



Model Curriculum

QP Name: Hospital Front Desk Coordinator

QP Code: HSS/Q6101

QP Version: 3.0

NSQF Level: 4

Model Curriculum Version: 1.0

Healthcare Sector Skill Council | | Healthcare Sector Skill Council, 520, DLF Tower A, 5th Floor, Jasola District Centre, New Delhi – 110025

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Training Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Healthcare Administration
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO2015/4226.0100
Minimum Educational Qualification and Experience	12th Grade Pass or Completed 2nd year of the 3-year regular diploma after 10th Or 10th Grade Pass with 2 years relevant experience Or 11th Grade pass with 1 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience Or Previous relevant qualification of NSQF Level 3 with 3 years of relevant experience Or 10th grade pass and pursuing continuous schooling
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	28/07/2022
Next Review Date	28/07/2025
NSQC Approval Date	28/07/2022
QP Version	3.0
Model Curriculum Creation Date	28/07/2022
Model Curriculum Valid Up to Date	28/07/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	900 Hrs.
Maximum Duration of the Course	900 Hrs.

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.

- Enhance their skill and capacities in counsel and manage personnel who visits Healthcare Organization
- Enhance their knowledge in resource management, advocacy as a Hospital Front Desk Coordinator
- Enhance Customer Service Excellence and Patient Satisfaction
- Demonstrate billing activities
- Enhance skills to work out on medical software for maintain Hospital Information System
- Demonstrate professional behaviour, personal qualities and characteristics of a Hospital Front Desk Coordinator
- Direct patients/carer's/visitors to concerned department or authorities
- Demonstrate correct method of bio-medical waste management
- Demonstrate basic life support, cardio pulmonary resuscitation and other actions in the event of medical and facility emergencies
- Demonstrate good communication, communicate accurately and appropriately.
- Get along with, working with and co-operating with others
- Report concerns/issues/challenges to higher authorities as per timelines

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/N6101: Accomplish allocated task at hospital front desk	60:00	60:00	90:00	00:00	210:00
Module 1: Introduction to functions of Hospital Front Desk Coordinator	15:00	05:00	00:00	00:00	
Module 2: Consent, Reporting & Documentation	20:00	15:00	00:00	00:00	
Module 3: Introduction to Medical Terminology required related to front desk functioning	15:00	10:00	00:00	00:00	
Module 4: Hospital Information System (HIS)- Medical Software Application	10:00	30:00	00:00	00:00	

HSS/N6102: Ensure Customer Service Excellence & Patient Satisfaction	60:00	60:00	75:00	00:00	195:00
Module 5: Rights & Responsibilities of Patient's	35:00	20:00	00:00	00:00	
Module 6: Customer Service Excellence and Patient satisfaction	25:00	40:00	00:00	00:00	
HSS/N6103: Perform Billing Activities	30:00	60:00	45:00	00:00	135:00
Module 7: Payment and Billing	30:00	60:00	00:00	00:00	
HSS/N9615: Maintain Interpersonal relationship with colleagues, patients and others	10:00	20:00	15:00	00:00	45:00
Module 8: Soft Skills and Communication	10:00	20:00	00:00	00:00	
HSS/N9616: Maintain professional & medico-legal conduct	15:00	15:00	15:00	00:00	45:00
Module 9: Professional Behavior at work settings	15:00	15:00	00:00	00:00	
HSS/N9617: Maintain a safe, healthy and secure environment	30:00	30:00	15:00	00:00	75:00
Module 10: Maintain conducive environment in emergency situations	05:00	05:00	00:00	00:00	
Module 11: Safety & First Aid	10:00	10:00	00:00	00:00	
Module 12: Institutional Emergencies, Fire safety and security	05:00	05:00	00:00	00:00	
Module 13: Basic Life Support	10:00	10:00	00:00	00:00	
HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols	30:00	30:00	15:00	00:00	75:00
Module 14: Infection control and prevention	15:00	10:00	00:00	00:00	
Module 15: Personal Hygiene	05:00	10:00	00:00	00:00	

