the importance of regular follow ups with the physician in a role play.
- Demonstrate skills for scheduling, rescheduling and cancellation of fresh and follow-up appointments.
- Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency.
- Create a chart depicting different types of protective devices such as restraints and safety devices.
- Create a flow chart depicting common emergency situations and its referral mechanism.
- Demonstrate Cardio-Pulmonary Resuscitation (CPR) on manikin.
- Demonstrate the procedures of hand hygiene.
- Demonstrate the steps of spill management.
- Demonstrate the procedures of hand hygiene.
- Demonstrate the process of donning and doffing of PPE.
- Select different types of waste and various types of colour coded bins/containers used for disposal of waste.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
MD	Endocrinology/ Medicine					
Medical Graduate	MBBS	2		1		Experience in Diabetic Clinic/ Endocrinology Unit
MSC	Nursing	2		1		Experience in Diabetic Clinic/ Endocrinology Unit
BSC	Dietetics/Nutrition or equivalent	4		1		Experience in Diabetic Clinic/ Endocrinology Unit
BSC	Nursing	4		2		Experience in Diabetic Clinic/ Endocrinology Unit
GNM	Nursing	5		2		Experience in Diabetic Clinic/ Endocrinology Unit
Diploma/Certificate	Diabetes Educator	5	6 years working in diabetes clinic	1		

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Diabetes Care Assistant" mapped to the Qualification Pack: "HSS/Q8703 v3.0" with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0" with minimum score of 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
MD	Endocrinology/ Medicine	0				
Medical Graduate	MBBS	3	3 years working in diabetes clinic	2		Experience in Diabetic Clinic/ Endocrinology Unit
MSC	Nursing	3	3 years working in diabetes clinic	2		Experience in Diabetic Clinic/ Endocrinology Unit
BSC	Dietetics/Nutrition or equivalent	5	5 years working in diabetes clinic	1		Experience in Diabetic Clinic/ Endocrinology Unit
BSC	Nursing	5	3 years working in diabetes clinic	1.5		Experience in Diabetic Clinic/ Endocrinology Unit

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Diabetes Care Assistant” mapped to the Qualification Pack: “HSS/Q8703 v3.0” with minimum score of 80%	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, v2.0” with minimum score of 80%.

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools and equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.

3. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions.
- iv. Fill in the blanks.
- v. Scenario based Questions.
- vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by HSSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency-based assessments, assessors guide etc. HSSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

References

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.
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.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure