Contents

What are Occupational Standards(OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Geriatric Care Assistant

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Non Direct Care

REFERENCE ID: HSS/Q6001

ALIGNED TO: NCO-2015/ 5322.9900

Brief Job Description: Provides routine individualized care to geriatrics at hospitals/ home set up/old age homes/community centers etc. They assist in maintaining activities of daily living for geriatrics & work in collaboration with healthcare team, individuals, and care takers to deliver the prescribed healthcare services.

Personal Attributes: The individual should be willing to work with geriatrics. The work ethics characterized by dedication, persistence, patience, coordination & empathy. He/she should be able to guide and supervise other associated staff for effective care. It is also important for the individual to have a good level of physical fitness & healthy body with well-maintained hygiene. The attributes such as cooking, driving & IT skills are preferential.

Job Details

Qualifications Pack Code	**HSS/Q6001**
Job Role	**Geriatric Care Assistant**

Credits (NSQF)	TBD	**Version number**	1.0
Sector	**Health**	**Drafted on**	18/01/2017
Sub-sector	**Allied Health &**	**Last reviewed on**	13/09/2017
Occupation	**Geriatric Care Assistant**	**Next review date**	13/09/2020

NSQC Clearance on	**N.A**

| **Job Role**	**Geriatric Care Assistant**
Role Description	Provide routine individualized care to geriatrics at hospitals/ home set up/old age homes/community centers in maintaining daily activities.
NSQF level	4
Minimum Educational Qualifications*	Class XII (Preferably biology) /ANM/Home Health Aide/ General Duty Assistant / General Duty Assistant (Advanced)
Maximum Educational Qualifications*	Not Applicable
Prerequisite License or Training	Not Applicable
Minimum Job Entry Age	21 years
Experience	1 year of working experience in case of NSQF level 4 certified Home Health Aide or General Duty Assistant or General Duty Assistant (Advanced)

Applicable National Occupational Standards (NOS)	**Compulsory:** 1. HSS/N6001: Implement Interventions to prioritize safety of geriatric 2. HSS/N6002: Assist in routine check-up and vital parameters measurement 3. HSS/N 6003: Support geriatrics in maintaining daily activities 4. HSS/N6004: Assist to cope up with the ill health conditions and promote rehabilitation 5. HSS /N9615: Maintain interpersonal relationship with patients, colleagues and others 6. HSS /N9616: Maintain professional & medico-legal conduct 7. HSS /N9617: Maintain a safe, healthy and secure working environment 8. HSS /N9618: Follow biomedical waste disposal and infection control policies and procedures
Performance Criteria	As described in the relevant OS units

	Keywords /Terms	Description
Definitions	Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working 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.
	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.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
	Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
	National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
	Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.

Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.

Keywords /Terms	Description
Casualty	The person – child or adult – who has suffered the injury or illness
Emergency	Any situation that immediately threatens the health and safety of individual
Emergency services	Usually the ambulance service
AED	Automated external defibrillator
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standard(s)
QP	Qualifications Pack
BMW	Bio-medical waste
CPR	Cardio Pulmonary Resuscitation
UGC	University Grants Commission
RT Feeds	Ryle's Tube Feeds

Acronyms

National Occupational Standard
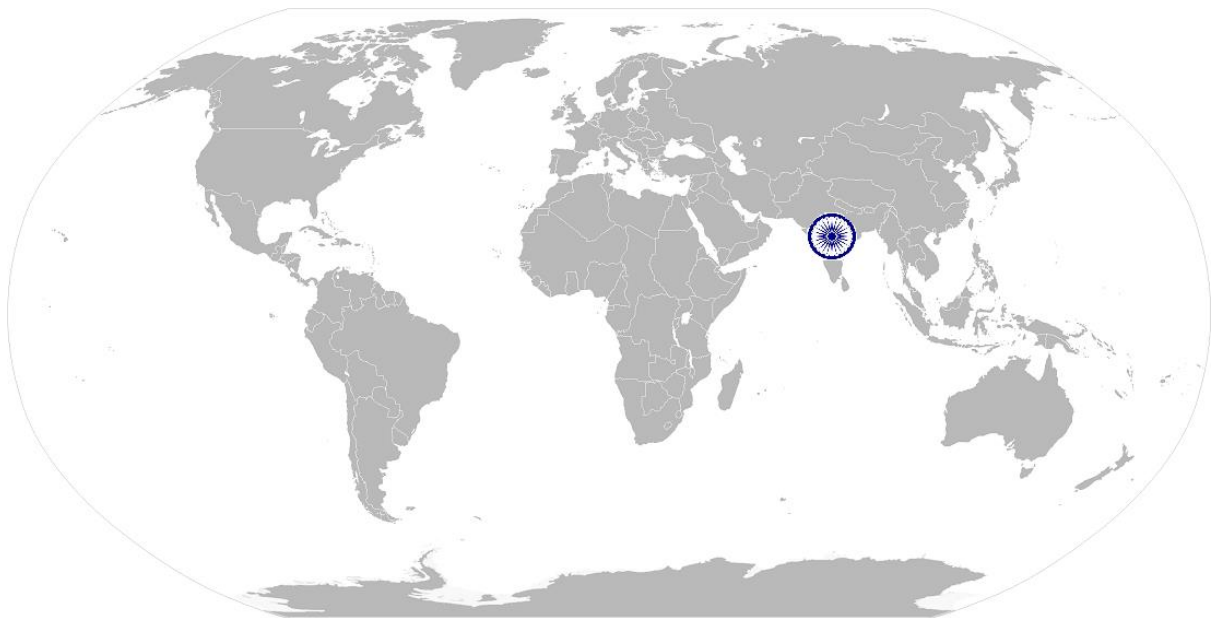
Overview

This Occupational Standard is about working in collaboration with geriatric and with their carer's, to implement interventions in the context of their safety. It covers confirming the nature, purpose and goals of the interventions, implementing the interventions and monitoring the outcomes.