Module 16: Bio Medical Waste management	10:00	10:00	00:00	00:00	
Bridge Module	35:00	25:00	00:00	00:00	60:00
Module 17: Basic Computer Knowledge	20:00	15:00	00:00	00:00	
Module 18: Basic Structure and Function of the Human Body	15:00	10:00	00:00	00:00	
Total	270:00	300:00	270:00	00:00	840:00
Module 19: Employability Skills (60 Hours): DGT/VSQ/N0102	60:00	00:00	00:00	00:00	
Total Duration	330:00	300:00	270:00	00:00	900:00

Module Details

Module 1: Introduction to functions of Hospital Front Desk Coordinator Mapped to: HSS/N6101

Terminal Outcomes:

- Carry out the key roles and responsibilities of a Hospital Front Desk Coordinator.

Duration: 15:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Describe the functions of Hospital Front Desk Coordinator such as:- Help desk management, Call centre / appointment handling/ front office data management Describe about preventive health program management Describe report delivery process Describe employees responsibilities e.g. punctuality, discipline, integrity, grievance redressal process Discuss handling different categories of patients - paid / non-paid, emergency, VIPs etc. Describe handling of irate customers and patient attendees Ensuring patient satisfaction - contribution of the front office Understand the basic components required for comfort of patient/carer's/visitors at healthcare organization Present a positive personal image. Define quality improvement process Discuss OPD Management: OPD timings, schedule, registration, billing etc. 	<ul style="list-style-type: none"> Create a flow chart depicting roles and responsibilities of Hospital Front Desk Coordinator.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Audio Visual aide, White Board Projector Table Chair Internet Charts Poster	

Module 2: Consent, Reporting and Documentation

Mapped to: HSS/N6101,

Terminal Outcomes:

- Demonstrate technical skills of Storage and retention and retrieval of database and records.
- Maintain confidentiality of records.
- Demonstrate the method of taking written consent.

Duration: 20:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Define the scope of practice for hospital front desk coordinator • Define consent and discuss the methods of obtaining consent. • Understand importance of maintaining various records & how to obtain them. • Explain various types of records to be maintained by hospital front desk coordinator • Demonstrate essential components of various records and method of documentation and their retrieval. 	<ul style="list-style-type: none"> • Enter data in various forms and format according to the standard guidelines. • Demonstrate technical skills of Storage and retention and retrieval of database and records. • Demonstrate the method of taking written consent • Create a sample set of documents to record procedure related information of client.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital documents, various forms of consent	

Module 3: Introduction to Medical Terminology required related to front desk functioning.

Mapped to: HSS/N6101

Terminal Outcomes:

- Describe Medical Terminology required related to front desk functioning.

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family Understand about hospital departments/diagnostic's available with HCO/services available and direct patient to accurate unit Able to identify medical terms and related tariffs/discounts/promotions which can be advised to relevant patients/carer's 	<ul style="list-style-type: none"> Identify various body parts/organs using 3D models of human organ system. Design various working models depicting functioning of each human body system.
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	
3Dmodels of human body and accessory organs, model human skeletal system, organ specimen	

Module 4: Hospital Information System (HIS)- Medical Software Applications

Mapped to: HSS/N6101,

Terminal Outcomes:

- Demonstrate the use of computers and internet operations.
- Demonstrate the skills required to carry out the HIS task.

Duration: 10:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe various modalities for Patient Registration in HIS • Describe various characteristics of HIS • Describe about important information and credentials to be captured by patient/attenders for HIS • Describe basic functioning of HIS • Describe escalation matrix in case of non-compliances • Assess working status of HIS as and when required • Maintain database of visitors/patients etc. • Describe the importance of Electronic Health Records/Medical Records/Computerized patient record systems 	<ul style="list-style-type: none"> • Demonstrate the use of Hospital Information System (HIS) to prepare a sample record on client dietetic information. • Demonstrate the techniques to extract the patient information and credentials from HMIS. • Demonstrate the technique to store patient data / medical records in HMIS. • Enter data in various forms and format according to the standard guidelines. • Create a sample set of documents to record procedure related information of client. • Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Computer with internet facility and latest version of software, HIS software	

Module 5: Rights & Responsibilities of patient's

Mapped to: HSS/N6102

Terminal Outcomes:

- Explain patient's rights and responsibilities.

