

Palliative Care Assistant

QP Code: HSS/Q6003

Version: 1.0

NSQF Level: 4

Healthcare Sector Skill Council || 520, DLF Tower A, 5th Floor, Jasola District Centre
New Delhi - 110025 || email: anshu.verma@healthcare-ssc.in

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HSS/Q6003: Palliative Care Assistant

Brief Job Description

Individuals at this job need to provide palliative care at various healthcare settings. The program aims to skill candidates to provide compassionate, supportive, palliative care to individuals. Working under the supervision of nurses or healthcare professionals, they focus on enhancing the quality of life for patients by supporting them in meeting physical, emotional, and social needs.

Personal Attributes

The job requires the candidate to be empathetic, mature, compassionate and patient centric. The person should show respect to the patient belonging to diverse cultural backgrounds. The individual should have good communication and interpersonal skills. The person should also possess cooking, driving and housekeeping skills, preferably.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N6011: Aid clients in performing routine daily tasks](#)
2. [HSS/N6012: Contribute to moving and positioning individuals](#)
3. [HSS/N6013: Assist in performing healthcare activities as per limits of competence and authority](#)
4. [HSS/N6014: Assist in delivering compassionate care to individuals at the end of life](#)
5. [HSS/N6015: Provide emotional support and companionship to aid in rehabilitation](#)
6. [HSS/N6016: Support Individuals in using assistive device and technology](#)
7. [HSS/N9622: Follow sanitization and infection control guidelines](#)
8. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Special Care Services
Country	India

NSQF Level	4
Credits	16
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2240.0400
Minimum Educational Qualification & Experience	12th Class (pass) with NA of experience OR 10th Class (pass) with 3 Years of experience relevant field OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	1.0

Remarks:

Sound body weight and physique to lift and move the patient

HSS/N6011: Aid clients in performing routine daily tasks

Description

This OS unit focuses on supporting patients in palliative care by providing assistance with daily living activities while ensuring compassionate and appropriate care.

Scope

The scope covers the following :

- Personal Hygiene, Initial patient interaction, aid in performing routine task, support in nutritional and dietary requirements

Elements and Performance Criteria

Personal hygiene and initial patient interaction

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

- PC1.** Introduce oneself and establish a rapport with patient
- PC2.** Communicate in a manner while maintaining trust
- PC3.** Respect cultural sensitivities and individual differences
- PC4.** Ensure patient's privacy using various screening techniques
- PC5.** Promote handwashing for self and others
- PC6.** Ensure self-grooming and hygiene protocols are maintained
- PC7.** Wear appropriate protective clothing while doing any task.

Aid in performing routine tasks

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

- PC8.** make the patient comfortable and encourage eating as recommended
- PC9.** select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather while dressing up
- PC10.** assist with bathing, grooming, dressing, and toileting in a way that maintains client dignity
- PC11.** encourage independence by allowing clients to do as much as they can for themselves
- PC12.** monitor and report any changes in the client's physical or emotional condition
- PC13.** assist for using bed pan, urinal, uro-bag, commode, diaper change or other elimination needs
- PC14.** clean and disinfect the equipment after use
- PC15.** record changes and report unusual findings to health care team immediately
- PC16.** measure intake, output and record them

Support in nutritional and dietary requirements

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

- PC17.** position patients appropriately for safe swallowing and help reduce the risk of aspiration
- PC18.** use appropriate cutlery while feeding the patient, keeping in view the food temperature
- PC19.** assist patient while feeding as per dietary prescription or dietician
- PC20.** assist patients with oral feeding, ensuring safe practices, comfort, and respect for personal preferences

- PC21.** assist in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly
- PC22.** report the acceptability, tolerance, and consumption of meals by the client to the dietitian or relevant health professional
- PC23.** identify and report problems which may affect the client's ability to eat or drink to the dietitian
- PC24.** report dietary and nutrition issues or concerns to the dietitian or healthcare provider

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Important relevant protocols, good practices, standards, policies and procedures
- KU2.** Basic structure and function of the human body, including major organ systems
- KU3.** How to provide care related to bed making, sponge bath/bed bath, mouth care, hair care, back care, shaving, foot & nail care, denture care, elimination needs
- KU4.** Healthcare delivery system, highlighting its key components in the context of palliative care.
- KU5.** Different levels of healthcare (primary, secondary, tertiary) and how palliative care services can be integrated within each.
- KU6.** Common models of palliative care delivery (e.g., hospital-based teams, home-based care, hospice) outlining their structure and primary focus.
- KU7.** Rights and responsibilities of patients.
- KU8.** Key government provisions, schemes, and welfare initiatives that support palliative care under applicable laws and policies
- KU9.** Scope and job opportunities related to the palliative care role
- KU10.** Importance of multidisciplinary approach in palliative care.
- KU11.** Composition of a typical multidisciplinary palliative care team and the diverse roles of its members within different delivery systems.
- KU12.** Do's and Don'ts in the scope of working of a Palliative Caregiver
- KU13.** Goals of care: comfort, dignity, quality of life.
- KU14.** Differences between palliative care, hospice, and curative treatments.
- KU15.** Confidentiality and patient privacy
- KU16.** Providing hygiene, mobility, and nutritional support.
- KU17.** Supporting independence where possible
- KU18.** Self-awareness of emotional impact and accessing support.
- KU19.** Importance of working under the supervision of nurses and palliative care specialists
- KU20.** Managing stress and burnout.
- KU21.** Seeking supervision and emotional support when needed.
- KU22.** Importance of nutrition and hydration in palliative care, including their role in enhancing comfort and quality of life.
- KU23.** The concept of a balanced diet
- KU24.** Special diets such as diabetic, renal, cancer-specific, soft, and liquid diets.
- KU25.** Challenges in meeting nutritional needs, including appetite loss, swallowing difficulties, nausea, and gastrointestinal disturbances

KU26. Principles of safe feeding practices

KU27. Supporting hydration needs through various methods, including oral fluids, ice chips, and broths, while recognizing signs of dehydration as per direction.

Generic Skills (GS)

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

GS1. use effective written communication protocols where necessary

GS2. read and correctly interpret work related documents

GS3. use effective communication with colleagues and other health professionals while maintaining a professional attitude

GS4. promote active listening and empathetic communication

GS5. verbal and non-verbal cues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Personal hygiene and initial patient interaction</i>	20	15	10	20
PC1. Introduce oneself and establish a rapport with patient	-	-	-	-
PC2. Communicate in a manner while maintaining trust	-	-	-	-
PC3. Respect cultural sensitivities and individual differences	-	-	-	-
PC4. Ensure patient's privacy using various screening techniques	-	-	-	-
PC5. Promote handwashing for self and others	-	-	-	-
PC6. Ensure self-grooming and hygiene protocols are maintained	-	-	-	-
PC7. Wear appropriate protective clothing while doing any task.	-	-	-	-
<i>Aid in performing routine tasks</i>	20	15	10	10
PC8. make the patient comfortable and encourage eating as recommended	-	-	-	-
PC9. select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather while dressing up	-	-	-	-
PC10. assist with bathing, grooming, dressing, and toileting in a way that maintains client dignity	-	-	-	-
PC11. encourage independence by allowing clients to do as much as they can for themselves	-	-	-	-
PC12. monitor and report any changes in the client's physical or emotional condition	-	-	-	-
PC13. assist for using bed pan, urinal, uro-bag, commode, diaper change or other elimination needs	-	-	-	-
PC14. clean and disinfect the equipment after use	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. record changes and report unusual findings to health care team immediately	-	-	-	-
PC16. measure intake, output and record them	-	-	-	-
<i>Support in nutritional and dietary requirements</i>	10	15	10	30
PC17. position patients appropriately for safe swallowing and help reduce the risk of aspiration	-	-	-	-
PC18. use appropriate cutlery while feeding the patient, keeping in view the food temperature	-	-	-	-
PC19. assist patient while feeding as per dietary prescription or dietitian	-	-	-	-
PC20. assist patients with oral feeding, ensuring safe practices, comfort, and respect for personal preferences	-	-	-	-
PC21. assist in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly	-	-	-	-
PC22. report the acceptability, tolerance, and consumption of meals by the client to the dietitian or relevant health professional	-	-	-	-
PC23. identify and report problems which may affect the client's ability to eat or drink to the dietitian	-	-	-	-
PC24. report dietary and nutrition issues or concerns to the dietitian or healthcare provider	-	-	-	-
NOS Total	50	45	30	60

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6011
NOS Name	Aid clients in performing routine daily tasks
Sector	Healthcare
Sub-Sector	
Occupation	Special Care Services
NSQF Level	4
Credits	3
Version	1.0
Next Review Date	NA

HSS/N6012: Contribute to moving and positioning individuals

Description

This OS unit is about knowledge and skills required to assist patients while moving and positioning with diverse needs to cope up with changes in health.

Scope

The scope covers the following :

- Provide assistance in moving and positioning individuals

Elements and Performance Criteria

Provide assistance in moving and positioning individuals

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

- PC1.** use the equipment for transferring correctly to avoid falls or injuries
- PC2.** safely assist clients with mobility aids and walking if required.
- PC3.** reposition clients as necessary to prevent discomfort and pressure injuries
- PC4.** recognize patient's health condition and estimate if additional help is required
- PC5.** ensure safety of client at all times while moving
- PC6.** follow care plans for safe manual handling procedures.
- PC7.** provide assistance in mobility and positioning such as lithotomy, supine, prone, fowlers, semi fowler etc. under the supervision of a nurse

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** human anatomy and physiology
- KU2.** various body positions
- KU3.** types and usage of comfort, supportive and assistive device
- KU4.** differences between palliative care, hospice, and curative treatments
- KU5.** importance of reporting changes to the nursing or medical team
- KU6.** providing hygiene, mobility, and nutritional support
- KU7.** positioning and mobility means
- KU8.** supporting independence where possible
- KU9.** the importance of maintaining mobility and positioning such as lithotomy, supine, prone, fowlers, semi fowler etc.
- KU10.** list the transportation ways for a patient including three-man lift, lifting from bed to wheelchair
- KU11.** do's and don'ts while moving patient

Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** promote active listening and empathetic communication
- GS5.** verbal and non-verbal cues
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** communicate client's concerns to appropriate authority

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide assistance in moving and positioning individuals</i>	108	20	30	40
PC1. use the equipment for transferring correctly to avoid falls or injuries	-	-	-	-
PC2. safely assist clients with mobility aids and walking if required.	-	-	-	-
PC3. reposition clients as necessary to prevent discomfort and pressure injuries	-	-	-	-
PC4. recognize patient's health condition and estimate if additional help is required	-	-	-	-
PC5. ensure safety of client at all times while moving	-	-	-	-
PC6. follow care plans for safe manual handling procedures.	-	-	-	-
PC7. provide assistance in mobility and positioning such as lithotomy, supine, prone, fowlers, semi fowler etc. under the supervision of a nurse	-	-	-	-
NOS Total	108	20	30	40

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6012
NOS Name	Contribute to moving and positioning individuals
Sector	Healthcare
Sub-Sector	
Occupation	Special Care Services
NSQF Level	4
Credits	2
Version	1.0
Next Review Date	NA

HSS/N6013: Assist in performing healthcare activities as per limits of competence and authority

Description

This OS unit is about assisting in performing healthcare activities as per limits of competence and authority under the supervision of healthcare team/designated professionals.

Scope

The scope covers the following :

- Assistance in performing healthcare activities as per care plan

Elements and Performance Criteria

Assistance in performing healthcare activities as per care plan

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

- PC1.** introduce oneself to begin working and establish a rapport
- PC2.** confirm the individual's identity is consistent with the records
- PC3.** store personal articles which need to be removed by individuals for the activity safely and securely in the appropriate place
- PC4.** position and support individuals and where appropriate medical equipment or devices to optimize the preparation process and outcomes
- PC5.** ensure patient's privacy using various means
- PC6.** ensure effective infection prevention and control at all times
- PC7.** apply proper body mechanics and wear appropriate protective clothing while doing any task
- PC8.** assist in measuring and recording vital parameters under the guidance of healthcare team.
- PC9.** carry out care activities following the protocols and procedures in accordance with the individual's care plan such as application of hot or cold compression, enema, pain management techniques, lymphedema management, oxygen administration, nebulization, steam inhalation, bandaging, suppository under the supervision of a healthcare professionals
- PC10.** Assist in special procedures while assisting nurse/physician such as suctioning, catheter care and assistance in removal of catheter, Intravenous observations
- PC11.** assist in assessing pain using pain assessment tools and scales under the supervision of healthcare team.
- PC12.** follow scope of roles, responsibilities and limits of competence and authority while assisting with care procedure
- PC13.** assist healthcare team for measuring and recording vital parameters
- PC14.** report any changes or concerns to the supervising healthcare professional promptly
- PC15.** follow rules of medication while assisting during medication
- PC16.** record and report frequency, time and dosage of oral medication as per protocol
- PC17.** provide support during instillation of ointment/ instillation of eye/ear drops, administration of nasal drops as per standard procedure
- PC18.** observe and document client behaviors, needs, and symptoms accurately

- PC19.** clean re-useable items in accordance with national and local policies after use and make them safe prior to storage dispose of any used, damaged or out of date items in an appropriate safe place in accordance with local procedures
- PC20.** dispose of any used, damaged or out of date items in an appropriate safe place in accordance with local procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** definition and principles of palliative care
- KU4.** goals of care: comfort, dignity, quality of life
- KU5.** differences between palliative care, hospice, and curative treatments
- KU6.** pressure injuries, causes and preventive measures
- KU7.** non-pharmacological comfort measures
- KU8.** importance of reporting changes to the nursing or medical team
- KU9.** basic tools and equipment's used for patient assessment
- KU10.** process of measuring and recording vital parameters such as:- Blood Pressure, Temperature, Pulse, Respiration
- KU11.** confidentiality and patient privacy
- KU12.** pain management techniques in palliative care
- KU13.** types of pain: acute, chronic, nociceptive, neuropathic
- KU14.** pain assessment tools and scales
- KU15.** rules of medication
- KU16.** role of PCA in special procedures like hot/cold compress, lymphedema management oxygen administration, nebulization, steam inhalation, bandaging under the guidance
- KU17.** seeking supervision and emotional support when needed
- KU18.** role during special procedures while assisting nurse/physician, Suctioning, Catheter care and assistance in removal of catheter, Intravenous observations

Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the person concerned if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed

- GS7.** communicate client's concerns to appropriate authority
- GS8.** use the existing experience for improving comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assistance in performing healthcare activities as per care plan</i>	40	30	20	55
PC1. introduce oneself to begin working and establish a rapport	-	-	-	-
PC2. confirm the individual's identity is consistent with the records	-	-	-	-
PC3. store personal articles which need to be removed by individuals for the activity safely and securely in the appropriate place	-	-	-	-
PC4. position and support individuals and where appropriate medical equipment or devices to optimize the preparation process and outcomes	-	-	-	-
PC5. ensure patient's privacy using various means	-	-	-	-
PC6. ensure effective infection prevention and control at all times	-	-	-	-
PC7. apply proper body mechanics and wear appropriate protective clothing while doing any task	-	-	-	-
PC8. assist in measuring and recording vital parameters under the guidance of healthcare team.	-	-	-	-
PC9. carry out care activities following the protocols and procedures in accordance with the individual's care plan such as application of hot or cold compression, enema, pain management techniques, lymphedema management, oxygen administration, nebulization, steam inhalation, bandaging, suppository under the supervision of a healthcare professionals	-	-	-	-
PC10. Assist in special procedures while assisting nurse/physician such as suctioning, catheter care and assistance in removal of catheter, Intravenous observations	-	-	-	-
PC11. assist in assessing pain using pain assessment tools and scales under the supervision of healthcare team.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. follow scope of roles, responsibilities and limits of competence and authority while assisting with care procedure	-	-	-	-
PC13. assist healthcare team for measuring and recording vital parameters	-	-	-	-
PC14. report any changes or concerns to the supervising healthcare professional promptly	-	-	-	-
PC15. follow rules of medication while assisting during medication	-	-	-	-
PC16. record and report frequency, time and dosage of oral medication as per protocol	-	-	-	-
PC17. provide support during instillation of ointment/ instillation of eye/ear drops, administration of nasal drops as per standard procedure	-	-	-	-
PC18. observe and document client behaviors, needs, and symptoms accurately	-	-	-	-
PC19. clean re-useable items in accordance with national and local policies after use and make them safe prior to storage dispose of any used, damaged or out of date items in an appropriate safe place in accordance with local procedures	-	-	-	-
PC20. dispose of any used, damaged or out of date items in an appropriate safe place in accordance with local procedures	-	-	-	-
NOS Total	40	30	20	55