HSS/N6001   **Implement Interventions to prioritize safety of geriatric**

Unit Code	HSS/ N6001
Unit Title	Implement Interventions to prioritize safety of geriatric
Description	This OS is about working in collaboration with geriatric and with their careers, to implement interventions in the context of their safety. It covers confirming the nature, purpose and goals of the interventions, implementing the interventions and monitoring the outcomes.
Scope	This unit/task covers the following: • Inform about procedures & services to be provided • Keep the environment conducive and safe • Escalations of unresolved problems as per protocol

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Inform about procedures & services to be provided	To be competent, the user/individual on the job must be able to PC1. assess the requirements & apply appropriate intervention accordingly PC2. ensure effective utilization of available resources in home settings PC3. work in collaboration with healthcare team and concerned authority PC4. be well acquainted with home environment PC5. provide personal assistance, medical attention, emotional support to geriatric PC6. monitor and review information through observation to assess problems which could be managed or to be reported immediately
Keep the environment conducive and safe	PC7. take away objects that could obstruct movement or cause injuries PC8. keep the floor dry at all times to avoid tripping and falling to the ground PC9. ensure all safety aids are in working conditions PC10.use pest management techniques to keep the environment free of germs PC11. minimize any discomfort to the geriatric within the restraints due to applied interventions PC12. never leave geriatric unattended PC13. ensure safety and prevent from risk of fall
Escalations of unresolved problems as per protocol	PC14. escalate the problem to a concerned authority if it cannot be resolved PC15. obtain help or advice from concerned authority if the problem is outside his/her area of competence PC16 comply with relevant legislation, standards, policies and procedure

Knowledge and Understanding (K)

HSS/N6001   **Implement Interventions to prioritize safety of geriatric**

| A. **Organizational Context** (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. legislation which relates to working with geriatric including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation. KA2. how to interpret and apply legislation to the work being undertaken KA3. professional standards and codes of practice for the area of work within older people's services and how to interpret and apply these KA4. how to balance responsibilities as a professional with organizational and contractual requirements KA5. the nature, aims, objectives, values, policies and systems of the organization KA6. relevant legislation, standards, policies, procedure, human rights perspective for geriatrics KA7. how to engage with both medical team or concerned authority for support in case of requirement KA8. about social gerontology, schemes & programs for older persons
B. **Technical Knowledge**	The user/individual on the job needs to know and understand: KB1. about ageing & ageing process KB2. to identify & apply appropriate interventions required as per the medical condition to ensure safety considering immobile/semi or un-conscious geriatrics, Alzheimer's disease, dementia and it's different manifestations etc. KB3. interventions to be taken for prevention of fall KB4. actions in event of a fall incident KB5. actions to be taken up during emergency conditions by acting as a first responder KB6. to support for activities related to tidying up elderly's room to prevent fall KB7. to know about various interventions which could be applied for geriatric safety such as side rails, brakes in wheel chair, locking wheelchair on the slope & ramp. KB8. how to take care for geriatrics with assisted devices such as implantable device like external pacemaker, hearing aids, medication patch, spectacles, dentures etc. KB9. how to use Personal Protective Equipment (PPE) KB10. know about safety precautions before applying any intervention for geriatric safety. KB11. the methods of obtaining valid consent and how to confirm that sufficient information has been provided on which to base the judgement KB12. the actions to take if geriatric withdraws his/her consent KB13. how to recognise when individuals are not able to exercise their rights to make informed choices KB14. the legal framework for taking decisions for, or acting on behalf of geriatric without capacity KB15. the situations when consent may not be required (e.g. under relevant mental health legislation) KB16. how to deal with issues of confidentiality KB17. basic structure and function of the body system and associated component

HSS/N6001   **Implement Interventions to prioritize safety of geriatric**

Skills (S) (Optional)		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/individual on the job needs to know and understand how to:	
	SA1. write during the communication process in local or understandable manner	
	SA2. Record the non-verbal clues during communication	
	SA3. prepare plan of care/ status/ progress reports	
	Reading Skills	
	The user/individual on the job needs to know and understand how to:	
	SA4. read about new products and services with reference to geriatric care from various forums such as websites, consultation, medical records etc.	
	SA5. read brochures, pamphlets for latest knowledge related to geriatric care	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to:	
	SA6. question appropriately in order to understand the nature of the problem and make a use of appropriate intervention	
	SA7. give clear instructions to geriatrics	
	SA8. keep authorities informed about progress	
	SA9. avoid using jargon, slang or acronyms when communicating, unless it is required	
	SA10. interact with the geriatric and their careers.	
	SA11. use the types of communication aids that are used in older people's services	
	SA12. at least one local language to communicate with the geriatric/ relatives	
	SA13. work with geriatrics to develop appropriate touch & sign communication methods	
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to:	
	SB1. make decisions pertaining to the concerned area of work	
	SB2. possess the ability to make independent decisions when circumstances warrant such action.	
	Plan and Organise	
	The user/individual on the job needs to know and understand how to:	
	SB3. plan and organize service feedback files/documents	
	SB4. plan the time for activities appropriately & organize the same with other team members if they are needed	
	Customer Centricity	
	The user/individual on the job needs to know and understand how to:	
	SB5. build customer relationships and use customer centric approach	
	SB6. deal with cultural differences keeping effective care	
	SB7. maintain good relationship with geriatrics to identify best ways to make them comfortable	
	SB8. possess the ability and willingness to work harmoniously & patiently with others	
	Problem Solving	

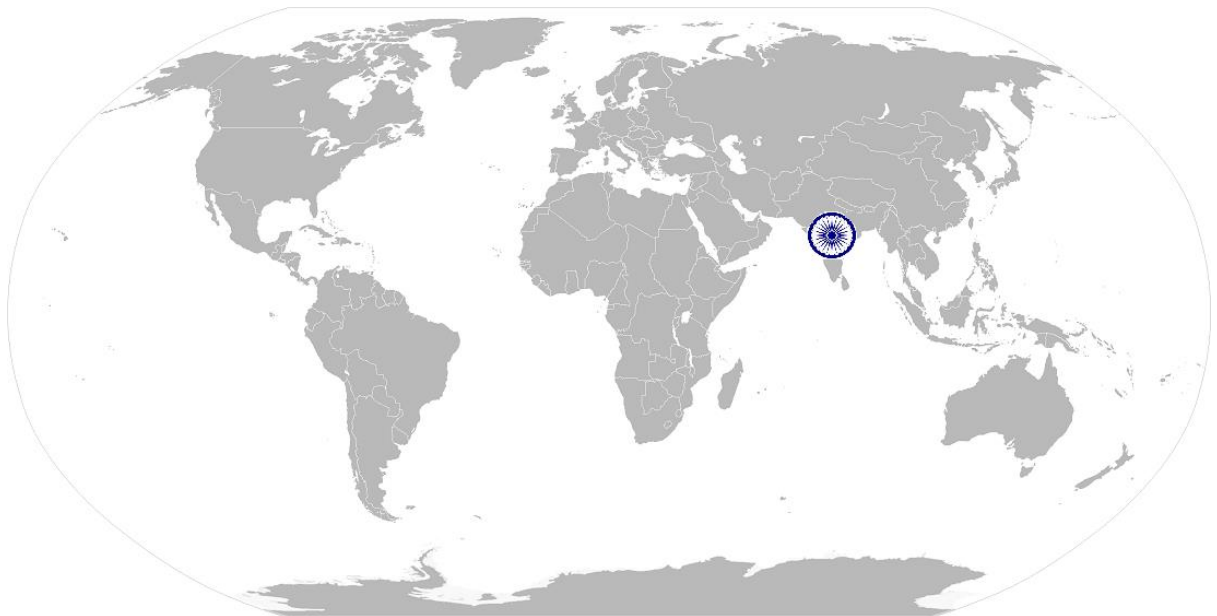|	

10 | P a g e	The user/individual on the job needs to know and understand how to:
	    SB9. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
	    SB10. the type of assumptions that are made about older people and their carers

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB11. analyse type of assistance the geriatric and their carers require to cope with the changes to their health and well-being
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action
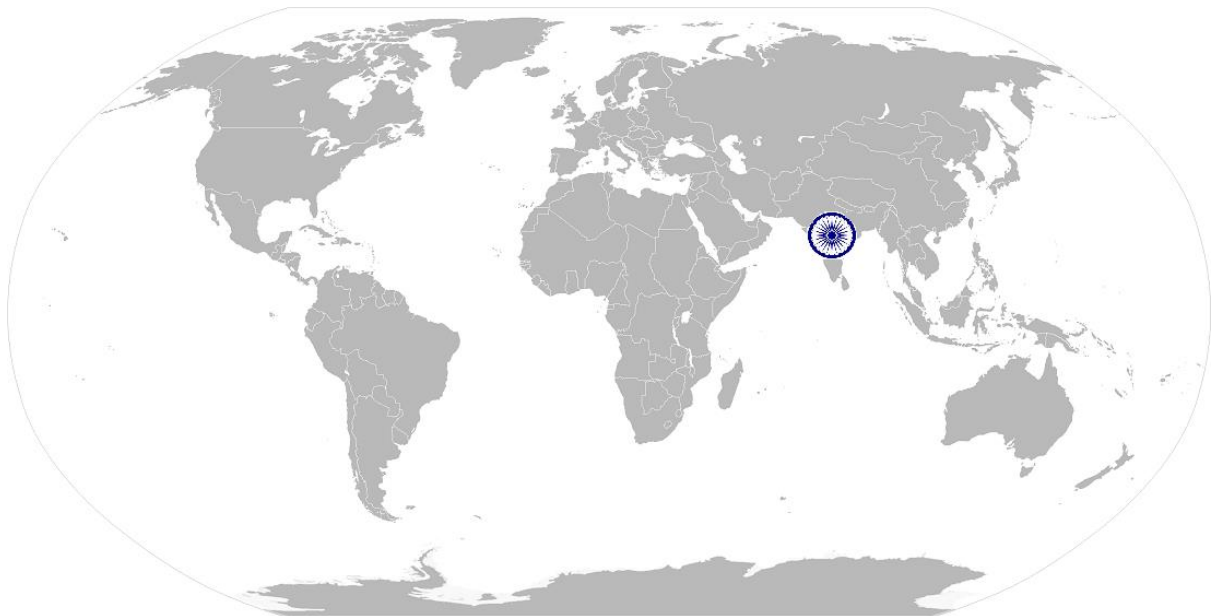
NOS Version Control

NOS Code	HSS/N6001		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	Health	**Drafted on**	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	**Last reviewed on**	13/09/2017
Occupation	Non Direct Care	**Next review date**	13/09/2020

National Occupational Standard

Overview

This OS is about working in collaboration with healthcare team and geriatric for measurement of vital parameters and routine checkup

Unit Code	HSS/N6002
Unit Title (Task)	**Assist in routine checkup and vital parameters measurement**
Description	This OS is about working in collaboration with healthcare team and geriatric for measurement of vital parameters and routine checkup
Scope	This unit/task covers the following: • Assist & collaborate with healthcare team during measurement of vital parameters • Raising an alarm in case of deviation from normal parameters.

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Assist & collaborate with healthcare team during measurement of vital parameters	To be competent, the user/individual on the job must be able to PC1. ensure to explain the process before initiating any procedure PC2. make geriatric calm and comfortable PC3. ensure safety and prevent from risk of fall PC4. keep equipment ready to use and place them appropriately PC5.take the measurements & record the findings PC6. work in accordance with healthcare team and concerned authority.
Raising an alarm in case of deviation from normal parameters	PC7. be well acquainted with normal values and compare with findings PC8. observe colour changes like bluish or yellowish discoloration of the skin, odour or consistency of body fluids like urine, stools, sputum PC9. distinguish between immediate and routine reporting requirements PC10. communicate the observations in an appropriate language in a timely manner to the concerned authority

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. legislation which relates to working with geriatric including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation. KA2. how to interpret and apply legislation to the work being undertaken KA3. professional standards and codes of practice for the area of work within older people's services and how to interpret and apply these KA4. social gerontology, schemes &programmes for older persons
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. about ageing & ageing process KB2. the different type of observations and how they can impact geriatrics health KB3. to apply appropriate intervention as per case with special focus and attention for care of geriatrics with Alzheimer's disease, immobile/semi or

National Occupational Standard

	un-conscious geriatrics, geriatrics suffering with dementia it's different manifestations etc KB4. how to take care for geriatrics with assisted/ implantable devices such as External/Internal pacemaker, hearing aids, medication patch, spectacles, dentures etc. KB5. how to take parameters which includes height, weight, BP, Pulse, temperature, oxygen saturation (SP02), RBS (through automated machines) KB6. normal values of vital parameters such as BP, Temperature, Pulse, Respiration, Blood Glucose, SpO2 KB7. different changes in skin colour, in odour & color of urine and faeces and their implications KB8. basic structure and function of the body system and associated component

| **Skills (S) (Optional)**	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. write during the communication process in local or understandable manner SA2. prepare status and progress reports
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read about new products and services with reference to geriatric care from various forums such as websites, search engines, consultation, medical records etc. SA4. keep abreast with the latest knowledge by reading brochures, pamphlets specific to geriatric care
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. question appropriately in order to understand the nature of the problem and make a use of appropriate intervention SA6. give clear instructions to geriatrics SA7. keep authorities informed about progress SA8. avoid using jargon, slang or acronyms when communicating, unless it is required SA9. interact with the geriatric and their carers SA10. use the types of communication aids that are used in older people's services SA11. communicate with healthcare team for any insignificant changes SA12. work with geriatrics to develop appropriate touch & sign communication methods SA13. record the non-verbal cues during communication
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work SB2 make decisions regarding 'urgency' of requirement SB3 make decision regarding criticality of situations & interventions to be taken accordingly.

Plan and Organise
The user/individual on the job needs to know and understand: SB4. plan, prioritize and sequence work as per job requirements SB5. organize and analyze information relevant to work
Customer Centricity
The user/individual on the job needs to know and understand how to: SB6. manage relationships with customers who may be stressed, frustrated, confused, or angry SB7. build customer relationships and use customer centric approach SB8. an individual's feelings, beliefs and values can affect the communication process SB9. deal with cultural differences keeping effective care SB10. maintain good relationship with geriatrics to identify best ways to make them comfortable and happy SB11. possess the ability and willingness to work harmoniously & patiently with others
Problem Solving
The user/individual on the job needs to know and understand how to: SB12. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB13. the type of assumptions that are made about older people and their carers arising from communication differences
Analytical Thinking
The user/individual on the job needs to know and understand how to: SB14. analyse type of assistance the geriatric and their carers require to cope with the changes to their health and well-being
Critical Thinking
The user/individual on the job needs to know and understand how to: SB15. apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

NOS Version Control

NOS Code	HSS/N6002		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation	Non Direct Care	Next review date	13/09/2020
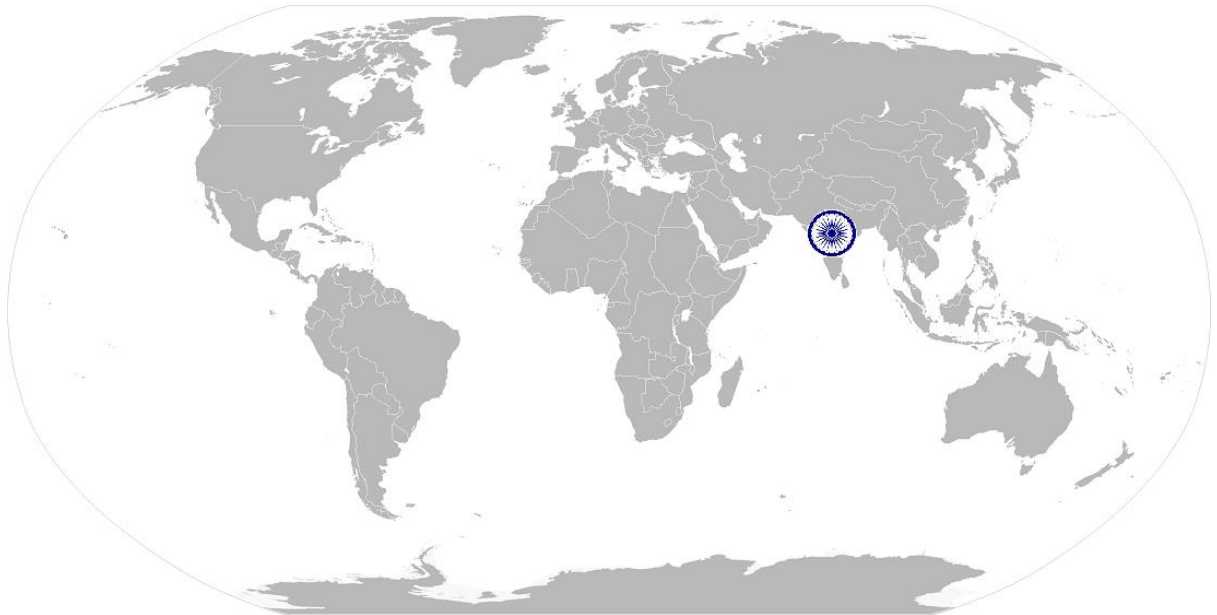
National Occupational Standard

Overview

This OS is about providing support to geriatrics for activities of daily living such as eating, bathing, dressing, grooming, elimination, transferring (walking) and continence at their place.

National Occupational Standard

Unit Code	HSS /N6003
Unit Title (Task)	Support geriatrics in maintaining daily living activities
Description	This OS is about working with geriatric for assisting during activities of daily living
Scope	This unit/task covers the following: • Assist during bathing • Assist for grooming and dressing up • Support to eat & drink • Assist for movements in & out • Assist to maintain normal elimination

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
Assist during bathing	To be competent, the user/individual on the job must be able to: PC1. ensure to maintain the privacy and encourage geriatric do independently as much as possible PC2. identify the type of bath that is best suited as per the condition, comfort and medical needs. PC3. explain the procedure to geriatric before initiating PC4. check water temperature before geriatric checks in PC5. follow standards precautions when performing perennial care or when bathing a geriatric with skin lesion and rashes or bed sore PC6. dry the skin by patting with a towel PC7. never leave geriatric unattended in bath room PC8. wash from cleanest to dirtiest PC9. observe skin changes and report unusual findings to medical team PC10. offer back rub after bathing and at bed time to stimulate circulation and relieve stress PC11. apply lotion to dry skin PC12. clean tub shower chair before and after each use.
Assist for grooming and dressing up	PC13. show how they look after dressing is finished PC14. use standard precautions and protocols for shaving and cutting nails PC15. perform duties gently to avoid injuries especially during shaving, brushing and hair styling PC16. rinse toothpaste thoroughly from the mouth after brushing PC17. store dentures in cool water PC18. fasten the clothing with elastic fasteners and ensure that the footwear fits correctly PC19. ensure that clothing is comfortable considering health and weather conditions PC20. provide right size of shoes and slippers with non-slip surface to avoid falls
Support to eat & drink	PC21. make geriatric comfortable and encourage eating as recommended PC22. follow standard precautions while assisting for feeding & assess that

	provided food is according to the dietary prescription PC23. wash hands and mouth of geriatrics after feeding PC24. assist in elimination and oral care prior to feeding PC25. feed through spoon PC26. measure input and record them PC27. ensure that geriatric is comfortable when being fed PC28. monitor and assess if food is comfortable to be taken up by geriatric PC29. monitor for distress like coughing and regurgitation while feeding
Assist for movements in & out	PC30. use transferring equipment correctly to avoid falls or injuries PC31. assess geriatric condition and estimate if additional help is required PC32. transport geriatric without causing trauma or injury PC33. use proper body mechanics during movements in & out PC34. focus on safety first and ensure that the geriatric is comfortable
Assist to maintain normal elimination	PC35. immediate respond to geriatric elimination needs PC36. assist a mobile geriatric in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode PC37. wipe and wash hands to prevent infection PC38. use equipment correctly to prevent discomfort or injury PC39. record changes in colour or texture of the elimination and report usual findings immediately PC40. provide bed pan to geriatric in case needed PC41. change the diaper as required PC42. carry out the procedures for catheter changing, suppository & enema procedure, diaper change under the guidance of medical team/physician
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. legislation which relates to working with geriatric including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation. KA2. how to interpret and apply legislation to the work being undertaken KA3. professional standards and codes of practice for the area of work within older people's services and how to interpret and apply these KA4. social gerontology, schemes &programmes for older persons
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. about ageing & ageing process KB2. to apply appropriate intervention as per case with special focus and attention for care of geriatrics with Alzheimer's disease, immobile/semi or un-conscious, dementia it's different manifestations, diabetic foot etc. KB3. how to perform bath based on condition as per protocols KB4. the importance of grooming and various functions included under grooming KB5. how to perform and modify grooming tasks based on geriatric condition e.g. dementia, diabetes and paralysis etc. KB6. to know the importance of dressing using right techniques as per the protocols avoiding cross infection KB7. whom to inform in case of observing problems to geriatrics while feeding and elimination process KB8. ensure that the geriatric is being moved out/ transferred from/within the

