



Model Curriculum

QP Name: Palliative Care Assistant

QP Code: HSS/Q6003

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

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

Sector	Healthcare
Sub-Sector	Allied Health and Paramedics
Occupation	Special Care Services
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2240.0400
Minimum Educational Qualification And Experience	• Grade 12 pass • 10th Grade Pass with 3 years of experience • Previous relevant qualification of NSQF Level 3 with 3 yrs of relevant experience
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	18 yrs
Last Reviewed On	7/10/2025
Next Review Date	7/10/2028
NSQC Approval Date	7/10/2025
QP Version	1.0
Model Curriculum Creation Date	7/10/2025
Model Curriculum Valid Up to Date	7/10/2028
Minimum Duration of the Course	480 Hrs.
Minimum Duration of the Course	480 Hrs.

Program Overview

This section summarizes the end objectives of the program along with its duration. This section outlines the intended learning outcomes of the program, to be achieved by the end of the specified duration.

Training Outcomes

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

- Explain the concept, philosophy and significance of palliative care.
- Describe the roles, responsibilities, and limitations of a palliative care assistant.
- Understand patient care and support skills in palliative care techniques.
- Discuss legal, ethical, and safety practices at the workplace.
- Understand basic terminologies related to palliative care.
- Adapt to technology-based reporting tools used in palliative healthcare settings.
- Demonstrate how to support patients with activities of daily living (adls) during palliative care.
- Build a comprehensive knowledge base to be a companion and support home safety management.
- Understand the usage of protective, assistive, comfort devices.
- Practice skills in providing first aid care.
- Identify emergency situations and reporting matrix to appropriate authorities.
- Apply universal precautions and infection control measures.
- Follow biomedical waste disposal protocols in accordance with organizational policies.
- Recognize and report common symptoms in palliative care, such as pain, breathlessness, nausea, and fatigue.
- Understand basic non-pharmacological interventions (e.g., positioning, hydration, relaxation techniques).
- Understand the grieving process and assist families in coping with loss and bereavement.
- Discuss the importance and techniques of effective communication in palliative care with healthcare professionals, patients, and families.
- Understand about emotional intelligence and application of the same.
- Participate in self-care strategies to prevent burnout and maintain professional resilience.

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/N6011:Aid clients in performing routine daily tasks	20:00	40:00	30:00	00:00	90:00
Module 1: introduction to healthcare delivery systems	05:00	15:00	10:00	00:00	30:00
Module 2: basic structure and function of the human body	05:00	15:00	10:00	00:00	30:00
Module 3: role and responsibilities of a palliative care assistant	10:00	10:00	10:00	00:00	30:00
HSS/N6012: Contribute to moving and positioning individuals	20:00	25:00	15:00	00:00	60:00
Module 4: Lifting and moving	20:00	25:00	15:00	00:00	60:00
HSS/N6013: Assist in performing healthcare activities as per limits of competence and authority	35:00	45:00	25:00	00:00	105:00
Module 5: fundamentals of palliative care	15:00	10:00	10:00	00:00	35:00
Module 6: care of patients in palliative care	05:00	15:00	10:00	00:00	30:00
Module 7: nutrition and diet	10:00	10:00	05:00	00:00	25:00
Module 8: safety and emergency response	05:00	10:00	00:00	00:00	15:00
HSS/N6014: Assist in delivering compassionate care to individuals at the end of life	15:00	30:00	15:00	00:00	60:00
Module 9: care of dying	15:00	30:00	15:00	00:00	60:00
HSS/N6015:Provide emotional support and companionship to aid in rehabilitation	10:00	25:00	10:00	00:00	45:00
Module 10: therapeutic communication, soft skills and emotional intelligence	03:00	10:00	10:00	00:00	23:00
Module 11: Companionship and psychological well-being	04:00	10:00	10:00	00:00	24:00
Module 12: reporting and documentation	03:00	05:00	00:00	00:00	08:00
HSS/N6016:Support Individuals in using assistive devices and technology	15:00	30:00	15:00	00:00	60:00
Module 13: Care of individuals using assistive devices and technology	15:00	30:00	15:00	00:00	60:00
HSS/N9622: Follow sanitization and infection control guidelines	05:00	15:00	10:00	00:00	30:00