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6013
NOS Name	Assist in performing healthcare activities as per limits of competence and authority
Sector	Healthcare
Sub-Sector	
Occupation	Special Care Services
NSQF Level	4
Credits	3.5
Version	1.0
Next Review Date	NA

HSS/N6014: Assist in delivering compassionate care to individuals at the end of life

Description

This OS unit is about obtaining skills and knowledge required by a professional in delivering compassionate care to individuals at the end of life

Scope

The scope covers the following :

- Assistance during end-of-life care

Elements and Performance Criteria

Assistance during end-of-life care

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

- PC1.** maintain a calm, reassuring presence during emotionally intense or end-of-life situations
- PC2.** attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene
- PC3.** attend to emotional and social support
- PC4.** feed in conjunction with families coaxing terminally ill patients to eat
- PC5.** ensure the environment provides for the maximum possible privacy and dignity for the deceased and key person(s) present throughout the procedure
- PC6.** place the body in the bag as per process and instructions, post completing any necessary documentation by nurse/physician
- PC7.** remove jewelry and any personal items, unless requested or advised otherwise
- PC8.** ensure that appropriate records are made of any personal items left on the body or otherwise

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** stages of illness and the dying process
- KU2.** common life-limiting conditions (e.g., cancer, heart failure, COPD, dementia)
- KU3.** disease progression and symptoms at end of life
- KU4.** impact of chronic illness on physical and emotional well-being
- KU5.** basic understanding of common symptoms: pain, breathlessness, nausea, fatigue
- KU6.** non-pharmacological comfort measures
- KU7.** importance of reporting changes to the nursing or medical team
- KU8.** confidentiality and patient privacy
- KU9.** consent and capacity
- KU10.** patient rights and dignity in dying
- KU11.** respecting diverse cultural and religious beliefs about death and dying

- KU12.** supporting spiritual needs or referring to spiritual care professionals
- KU13.** providing hygiene, mobility, and nutritional support
- KU14.** stages of grief and how they manifest
- KU15.** supporting families and carers during and after death
- KU16.** self-awareness of emotional impact and accessing support
- KU17.** working under the supervision of nurses and palliative care specialists
- KU18.** understanding roles within the care team
- KU19.** effective handovers and documentation
- KU20.** recognizing the emotional toll of palliative work
- KU21.** managing stress and burnout
- KU22.** seeking supervision and emotional support when needed

Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the client's comfort and willingness
- GS8.** communicate client's concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assistance during end-of-life care</i>	40	12	30	45
PC1. maintain a calm, reassuring presence during emotionally intense or end-of-life situations	-	-	-	-
PC2. attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene	-	-	-	-
PC3. attend to emotional and social support	-	-	-	-
PC4. feed in conjunction with families coaxing terminally ill patients to eat	-	-	-	-
PC5. ensure the environment provides for the maximum possible privacy and dignity for the deceased and key person(s) present throughout the procedure	-	-	-	-
PC6. place the body in the bag as per process and instructions, post completing any necessary documentation by nurse/physician	-	-	-	-
PC7. remove jewelry and any personal items, unless requested or advised otherwise	-	-	-	-
PC8. ensure that appropriate records are made of any personal items left on the body or otherwise	-	-	-	-
NOS Total	40	12	30	45

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6014
NOS Name	Assist in delivering compassionate care to individuals at the end of life
Sector	Healthcare
Sub-Sector	
Occupation	Special Care Services
NSQF Level	4
Credits	2
Version	1.0
Next Review Date	NA

HSS/N6015: Provide emotional support and companionship to aid in rehabilitation

Description

This OS unit is about obtaining skills and knowledge required by a professional for providing emotional support and companionship to aid in rehabilitation

Scope

The scope covers the following :