home or outside considering general and medical condition

KB9. how to collect and record feedback about the services

KB10. how to drape and undrape

KB11. how to perform back rub

KB12. how to give complete bed bath, partial bed bath or sitz bath

KB13. during bathing observe and report any of the following

    a. colour changes of the lip

    b. rashes, dry skin, bruises, broken skin, reddened areas, abnormal skin temperature

    c. drainage, bleeding, complaints of pain and itching

KB14. how to clean dentures and store them

KB15. how to perform brushing and oral care in unconscious, semi-conscious and bed ridden geriatrics

KB16. how to prepare for hair styling, cutting the nails, providing oral care

KB17. how to undress & dress a geriatric with minimum discomfort

KB18. dressing procedure to prevent spread of infection

KB19. appropriate clothing depending upon the geriatric condition and the general environment

KB20. how to manage additional equipment like catheter or IV lines while performing the dressing task

KB21. the importance of balanced and healthy diet as prescribed by the physician & knowledge about common disease diet plans (Diabetes, Arthritis, Hypertension, GI problems etc.)

KB22. how to take care of geriatrics with visual and auditory impairment, ill geriatrics, geriatrics in coma, geriatrics with HIV/AIDS/undergone latest surgery etc.

KB23. how to wipe mouth and keep the cloths clean and prevent spilling to maintain dignity and hygiene

KB24. how to wash hands and maintain hygiene to prevent spread of infections

KB25. how to feed using spoon or through ryle's tube

KB26. ability to identify symptoms like choking or uneasiness while feeding and communicate them in correct language medical authority

KB27. how to measure intake and record it

KB28. how to administer a bed pan in case needed

KB29. how to assist a geriatric to use the commode

KB30. how to check for kinks and obstruction in a indwelling catheter

KB31. the process of cleaning and wiping after elimination to prevent infections

KB32. how to identify change in colour, odour or texture of the elimination and report it promptly

KB33. how to use equipment and techniques correctly to avoid injury or inconvenience

KB34. how to maneuver smaller equipment like catheters while transferring the geriatric

KB35. how to use body mechanics while transferring to prevent injury or fall

KB36. how and when to use the brakes on the transferring equipment

KB37. how to take care for geriatrics with assisted/ implantable devices such as external/inetrnal pacemaker, hearing aids, medication patch, spectacles, dentures etc.

KB38. actions to be taken up during emergency conditions by acting as a first responder in the event of medical and facility emergencies

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	KB39. how to inform in case of observing something which is clinically important e.g. bed sores KB40. basic structure and function of the body system and associated component
Skills (S) (Optional)	
A. Core Skills/ **Generic Skills**	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. write during the communication process in local or understandable manner SA2. record the non-verbal cues during communication SA3. prepare status and progress reports
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read about new products and services with reference to geriatric care from various forums such as websites, search engines, consultation, medical records etc. SA5. keep abreast with the latest knowledge by reading brochures, pamphlets & read the instructions specific to geriatric care
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. question appropriately in order to understand the nature of the problem and make a use of appropriate intervention SA7. give clear instructions to geriatrics SA8. keep authorities informed about progress SA9. avoid using jargon, slang or acronyms when communicating, unless it is required SA10. interact with the geriatric and their carers SA11. use the types of communication aids that are used in older people's services SA12. communicate with healthcare team for any insignificant changes SA13. work with geriatrics to develop appropriate touch & sign communication
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work SB2. effectively communicate with older people and their carers SB3. possess the ability to make independent decisions when circumstances warrant such action
	Plan and Organise
	The user/individual on the job needs to know and understand: SB4. plan, prioritize and sequence work as per job requirements SB5. organize and analyze information relevant to work

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22 | P a g e	**Customer Centricity**
	The user/individual on the job needs to know and understand how to: SB6. manage clients who may be stressed, frustrated, confused, or angry SB7. build customer relationships and use customer centric approach SB8. how to respect individual's feelings, beliefs and values which can affect the communication process SB9. how to deal with cultural differences keeping effective care SB10. maintain good relationship with geriatrics to identify best ways to make them comfortable and happy SB11. possess the ability and willingness to work harmoniously & patiently with others
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB12. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB13. carry out assumptions that are made about older people and their carers arising from communication differences
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB14. analyse type of assistance the geriatric and their carers require to cope with the changes to their health and well-being
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