Module 14: infection control practices and waste management	05:00	15:00	10:00	00:00	30:00
Total	120:00	210:00	120:00	00:00	450:00
DGT/VSQ/N0101, v1.0, Employability Skills	30:00	00:00	00:00	00:00	30:00
Module 15: Employability Skills (30 hours)	30:00	00:00	00:00	00:00	30:00
Total duration	150:00	210:00	120:00	00:00	480:00

Module Details

Module 1: Introduction to healthcare delivery systems

Mapped to HSS/N6011

Terminal Outcomes:

- Describe the basic structure and function of healthcare delivery system in India.
- Understand about healthcare facilities relevant for providing palliative care.

Duration: 05:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe what constitutes a healthcare delivery system, highlighting its key components in the context of palliative care. • Describe the different levels of healthcare (primary, secondary, tertiary) and how palliative care services can be integrated within each. • Describe at least three common models of palliative care delivery (e.g., hospital-based teams, home-based care, hospice) outlining their structure and primary focus. • Discuss the rights and responsibilities of patients. • Recognize key government provisions/schemes, insurance and welfare initiatives that support palliative care under applicable laws and policies. • Understand the scope and job opportunities related to the palliative care role. • Explain the importance of multidisciplinary approach in palliative care. • Describe the composition of a typical multidisciplinary palliative care team and the diverse roles of its members within different delivery systems. • Discuss the dos and don'ts of caregivers while working in different palliative care delivery system such as hospital-based vs. Home-based. • List down various Socioeconomic factors affecting access to palliative care. • Understand about community resource mapping in palliative care.	• Prepare a chart summarizing the healthcare facilities providing palliative care. • Identify and differentiate between the common models of palliative care in a skill lab through a role play. • Group discussion on various Socioeconomic factors affecting access to palliative care. • Role play on community resource mapping in palliative care.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Board eraser, Power point presentation.	
Tools, Equipment and Other Requirements	
Visit to Hospital (Medicine/Palliative Care Department), Senior Citizen Home, Day Care Center.	

Module 2: Basic Structure and Function of the human Body

Mapped to HSS/N6011

Terminal Outcomes:

- Describe basic structure and function of the human body.
- Describe the anatomy and physiology of various systems.
- Understand the supportive role of the patient assessment.
- Demonstrate the process of measuring the vital parameters under supervision and guidance.

Duration: 05:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe the basic structure and function of the human body, including major organ systems. • List and identify various body parts and their roles in human physiology. • Explain the anatomy and physiology of key organ systems, including: - Circulatory system - Respiratory system - Digestive system - Musculoskeletal system - Nervous system - Lymphatic system • Discuss different types of body fluids and their functions in maintaining homeostasis. • Understand the basic tools and equipment's used for patient assessment. • Discuss the importance of playing supportive roles in patient assessment as part of an interdisciplinary palliative care team. • Discuss the process of measuring and recording vital parameters such as: - Blood Pressure - Temperature - Pulse - Respiration	• Identify various body parts/organs in a model, Manikin etc. • Prepare a chart on vital parameters normal range. • Recognize the basic tools used for patient assessment in a skill lab. • Demonstrate the process of measuring vital parameters, such as: - Blood Pressure - Temperature - Pulse - Respiration
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Power point presentation	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen. Mannequin, charts, demonstration kits of different body parts and mechanics, internet use, Vital equipment (Stethoscope, weighing machine, BP apparatus, Thermometer etc).	

Module 3: Role and responsibilities of a Palliative Care Assistant

Mapped to HSS/N6011

Terminal Outcomes:

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

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Describe the key roles and responsibilities of a palliative care assistant in various care settings. - Identify essential qualities required for effective performance in the role (e.g., empathy, patience, communication, and reliability). - Reemphasise appropriate professional conduct by outlining the dos and don'ts for a palliative care assistant. - Discuss common challenges and limitations associated with the role, and strategies to manage them within a care context. - Explain the importance of adhering to relevant legislation, organizational protocols, and ethical guidelines in daily practice. - Describe the ways in which a PCA contributes to the physical comfort and well-being of patients receiving palliative care. - Describe the PCA's role in end-of-life care, including the support provided during the dying process and immediately after death. - Explain the significance of a PCA's observational skills in identifying and reporting changes in a patient's condition or symptoms. - Understand the value of continuous learning and staying updated with developments in palliative care practices.	- Prepare a chart depicting roles and responsibilities of a Palliative Care Assistant at different healthcare settings. - Role plays related to Do's and Don'ts of a Palliative Care Assistant.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, board eraser, Power point presentation.	
Tools, Equipment and Other Requirements	
Document and guidelines with detailed role description and limitations, case studies.	