- Establishing companionship

Elements and Performance Criteria

Establishing companionship

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

- PC1.** identify and network with relevant services to explore community inclusion opportunities for the patient's
- PC2.** assist with light household duties to maintain a clean, safe, and comfortable environment.
- PC3.** ensure the client's room and equipment are tidy and accessible.
- PC4.** assist in household activities such as housekeeping and laundry as in case needed
- PC5.** promote improved safety at home by identifying and managing safety risks
- PC6.** make recommendations for simple home modifications for safety
- PC7.** establish companionship with patients to help them against stress or anxiety
- PC8.** facilitate the empowerment and coordinate services of patients such as shopping, transportation for appointments
- PC9.** meet personal support needs
- PC10.** assist patients for transition from hospital to home related to palliative care
- PC11.** promote relaxation techniques such meditation and exercise physiology among patients under the supervision of healthcare team

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** concept of quality of life
- KU2.** concept of companionship and socialization
- KU3.** home safety management with respect to types and causes of accident faced by patients
- KU4.** strategies for ensuring home safety
- KU5.** about promoting a culture of compassion, empathy, and dignity within healthcare settings
- KU6.** the importance of developing emotional resilience and strategies to prevent burnout and compassion fatigue.

Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** promote active listening and empathetic communication
- GS5.** verbal and non-verbal cues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establishing companionship</i>	25	25	20	45
PC1. identify and network with relevant services to explore community inclusion opportunities for the patient's	-	-	-	-
PC2. assist with light household duties to maintain a clean, safe, and comfortable environment.	-	-	-	-
PC3. ensure the client's room and equipment are tidy and accessible.	-	-	-	-
PC4. assist in household activities such as housekeeping and laundry as in case needed	-	-	-	-
PC5. promote improved safety at home by identifying and managing safety risks	-	-	-	-
PC6. make recommendations for simple home modifications for safety	-	-	-	-
PC7. establish companionship with patients to help them against stress or anxiety	-	-	-	-
PC8. facilitate the empowerment and coordinate services of patients such as shopping, transportation for appointments	-	-	-	-
PC9. meet personal support needs	-	-	-	-
PC10. assist patients for transition from hospital to home related to palliative care	-	-	-	-
PC11. promote relaxation techniques such meditation and exercise physiology among patients under the supervision of healthcare team	-	-	-	-
NOS Total	25	25	20	45

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6015
NOS Name	Provide emotional support and companionship to aid in rehabilitation
Sector	Healthcare
Sub-Sector	
Occupation	Special Care Services
NSQF Level	4
Credits	1.5
Version	1.0
Next Review Date	NA

HSS/N6016: Support Individuals in using assistive device and technology

Description

This OS unit is about obtaining skills and knowledge required by a professional in assisting client for assistive device and technology

Scope

The scope covers the following :

- Promote usage of safety, comfort & assistive devices

Elements and Performance Criteria

Promote usage of safety, comfort & assistive devices

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

- PC1.** assist patients for usage of protective devices (restraints, safety devices) as per prescription or order's
- PC2.** apply interventions with special focus for un-conscious patients.
- PC3.** promote safety of devices while being in usage and ensure the devices are working condition and ready to use before handing to patient/carer's
- PC4.** safely keep the devices as per manufacturer's recommendation
- PC5.** escalate the concerns in case of any malfunction to the relevant authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** definition and principles of palliative care
- KU4.** goals of care: comfort, dignity, quality of life
- KU5.** differences between palliative care, hospice, and curative treatments
- KU6.** non-pharmacological comfort measures
- KU7.** importance of reporting changes to the nursing or medical team
- KU8.** confidentiality and patient privacy
- KU9.** positioning and comfort care
- KU10.** supporting independence where possible
- KU11.** various assistive and comfort devices for palliative care
- KU12.** how, when and not to use assistive devices.
- KU13.** safety precautions while using assistive devices

Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the person concerned if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** communicate client's concerns to appropriate authority
- GS8.** use the existing experience for improving comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote usage of safety, comfort & assistive devices</i>	50	25	20	55
PC1. assist patients for usage of protective devices (restraints, safety devices) as per prescription or order's	-	-	-	-
PC2. apply interventions with special focus for un-conscious patients.	-	-	-	-
PC3. promote safety of devices while being in usage and ensure the devices are working condition and ready to use before handing to patient/carer's	-	-	-	-
PC4. safely keep the devices as per manufacturer's recommendation	-	-	-	-
PC5. escalate the concerns in case of any malfunction to the relevant authority	-	-	-	-
NOS Total	50	25	20	55

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6016
NOS Name	Support Individuals in using assistive device and technology
Sector	Healthcare
Sub-Sector	
Occupation	Special Care Services
NSQF Level	4
Credits	2
Version	1.0
Next Review Date	NA

HSS/N9622: Follow sanitization and infection control guidelines

Description

This OS unit is about following ways for sanitization to prevent the spread of infection as per sectoral working requirements.