NOS Version Control

NOS Code	HSS/N6003		
Credits (NSQF)	TBD	**Version number**	1.0
Industry	Health	**Drafted on**	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	**Last reviewed on**	13/09/2017
Occupation	Non Direct Care	**Next review date**	13/09/2020
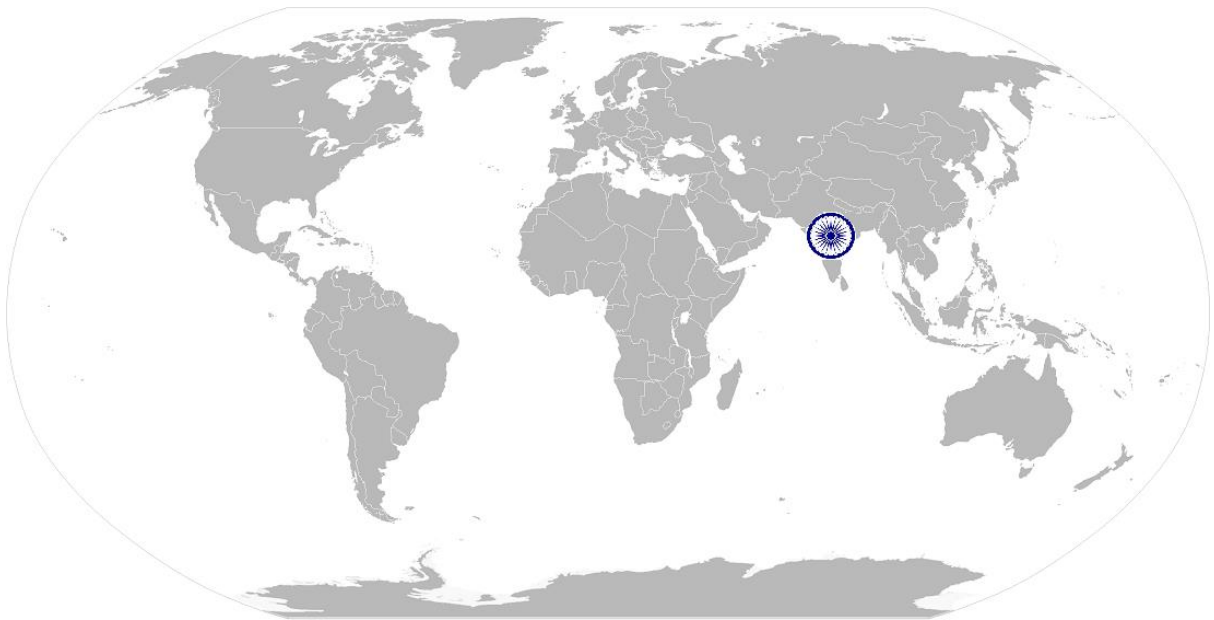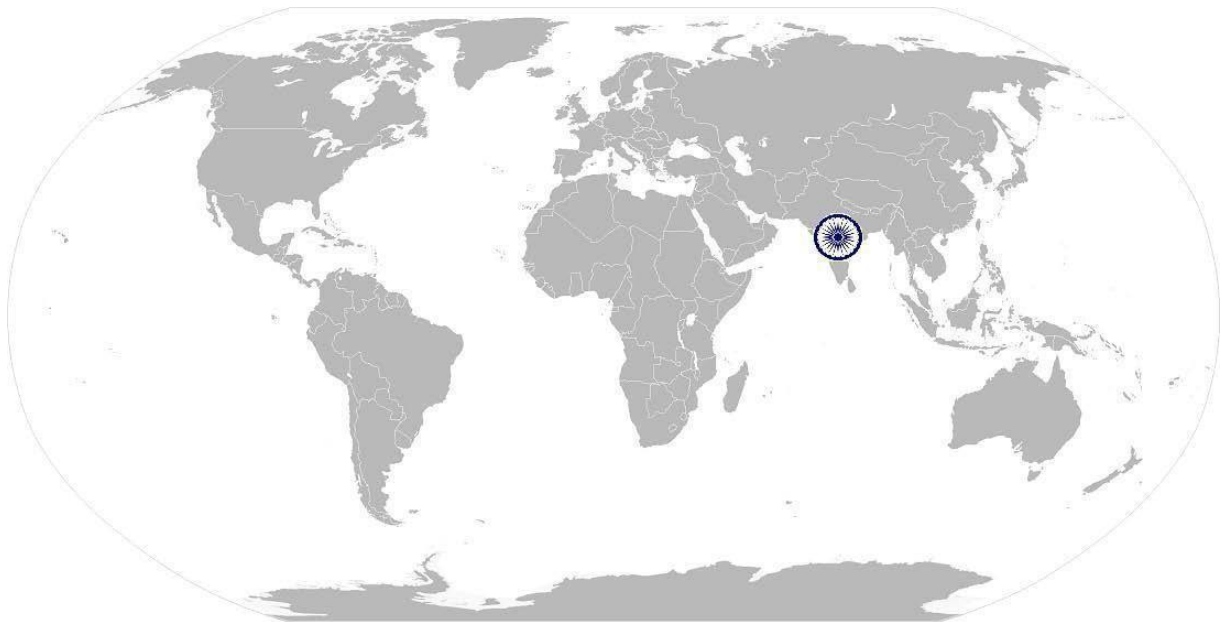
HSS/N6004   **Assist to cope up with the ill health conditions and promote rehabilitation**

National Occupational Standard

Overview

This OS is about helping geriatric to cope with changes to their health and well-being

Unit Code	HSS /N6004
Unit Title (Task)	**Assist to cope up with the ill health conditions, psychosocial wellbeing and promote rehabilitation**
Description	This OS is about helping geriatric to cope with changes to their health and well-being. These changes can be anything from coping with a change in individual attending to them, or the loss of a partner, or the loss of their independence or ill health conditions. It is important that the health and well-being is monitored, and that any actions that are required can be identified as soon as possible
Scope	This unit/task covers the following: • Promote rehabilitation of geriatric • Administration of medication as per prescribed dose, route and frequency • Observing and reporting changes in geriatric condition