Module 4: Lifting and Moving

Mapped to HSS/N6012

Terminal Outcomes:

- Explain the use of correct body mechanics to prevent any injury to self and patient.

Duration: 20:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Define body mechanics. • Discuss the guidelines and safety precautions that need to be followed when lifting geriatric. • Describe the safe lifting of cots, stretchers, household beds etc. • Describe the guidelines and safety precautions for carrying patients and/or equipment. • Discuss one-handed carrying techniques. • Describe correct and safe carrying procedures on stairs. • State the guidelines for pushing and pulling. • Discuss the general considerations of moving patients. • Explain the importance of maintaining mobility in elderly and positioning such as lithotomy, supine, prone, fowlers, semi fowler etc. • State three situations that may require the use of an emergency move.	• Demonstrate the correct use of body mechanics while lifting or transferring or moving the patient. • Demonstrate the correct use of cot, stretcher, beds, wheelchairs, clutches, cane, etc while lifting or transferring or moving the patient. • List the devices used in Transportation, Three ManLift, process of lifting from Bed to Wheelchair. • Prepare the chart of the guidelines for pushing and pulling. • Role plays on case study on lifting and moving patients.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Patient trolley, wheelchair, stretcher, bed sheets, screens, Support devices etc	

Module 5: Fundamentals of Palliative Care Mapped to HSS/N6013

Terminal Outcomes:

- Importance of providing care related to end of life.

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Define palliative care and highlight its key objectives. - Differentiate between conventional (curative) and palliative care approaches, with an emphasis on goals, philosophy, and outcomes. - Understand the core principles and philosophy of palliative and end-of-life care, including comfort, quality of life, and holistic support. - Describe the role of PCA in providing compassionate, stage-appropriate support to patients and families. - Identify common symptoms in palliative care (e.g., pain, fatigue, breathlessness) and understand how to support symptom management under supervision. - Describe the principles of dignity, respect, and person-centered care in all interactions with patients and families. - Discuss the individuals with personal care and activities of daily living, ensuring sensitivity, comfort, and privacy. - Understand how to communicate effectively and empathetically with patients, families, and members of the interdisciplinary healthcare team. - Recognize signs of physical or emotional distress and escalate concerns appropriately following organizational protocols. - Explain the role of spiritual care within the holistic framework of palliative care. - Discuss the role of cultural sensitivity in providing patient and family-centered palliative care. - Understanding when to escalate versus when to manage independently. Paediatric Palliative Care - Developmental considerations in care delivery - Family dynamics with pediatric patients - Age-appropriate communication strategies - Childhood grief and bereavement processes	- Prepare a chart depicting differences between conventional and palliative care – approaches. - Demonstrate Symptom Management techniques in the role of palliative care assistant in symptoms like dyspnea, terminal agitation, fatigue, nausea, and Lymphedema. - Prepare a chart on age-appropriate communication strategies.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, PowerPoint presentation.	
Tools, Equipment and Other Requirements	
Case studies.	

Module 6: Care of Patients in Palliative care Mapped to HSS/N6013

Terminal Outcomes:

- Understand the importance of Palliative Care.
- Explain the SOP's related to caring procedures.

Duration: 05:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe the support services offered to families and caregivers of palliative care patients. • Discuss pain management in palliative care • Understand the types of pain: acute, chronic, nociceptive, neuropathic • Learn about various pain assessment tools and scales • Discuss the process of providing massage, and manual therapies for pain management under the guidance. • Explain the support provided to maintain daily living activities. • Understand how to provide care related to bed making, sponge bath/bed bath, mouth care, hair care, back care, shaving, foot & nail care, denture care • Explain about elimination need, giving and removing/dispose bed pan, diaper change, urinal pot, commode, providing enema, suppositories, perineal care. • Discuss the importance of maintaining patient dignity, privacy and hygiene while assisting for care. • Explain about pressure injuries, causes and preventive measures. • Discuss 8R's (right person, right medicine, right route, right dose, right time, person's right to decline, right information about the medication, right documentation) of medication. • Discuss how to assist patients in timely medication intake. • Understand the importance of monitoring side effects or complications from medications. • Discuss about patient fall prevention techniques. • Understand the process for administration of medication such as eye care & instillation of ointment/ instillation of eye/ear drops, nasal drops. • Assist the nurse in calibrating the scales and following manufacturer's guidelines and using different types of scales including manual, digital, universal scales,	• Demonstrate using pain assessment scale in a role play. • Demonstrate the process of maintaining activities of daily living. • Perform a role play for recording and reporting vital parameters. • Demonstrate the functioning of devices or equipment used in transportation such as wheelchairs, clutches, canes, bed etc. • Prepare a chart on 8 R's (right person, right medicine, right route, right dose, right time, person's right to decline, right information about the medication, right documentation) of medication. • Demonstrate the process for administration of medication such as eye care & instillation of ointment/ instillation of eye/ear drops, nasal drops. • Demonstrate the usage of comfort devices, assistive devices, mobility devices.

chair and bed scales. • Reemphasis for measuring and recording patient's height, weight, blood pressure ,spo2 using pulse oximeter and other vital signs accurately. • Explain the supportive roles required for special procedures like hot/cold compress, lymphedema management oxygen administration, nebulization, steam inhalation, bandaging under the guidance. • Understand the do's and don'ts while providing support during care of special procedures like hot/cold compress, lymphedema management oxygen administration, nebulization, steam inhalation, and bandaging under the guidance. • Explain the importance of maintaining mobility and positioning such as lithotomy, supine, prone, fowlers, semi fowler etc. • List the transportation ways for a patient including three-man lift, lifting from bed to wheelchair. • Describe methods to measure intake & output of patient. • Discuss the importance of observing and reporting color changes such as bluish or yellowish discoloration of the skin or consistency of urine and stools. • Discuss the role during special procedures while assisting nurse/physician. - Suctioning - Catheter care and assistance in removal of catheter - Intravenous observations • Explain the usage of comfort devices, assistive devices, mobility devices. • Describe early warning signs of medical emergencies. • Recognize medication side effects. • Reemphasize: - understanding when to escalate versus when to manage independently. • Discuss the techniques for pressure sore prevention in bedridden patients (e.g., regular repositioning, use of pressure-relieving mattresses, maintaining skin hygiene) • Describe the early signs of bedsores to watch for (redness, warmth, swelling, skin breakdown).	
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Mannequin, charts, demonstration kits of different body mechanics & positions & internet use, stretcher, wheelchair, trolley, patient assisted devices, kidney tray, bed sore treating kit, O2 cylinder, suction kit,	

specimen, Ryle's tube, suction apparatus, heat and cold application methods, Patient safety tools such as wheel chairs, trolleys, side rails, PPE, First Aid kit, betadine, cotton, bandages, sanitizers, disinfectants, Bed sheets, bandages, cotton, disinfectants, topical ointments/ lotions/medications etc., syringes, needles, spatula, visit to Hospital (Medicine/Palliative Care department) Senior Citizen Home.

Module 7: Nutrition and Diet

Mapped to HSS/N6013

Terminal Outcomes:

- Understand concept of nutrition, nutrients, and calories.
- Understand support to be provided by caregiver while feeding patients.