Duration: 35:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe various patient rights and responsibilities applicable to work area • Describe self-role in maintaining patient's rights • Escalate to competent authority in case of any deviation or non- conformance as per organizational policies and procedures 	<ul style="list-style-type: none"> • Prepare a chart on patients' rights and responsibilities • Prepare a chart on policies/ schemes/provisions etc related to patient welfare system.
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: Customer service excellence and patient satisfaction

Mapped to: HSS/N6102

Terminal Outcomes:

- Describe the rights and responsibilities of patient
- Identify the patient needs

Duration: 25:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify needs of the patients/carers to find resolution • Have adequate knowledge about internal process /promotions/tariffs/schemes/benefits which can be provided to patients • Build empathetic relationship with the patient's/ visitors • Use appropriate language and tone and listen carefully to the queries • Show sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc. • Maintain proper body language and dress code • Seek feedback from visitors • Ensuring management of foreign clients with differences in culture and language. 	<ul style="list-style-type: none"> • Prepare a sample chart on policies and procedure, scheme of a healthcare organization. • Prepare a chart of patient needs.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Tools, equipment, trolley, beds, sample formats of reports and hospital documents, consumables, surgical equipments etc	

Module 7: Payment and Billing

Mapped to: HSS/N6103

Terminal Outcomes:

- Demonstrate the use of different modes of payment.
- Demonstrate the process of scanning, swapping and transaction.

Duration: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain about different modes of Payment utilized in healthcare industry. • Discuss about the process of receiving payment from visitors/carers and submit to authorities as per organizational protocol and process. • Discuss about checking the authenticity of currency notes. • Explain the process of providing or issuing bills to carers as and when required as per organizational protocol and process. • Describe various TPA/Insurance services available. • Explain the need and use of bar code scanning and card swapping for transaction/payment. • Describe details of different types of taxes (VAT, Service tax, GST etc.) or as applicable. • Explain basic accounting principles. • Describe about various National Health Insurance Scheme and beneficiaries. • Describe about receiving foreign currency as a part of payment process • Describe about various international currencies and their values in terms of INR 	<ul style="list-style-type: none"> • Demonstrate the use of different modes of payment process. • Demonstrate the process of using machine to generate bills. • Demonstrate the use of bar codes scanning, swapping machine and transaction machine. • Demonstrate the method of checking authenticity of currency notes.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Audio Visual aide, Charts, Poster, Sample currency, Fake currencies, True currencies PBAX machine	

Module 8: Soft Skills and Communication

Mapped to: HSS/N9615,

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.

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Understand Art of Effective Communication • Able to handle Patients & Family through effective and empathetic Communication • Able to handle effective Communication with Peers/ colleagues using medical terminology in communication • Learn basic reading and writing skills • Learn sentence formation • Learn grammar and composition • Learn how to enhance vocabulary • Learn Goal setting, team building, team work, time management, thinking and reasoning & communicating with others • Learn problem solving • Understand need for customer service and service excellence in Medical service • Learn objection handling • Learn Telephone and Email etiquettes • Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently • Learn identification of rapidly changing situations and adapt accordingly • Learn decision making ability • Learn planning and organization of work. 	<ul style="list-style-type: none"> • Apply guidelines related to usage of technical terms to ensure effective communication. • Apply time management skills during daily activities. • Demonstrate the use of reading and writing skills during written communication. • Demonstrate problem solving and decision making skills in different situations. • Demonstrate skills of team-work and work prioritization in different team activities. • Apply effective patient-centric approach while delivering telehealth services. • Demonstrate basic telephone and email etiquettes. • Apply the analytical skills to complete the reports with the information gathered from observation, experience, reasoning, or communication.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
3Dmodels of human body and accessory organs, model human skeletal system, organ specimen	

Module 9: Professional Behavior at work settings

Mapped to: HSS/N9616,

Terminal Outcomes:

- Discuss the importance of maintaining professional relationships with co-workers in the organization.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the factors to establish and maintain peaceful environment • Learn general and specific etiquettes to be observed while working • Understand need for compliance of organizational hierarchy and reporting • Understand the legal and ethical issues • Understand importance of conservation of resources • Understand your boundaries, roles and responsibilities • Understand how to use relevant research based protocols and guidelines as evidence to inform one’s practice • Understand how to promote and demonstrate good practice as an individual and as a team member and the reason for doing this. • Understand the risks to quality and safety if you do not keep up to date with best practice • Understand how you have to manage potential risks to the quality and safety of practice • Understand how to evaluate and reflect on the quality of your work and made continual improvements • Understand the importance of using the best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done • Understand the importance of individuals or team compliance with legislation, protocols and guidelines and organizational systems and requirements • Understand how to report and minimize risk • Understand when to seek support from others. 	<ul style="list-style-type: none"> • Prepare a sample report on professional etiquette and ethics. • Prepare a sample report on ethical and legal issues.
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	
3Dmodels of human body and accessory organs, model human skeletal system, organ specimen	

Module 10: Maintain conducive Environment in Emergency Situations

Mapped to: HSS/N9617,

Terminal Outcomes:

- Encourage for safety at workplace.
- Follow safety protocols at workplace!
- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe things necessary to make the patient feel safe and comfortable • Describe impact of comfort on one’s health • Describe importance and methodology of cleanliness, and hygiene environment • Describe variation of patients environment according to settings: road, home, ambulance, hospital, etc. 	<ul style="list-style-type: none"> • 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.
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 11: Safety, and First Aid

Mapped to: HSS/N9617,

Terminal Outcomes:

- Respond to institutional emergencies safely and appropriately
- Perform basic first aid in medical emergency situations, as and when required.

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe common emergency conditions and what to do in medical emergencies • Describe basics of first aid • To develop understanding and precautions to ensure self- safety • Provide care to the patients while moving & transferring is required • Demonstrate the use of protective devices (restraints, safety devices) • To seek for assistance from appropriate authority in a timely manner 	<ul style="list-style-type: none"> • 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.
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 12: Institutional Emergencies, Fire safety and & security

Mapped to: HSS/N9617,

Terminal Outcomes:

- Respond to institutional emergencies safely and appropriately
- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Learn actions to be initiated in case of fire or any institutional emergency • Describe how to use fire extinguisher • Understand suspicious behaviour of individuals and tracking the same. 	<ul style="list-style-type: none"> • Demonstrate usage of hospital emergency codes and basic fire safety in a mock drill depicting an institutional emergency. • Demonstrate the correct technique of using fire extinguisher.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Emergency Codes, fire extinguisher, charts to display, deviation from normal health condition (sign & symptoms)	

Module 13: Basic Life Support

Mapped to: HSS/N9617,

Terminal Outcomes:

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

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe common emergency conditions and what to do in medical emergencies • Describe identification of cardiac arrest • Understand Principles of basic life support (Adult chain of survival ,CABDs of giving CPR) • 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 during choking 	<ul style="list-style-type: none"> • 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.
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/N9618,

Terminal Outcomes:

- Develop techniques of self-hygiene
- Apply infection control policies and procedures during daily activities

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify deviation from normal health • Understand management of different types of spillage 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 • Understand about incident reporting. 	<ul style="list-style-type: none"> • Demonstrate the steps of spill management. • Demonstrate the procedures of hand hygiene. • Demonstrate the process of donning and doffing of PPE.
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: Personal Hygiene

Mapped to: HSS/N9618,

Terminal Outcomes:

- Develop techniques of self-hygiene
- Apply infection control policies and procedures during daily activities

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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: immunisation to reduce the health risks for self, patients. • Understand mandated, highly recommended, and other vaccines for healthcare personnel workers . 	<ul style="list-style-type: none"> • 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.
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 16: Bio Medical Waste Management

Mapped to: HSS/N9618,

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: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Categorize the different types of biomedical waste. • Explain the importance and mechanism of proper and safe disposal, transportation, and treatment of bio-medical waste. • Identify the various types of colour coded bins/containers used for disposal of biomedical waste. • Explain the importance of following local guidelines of biomedical waste disposal. 	<ul style="list-style-type: none"> • Segregate the 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 about the structure of transportation and treatment of biomedical waste.
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 17: Basic Computer Knowledge

Mapped to: Bridge Module,

Terminal Outcomes:

- Demonstrate the use of computers and internet operations.
- Apply Basic computer knowledge in performing various activities.