Scope

The scope covers the following :

- Social distancing practices
- Personal and workplace hygiene
- Waste disposal methods
- Reporting and information gathering
- Mental and emotional wellbeing

Elements and Performance Criteria

Social distancing practices

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

- PC1.** maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.
- PC2.** carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.

Personal and workplace hygiene

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

- PC3.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.
- PC4.** follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.
- PC5.** clean and disinfect all materials/supplies before and after use.

Waste disposal methods

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

- PC6.** segregate waste as per guidelines
- PC7.** dispose waste as per guidelines

Reporting and information gathering

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

- PC8.** keep abreast of the latest information and guidelines from reliable sources.
- PC9.** report signs and symptoms related to illness of self and others immediately to appropriate authority

Mental and emotional wellbeing

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

- PC10.** seek help and guidance in case of stress and anxiety

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** solid waste management Rules 2016
- KU2.** significance of personal hygiene practice including hand hygiene
- KU3.** social distancing norms
- KU4.** correct method of donning and doffing of PPE
- KU5.** significance of appropriate waste disposal methods and organizational and national waste management principles and procedures
- KU6.** ways to handle waste appropriately to reduce the risk of contamination
- KU7.** the logistics of waste management
- KU8.** the current national legislation, guidelines, local policies, and protocols related to work
- KU9.** ways to manage infectious risks in the workplace
- KU10.** the path of disease transmission
- KU11.** different methods of cleaning, disinfection, sterilization, and sanitization
- KU12.** the types of cleaning agents
- KU13.** symptoms of infections like fever, cough, redness, swelling and inflammation
- KU14.** signs of stress and anxiety

Generic Skills (GS)

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

- GS1.** write formal and informal letters/emails, memos, reports, etc
- GS2.** read and interpret internal communications correctly
- GS3.** communicate the information effectively during interactions
- GS4.** analyze situations and make appropriate decisions
- GS5.** prioritize, organize, and accomplish work within prescribed timelines

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Social distancing practices</i>	5	3	-	-
PC1. maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.	-	-	-	-
PC2. carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.	-	-	-	-
<i>Personal and workplace hygiene</i>	4	4	-	-
PC3. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.	-	-	-	-
PC4. follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.	-	-	-	-
PC5. clean and disinfect all materials/supplies before and after use.	-	-	-	-
<i>Waste disposal methods</i>	3	2	-	-
PC6. segregate waste as per guidelines	-	-	-	-
PC7. dispose waste as per guidelines	-	-	-	-
<i>Reporting and information gathering</i>	3	2	-	-
PC8. keep abreast of the latest information and guidelines from reliable sources.	-	-	-	-
PC9. report signs and symptoms related to illness of self and others immediately to appropriate authority	-	-	-	-
<i>Mental and emotional wellbeing</i>	2	2	-	-
PC10. seek help and guidance in case of stress and anxiety	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	17	13	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9622
NOS Name	Follow sanitization and infection control guidelines
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-
PC10. calculate income, expenses, savings etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	01/10/2025
Next Review Date	01/10/2028
NSQC Clearance Date	01/10/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

<1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Check the Assessment location, date and time
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is

correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard/Soft copies of the documents are stored

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N6011.Aid clients in performing routine daily tasks	50	45	30	60	185	10
HSS/N6012.Contribute to moving and positioning individuals	108	20	30	40	198	20
HSS/N6013.Assist in performing healthcare activities as per limits of competence and authority	40	30	20	55	145	20

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N6014.Assist in delivering compassionate care to individuals at the end of life	40	12	30	45	127	10
HSS/N6015.Provide emotional support and companionship to aid in rehabilitation	25	25	20	45	115	10
HSS/N6016.Support Individuals in using assistive device and technology	50	25	20	55	150	10
HSS/N9622.Follow sanitization and infection control guidelines	17	13	-	-	30	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	350	200	150	300	1000	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

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

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.