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe the importance of nutrition and hydration in palliative care, including their role in enhancing comfort and quality of life. • Identify factors that influence nutritional status in palliative care patients (e.g., illness stage, medication, emotional distress, physical limitations). • Understand the concept of balanced diet. • Discuss special diets such as diabetic, renal, cancer-specific, soft, and liquid diets. • Recognize challenges in meeting nutritional needs, including appetite loss, swallowing difficulties, nausea, and gastrointestinal disturbances. • Assist patients with oral feeding, ensuring safe practices, comfort, and respect for personal preferences. • Reemphasize Position patients appropriately for safe swallowing and help reduce the risk of aspiration. • Demonstrate knowledge of basic tube feeding methods (e.g., Ryle's tube, PEG) and understand the assistant's role in observing and reporting, not administering the feed. • Identify and report signs of difficulty in eating or swallowing, and support patients with emotional distress related to eating. • Maintain accurate records of intake and output, recognizing their importance for clinical monitoring. • Understand and apply principles of safe feeding practices. • Support hydration needs through various methods, including oral fluids, ice chips, and broths, while recognizing signs of dehydration as per the direction. • Respect cultural, religious, and personal dietary beliefs when providing nutrition and hydration support. • Support family caregivers in providing home-based nutritional care and safe feeding practices.	• Prepare light snacks or soft diet Porridge, sandwich in a skill lab. • Make a chart/flash cards on balanced diet with appropriate nutrients mentioned in it. • Perform role plays on importance of nutrition and hydration. • Demonstration on caregivers in assisting patients with oral feeding.

Classroom Aids:

Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point Presentation.

Tools, Equipment and Other Requirements

Mannequins, mock environment of home-based environment, kidney tray, patient daily care articles, bio medical waste management, RT tubes, sample food items, Visit to Senior Citizen Home care.

Module 8: Safety and Emergency response

Mapped to HSS/N6013

Terminal Outcomes:

- Perform Cardio-Pulmonary Resuscitation (CPR) as per standard procedure.
- Apply standard protocols for providing first aid.
- Respond to institutional emergencies appropriately.

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the good Samaritan law and its general principles. • Describe the importance of maintaining local emergency numbers as prevalent in region. • Describe the standard procedure of cardiopulmonary resuscitation (CPR). • Identify precautions to be taken for self- safety. • Explain the basic components of first aid kit. • Discuss the first aid care and measures to be followed by caregivers during palliative care emergencies such as dyspnea (breathlessness), pain crisis, seizures, nausea and vomiting, hypercalcemia (high calcium levels), catastrophic bleeding, delirium, agitation, superior vena cava obstruction, under the guidance and supervision. • Explain about disaster management techniques to deal with institutional emergencies. • Determine the need for additional help or assistance such as trained lifeguards or trained swimmers to extricate the drowning person. • Describe the standard procedure of cardiopulmonary resuscitation (CPR). • Identify precautions to be taken for self- safety. • Explain the basic components of first aid kit. • List the various dos and don'ts to be followed while providing first aid care during trauma emergencies. • Describe various bandaging procedures. • List the precautions to be taken for personal safety. • Explain the use of protective devices such as safety devices. • Explain about fire emergencies and safe use of electrical appliances. • List the common emergencies which could happen in and out of institutions like trauma, snake bites, accidents, dog-bite, sprains, choking, fainting, unconsciousness, etc.	• Demonstrate the correct technique of providing CPR on mankind using both singlerescuer and two rescuer methods. • Demonstrate the first aid care and measures to be followed by caregivers during palliative care emergencies such as dyspnea (breathlessness), pain crisis, seizures, nausea and vomiting, hypercalcemia (high calcium levels), hemorrhage, delirium, cardiac arrest under guidance and supervision in a role play. • List the precautions to be taken for personalsafety. • Prepare a list of local emergency response agencies such as emergency medical service (EMS) team, ambulance, fire and police departments, etc. Along with their contactdetails. • Demonstrate the correct technique of providing CPR on manikin using both single rescuer and two rescuer methods. • Design a dummy portable and segregable first aid kit as per requirements. • Demonstrate appropriate techniques of providing first aid and bandaging.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
CPR Nursing Manikin, Mannequin, Ambu Bag with Mask Adult, Torch, Stretcher, cot, scoop	

Module 9: Care of Dying

Mapped to HSS/N6014

Terminal Outcomes:

- Understand the supportive role of assistant in managing the last offices.
- Explain the significance of confidentiality and maintaining professional boundaries.