Duration: 20:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • To gain understanding about Application of computers • Introduction to Computers: <ul style="list-style-type: none"> –Block diagram –Input and Output devices –Storage devices • Introduction to operating systems <ul style="list-style-type: none"> –Need of Operating systems (OS) –Function of OS –Windows 2000 – Utilities and basic operations –Microsoft office 2000 – MS Word, MS Excel 	<ul style="list-style-type: none"> • Demonstrate basics of computer use and application –starting the computer, data entry, taking backups, saving and retrieving the files, maintaining and changing network connectivity process. • Prepare reports/documents using word processing software and spreadsheets. • Demonstrate the use of internet to draft and send emails.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Computer with internet facility and latest version of software	

Module 18: Basic Structure and Function of Human Body

Mapped to: Bridge Module,

Terminal Outcomes:

- Describe basic structure and function of the human body.

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe anatomy and functions human body system • Describe special needs of vulnerable clients in the hospitals • Describe visible symptoms of ill patients or patients who need immediate attention by medical team 	<ul style="list-style-type: none"> • Identify various body parts/organs using 3D models of human organ system. • Design various working models depicting functioning of each human body system.
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	
3Dmodels of human body and accessory organs, model human skeletal system, organ specimen	

Module 19: Employability Skills (60 hours)

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

Mandatory Duration: 60:00			
Location: On-Site			
S.No.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Create a career development plan with well-defined short- and long-term goals. 	2
6.	Communication Skills	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> Discuss the legal rights, laws, and aids. 	
9.	Essential Digital Skills	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: 270:00

Module Name: On-the-Job Training

Location: On Site

Terminal Outcomes

- Carry out proper and secure filing of accounts, funds and other related documents physically and electronically
- Demonstrate the skills required for maintain balance sheet and cashflow
- Prepare a sample report on various national and international accreditation guidelines.
- Prepare a sample report on NABH standards
- Demonstrate the use of Hospital Information System (HIS) to prepare a
- sample record on client dietetic information. Demonstrate the techniques to extract the patient information and credentials from HMIS.
- Demonstrate the technique to store patient data / medical records in HMIS.
- Enter data in various forms and format according to the standard guidelines.
- Create a sample set of documents to record procedure related information of client.
- Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client
- Demonstrate management skills while promoting and branding of healthcare organization.
- Prepare sample of leaflets, flyers etc for promotion and branding
- Prepare a report addressing the complaints and their management.
- Demonstrate the skills required in the management of complaints and conflicts.
- Prepare a sample report of internal audit and their quality indicators.
- Prepare a sample report on organizational policy and protocols
- Demonstrate the steps of spillmanagement.
- Demonstrate the procedures of handhygiene.
- Demonstrate the process of donning anddoffing 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	
Graduate	(Any)	3	2 years working with in Hospital at Front Desk is mandatory	1		
Post Graduate Diploma	Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration	2	1 years working with in Hospital at Front Desk is mandatory	1		
Masters	MBA (MBA/MHA (Masters in Hospital/Healthcare Administration)	0		0		

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Hospital Front Desk Coordinator” mapped to the Qualification Pack: “HSS/Q6101 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/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	(Any)	4	3 years working with in Hospital at Front Desk is mandatory	1		
Post Graduate Diploma	Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration	3	2 years working with in Hospital at Front Desk is mandatory	1		
Masters	MBA (MBA/MHA (Masters in Hospital/Healthcare Administration)	1		1		

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Hospital Front Desk Coordinator” mapped to the Qualification Pack: “HSS/Q6101 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 the 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