Duration: 15:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Understand the concepts and stages of loss, grief, and bereavement, including commonly observed emotional responses. • Recognize the emotional, psychological, social, and spiritual dimensions of grief in patients and their families. • Identify cultural, religious, and individual differences in expressions of grief and mourning rituals. • Understand the multi faith death rituals and customs. • Describe key factors influencing the grief experience, such as: • Anticipated vs. sudden loss • Traumatic or complicated grief • Disenfranchised grief • Describe the physical signs of imminent death in elderly or terminally ill patients and discuss how to respond with sensitivity. • Explain the significance of bereavement support as a component of comprehensive palliative care. • Develop skills in active listening and empathy to provide compassionate support to grieving individuals and families. • Demonstrate strategies to maintain a calm, reassuring presence during emotionally intense or end-of-life situations. • Understand and uphold confidentiality and professional boundaries in grief-related care. • Discuss the significance of emotional resilience, including recognizing signs of burnout and compassion fatigue, practicing self-care and stress management. • Understand legal and ethical aspects of end-of-life care, including patient rights and informed decision-making. • Describe the procedure for managing the last offices, including the respectful preparation and packing of the deceased's body.	• Demonstrate the skills for managing the Last Offices. • Demonstrate the skills for preparing and packing body. • Demonstrate how to handle grieving situations through role play.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Manikin, Last office kit (Clean sheets and towels, washing basin, water, soap and gentle cleansing wipes, clean gown, small towels or pillows, comb, brush, identification tags, body bag, gloves and PPE(personal	

protective equipment).

Module 10: Therapeutic Communication, Soft Skills and Emotional Intelligence Mapped to HSS/N6015

Terminal Outcomes:

- Understand the process of communication with empathy and emotional resilience.
- Understand the importance of respecting confidentiality and maintaining professional boundaries.

Duration: 03:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the importance of communicating effectively with individuals, families, and the wider healthcare team. • Discuss about promoting a culture of compassion, empathy, and dignity within healthcare settings. • Develop active listening and empathy skills to support individuals and families. • Discuss the importance of fostering a calm and reassuring presence during emotionally charged situations. • Discuss the importance of respecting confidentiality and maintaining professional boundaries. • Discuss the role of caregiver during sensitive discussions about illness, dying, and bereavement with patients/families. • Discuss the importance of developing emotional resilience and strategies to prevent burnout and compassion fatigue. • Discuss various conflict resolution techniques. • Describe the protocols for breaking bad news. • Discuss the etiquettes to be followed while communicating using digital means.	• Demonstrate through a role play how to handle the difficult situation. • Role plays on how to communicate respectfully with people from diverse cultural, spiritual, and religious backgrounds. • Make a chart on communication tools.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Case studies related to communication and empathy, scenario cards etc.	

Module 11: Companionship and Psychological well-being Mapped to HSS/N6015

Terminal Outcomes:

- Explain the significance of being a companion for the elderly.

Duration: 04:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe the concept of quality of life. • Explain the concept of companionship and socialization. • Discuss the importance of caring, kind and being compassionate. • Understanding patience and empathetic behavior. • Discuss the importance of companionship while assisting with shopping, transportation to appointments, meal preparation or planning, light housekeeping and laundry. • Discuss the approaches for reducing loneliness, promoting mental well-being, and enhancing overall quality of life by fostering connection and companionship through meaningful conversations, assistance with hobbies, accompaniment to appointments, and light household tasks. • Understand interventions required for Improved safety at home by identifying and manage safety risks and make recommendations for simple home modifications. • Explain about home /residential safety management with respect to types and causes of accident faced by patients including strategies for ensuring home safety for patients (Labelling, faucets, door lock, uncluttered, walkways etc. • Discuss regarding assistance required with the transition from hospital to home related to palliative care. • Explain about yoga, meditation, and its significance in daily life. • Identifying signs of depression and anxiety. • Understand the importance of cognitive stimulation /tools.	• Demonstrate in a role play about home /residential safety measures. • Demonstrate in a role-play a caregiver rolewhile assisting with Shopping and Errands,transportation to appointments, meal preparation or planning, Light housekeeping, and laundry. • Demonstrate yoga postures for well-being. • Practice meditation techniques. • Identifying the cognitive stimulation /tools.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Visit to senior citizen home care, stretcher, mannequins, cots, patient safety measures tools, wheelchair, Side rails, assisted devices.	

Module 12: Reporting and Documentation

Mapped to HSS/N6015

Terminal Outcomes:

- Importance of maintaining records and documentation specific to scope of work.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Understand how to report and document the readings and measurements related to vital signs. - Explain various types of records to be maintained by a palliative care assistant. - Explain the importance of maintaining dignity and privacy of patients while documenting. - Explain the importance of maintaining confidentiality of documents. - Significance of adherence to organization protocols relevant to PCA's role. - Discuss the significance Electronic Health Record (EHR) systems, Telehealth platforms and remote monitoring. - Discuss the role of a PCA in leveraging Mobile health applications and Digital communication tools for care coordination.	- Demonstrate recording vital signs in a prescribed format. - Make a chart on various types of records. - Make a list on telehealth applications and communication tools.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Sample of Medical Record, Sample of vital signs record format.	

Module 13: Care of individuals using assistive devices and technology

Mapped to HSS/N6016

Terminal Outcomes:

- Understand the usage of assistive and comfort devices.
- Apply safety protocols while using assistive devices.

Duration: 15:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the usage of protective devices (restraints, safety devices) as per prescription or orders. • Explain in detail various assistive and comfort devices for palliative care. • Explain the interventions with special focus for un-conscious patients. • Describe the safety of devices while being in use. • Discuss the importance of ensuring the working condition of devices. • Explain how to use devices safely and how to keep the devices as per manufacturer's recommendation. • Enlist the concerns in case of any malfunction to the relevant authority.	• Demonstrate the usage of the assistive devices (Assistive and comfort devices (wheel chair ,walker, canes ,crutches, adjustable beds, cushion, heat and cold pads ,hearing games, speech generating devices, audio books , visual alert systems, air purifiers, noise reducing headphones, tablet with communication apps, call bells, motion detectors ,smart wearables ,chair alarms etc.)
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Assistive and comfort devices (wheel chair ,walker,canes,crutches, adjustable beds, cushion,heat and cold pads ,hearing games,speech generating devices,audio books , visual alert systems, air purifiers,noise reducing headphones,tablet with communication apps,call bells,motion detectors ,smart wearables ,chair alarms,	

Module 14: Infection control practices and bio medical waste management

Mapped to: HSS/N9622,v2

Terminal Outcomes:

- Apply self-hygiene and social distancing practices.
- Apply sanitization and infection control policies and procedures at workplace.
- Follow guidelines of biomedical waste disposal system at workplace.

Duration: 05:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the concept of disease outbreak, epidemics, and pandemics and their impact on society at large. • List common infectious diseases such as diarrhea, influenza, typhoid, malaria, measles, chicken pox, etc. • Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic. • Differentiate between self-quarantine and self-isolation and their significance. • Discuss the significance of social distancing and alternate ways of carrying out everyday tasks (use of e-payment gateways/online learning/virtual meetings, etc.) During a pandemic. • Discuss the significance of conforming to basic personal and workplace hygiene practices such as washing hands, using alcohol-based hand sanitizers, examining office supplies/deliveries and their sanitization, etc. • List various surfaces that may serve as potential fomites at workplace. • Identify PPE to be used at workplace and the process of donning, doffing, and discarding them. • Discuss the importance and process of identifying and reporting symptoms to the concerned authorities. • Discuss organizational hygiene and sanitation guidelines and ways of following them and reporting breaches/gaps if any. • Explain the importance and mechanism of proper and safe disposal, transportation, and treatment of waste including bio medical waste. • Discuss the ways of dealing with stress and anxiety during a disease outbreak.	• Show how to sanitize and disinfect one's work area regularly. • Demonstrate the correct way of washing hands using soap and water, and alcohol-based hand rubs. • Demonstrate the correct way of donning, doffing, and discarding PPE such as face masks, hand gloves, face shields, PPE suits, etc. • Demonstrate appropriate social and behavioral etiquette (greeting and meeting people, spitting/coughing/sneezing, etc.). • Select different types of waste and various types of color-coded bins/containers used for disposal of waste.
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: Employability Skills (30 hours)

Mandatory Duration: 30:00			
Location: On-Site			
S.N o.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	Discuss the importance of Employability Skills in meeting the job requirements.	1
2.	Constitutional values - Citizenship	- Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. - Show how to practice different environmentally sustainable practices.	1
3.	Becoming a Professional in the 21st Century	- Discuss 21st century skills. - Display positive attitude, self-motivation, problem solving, time management skills and continuous learning mindset in different situations.	1
4.	Basic English Skills	Use appropriate basic English sentences/phrases while speaking.	2
5.	Communication Skills	- Demonstrate how to communicate in a well-mannered way with others. - Demonstrate working with others in a team.	4
6.	Diversity & Inclusion	- Show how to conduct oneself appropriately with all genders and PwD. - Discuss the significance of reporting sexual harassment issues in time.	1
7.	Financial and Legal Literacy	- Discuss the significance of using financial products and services safely and securely. - Explain the importance of managing expenses, income, and savings. - Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws.	4
8.	Essential Digital Skills	- Show how to operate digital devices and use the associated applications and features, safely and securely. - Discuss the significance of using the internet for browsing, accessing social media platforms, safely and securely.	3
9.	Entrepreneurship	Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges.	7
10.	Customer Service	- Differentiate between types of customers. - Explain the significance of identifying customer needs and addressing them. - Discuss the significance of maintaining hygiene and dressing appropriately.	4
11	Getting ready for apprenticeship & Jobs	- Create a biodata. - Use various sources to search for and apply for jobs. - Discuss the significance of dressing up neatly and maintaining hygiene for an interview. - Discuss how to search and register for apprenticeship	2

		opportunities.	
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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 wordprocessor and worksheet software (Licensed) (all software should either be the 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
<i>Note: Above Tools & Equipment not required, if Computer LAB is available in the institute.</i>		

Mandatory Duration: 120

Module Name: On-the-Job Training

Location: On Site

Terminal Outcomes

- Discuss & verbalize the role of a Palliative Care Assistant.
- Demonstrate techniques to maintain the personal hygiene needs of a patient requiring palliative care.
- Promote safety, understand the usage of protective devices and demonstrate precautions to be taken while using equipment and devices.
- Demonstrate Basic Life Support, Cardiopulmonary Resuscitation, and other actions in the event of medical and facility emergencies.
- Practice infection control measures.
- Demonstrate bio-medical waste management protocols.
- Display the correct way of donning, doffing, and discarding PPE such as face masks, hand gloves, face shields, PPE suits, etc.
- Demonstrate appropriate social and behavioral etiquette (greeting and meeting people, spitting/coughing/sneezing, etc).
- Demonstrate the first aid care and measures to be followed by caregivers during palliative care emergencies such as Dyspnea (Breathlessness), Pain Crisis, Seizures, Nausea and Vomiting, Hypercalcemia (High Calcium Levels), Hemorrhage, Delirium, Cardiac Arrest under the guidance and supervision in a role play.
- Prepare a list of local emergency response agencies such as Emergency Medical Service (EMS) team, ambulance, fire and police departments, etc. along with their contact details.
- Demonstrate in a role-play a caregiver role while assisting with Shopping and Errands, transportation to appointments, meal preparation or planning, Light housekeeping, and laundry.
- Demonstrate range of motion exercise.
- Practice meditation techniques.
- Prepare a chart on 8 R's (right person, right medicine, right route, right dose, right time, person's right to decline, right information about the medication, right documentation) of medication.
- Demonstrate the skills for managing Last Offices including Preparing and Packing body.
- Prepare light snacks or soft diet Porridge, sandwich in a skill lab.
- Demonstrate the functioning of devices or equipment used in transportation such as wheelchairs, clutches, canes, bed etc.
- Demonstrate Symptom Management techniques in the role of palliative care assistant in symptoms like dyspnea, terminal agitation, fatigue, nausea, and Lymphedema.
- Demonstrate the assistive role while assisting during pain management.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate	MBBS/BAMS/BHMS/BUMS	1		1		
PhD	Nursing	1		1		
M. Sc.	Nursing	2		1		
B.Sc.	Nursing	3		1		
GNM	Nursing	5		1		
Trainer Certification						
Domain Certification			Platform Certification			
Certified for Job Role: “Palliative Care Assistant” HSS/Q6003 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	
Medical Graduate	MBBS/BAMS/BHMS/BUMS	2		1		
PhD	Nursing	2		1		
M. Sc.	Nursing	3		1		
B.Sc.	Nursing	4		2		
GNM	Nursing	6		3		

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Palliative Care Assistant” HSS/Q6003 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 the 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 the 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 conceptual understanding and the behavioral aspects regarding 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 the 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