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Promote rehabilitation of geriatric	To be competent, the user/individual on the job must be able to PC1. establish a supportive relationship with elderly PC2. encourage rehabilitative activities in lines with medical consultation and health condition of geriatric PC3. encourage geriatric to seek clarification of any procedures PC4. obtain an informed consent of elderly for the actions undertaken on their behalf, and agree on the information which may be passed to others PC5. obtain information from geriatric and their carers on the way in which their needs are being met PC6. identify any areas where support for the geriatric can be improved PC7. identify and prioritize actions required if the needs are not being appropriately addressed PC8. present any concerns that cannot be resolved in an appropriate way to concerned authority PC9. keep the geriatric and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes PC10. produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information. PC11. explore with geriatric the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about PC12. perform on-going monitoring and reassessment of geriatric health status PC13. support & promote geriatrics for community participation & social Inclusion as per their health condition

Administration of medication as per prescribed dose, route and frequency	PC14. appropriately utilize personal protective equipment (PPE) PC15. review the prescription for generic name, trade name, dose, route, frequency, expiry date before administering PC16. make geriatric comfortable before administering the drug PC17. perform hand washing PC18. prepare & administer medicine following 5R's as per guidance by the physician/consultation paper. PC19. record the administered medicine as per protocol PC20. assess for any discomfort and report to concerned authority immediately PC21. never leave geriatric unattended PC22. donot leave left over medicine near to geriatric or accessible PC23. discard unused/ expired medicines as per bio medical waste management protocols PC24. provide adequate support to the geriatrics depending upon route during drug administration PC25. report any adverse reaction or discomfort to geriatric PC26. encourage geriatric to take medicines on time
Observing and reporting changes in geriatric condition	PC27. observe colour changes/odour changes/consistency changes of skin, body fluids & stools PC28. communicate the observations in an appropriate language and construct PC29. differentiate between immediate and routine reporting requirements PC30.maintain, store and retain the records of medicines taken & all that reflect the clinical care PC31. take approval prior to destroying any old medical record from concerned authority
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. about working with geriatric people including health and safety, confidentiality, the provision of services, the rights of older people, relevant mental health legislation. KA2. the professional standards and codes of practice for the area of work within older people's services, and how to interpret and apply these standards KA3. the nature, aims, objectives, values, policies and systems of the organisation KA4. the nature, extent and boundaries of the work role and its relationship to others in the organization KA5. relevant legislation, standards, policies, procedure, human rights perspective for geriatrics KA6. social gerontology, schemes &programmes for older persons

HSS/N6004   Assist to cope up with the ill health conditions and promote rehabilitation

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. about ageing & ageing process
	KB2. to apply appropriate intervention as per case with special focus and attention for care of geriatrics with Alzheimer's disease, immobile/semi or un-conscious, geriatrics suffering with demented it's different manifestations etc.
	KB3. how to take care for geriatrics with assisted devices such as implantable devices such as external pacemaker, hearing aids, medication patch, spectacles, dentures etc.
	KB4. the knowledge, scope and limitation of geriatric care assistant in terms of assisting geriatrics for administration of medication.
	KB5. actions to be taken if the geriatric withdraws his/her consent
	KB6. various elderly friendly home alternations as per available resources and assist elderly/carers to adopt them
	KB7. the situations when consent may not be required e.g. under relevant mental health condition & legislation
	KB8. the routes of drug administration like oral/nasal/topical or Insulin administration as per the standard protocol
	KB9. standard precautions while drug administration
	KB10. 5 R's of drug administration
	KB11. the side effects of common drugs
	KB12. bio medical waste management for unused drugs
	KB13. the actions/measures to be taken if the geriatric withdraws his/her consent for drug administration
	KB14. actions to be taken up during emergency conditions by acting as a first responder in the event of medical and facility emergencies
	KB15. the changes that geriatric might go through during the process of ageing
	KB16. The particular needs at different stages of their life
	KB17. the information and guidance that is available for geriatrics and their carers, and how to access this information
	KB18. methods of providing support to help geriatrics for enhancing the quality of life & promote rehabilitation
	KB19. evidence-based practice, and its role in improving services
	KB20. main trends & changes relating to the health and well-being of older people
	KB21. the impact of social relationships and environment on the health and well-being of geriatric
	KB22. manifestation of discrimination through cultural, social and economic perspective
	KB23. how to identify and enhance functional capabilities of geriatrics who have a disabling impairment of body part
	KB24. the impact of the ageing process on older people's communication needs (e.g. sensory impairment, cognition and confused states)
	KB25. the physical/mental/social changes that older people might go through during ageing process
	KB26. the particular needs of different older people at different stages of their life
	KB27. the importance of encouraging geriatric to express their feelings about changes to their situation
	KB28. other professionals, networks and agencies that are available to support the change process and how to access the same
	KB29. basic structure and function of the body system and associated component
	KB30. process, condition & resources required by the body to support healthy body

| Skills (S) [Optional]		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to:	
	SA1. write during the communication process in local or understandable manner	
	SA2. record the non-verbal cues during communication	
	SA3. prepare status and progress reports	
	Reading Skills	
	The user/individual on the job needs to know and understand how to:	
	SA4. read about new products and services with reference to geriatric care from various forums such as websites, search engines, consultation, medical records etc.	
	SA5. read brochures, pamphlets to update the knowledge specific to geriatric care	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to:	
	SA6. question appropriately in order to understand the nature of the problem and make a use of appropriate intervention	
	SA7. give clear instructions to geriatrics	
	SA8. keep authorities informed about progress	
	SA9. avoid using jargon, slang or acronyms when communicating, unless it is required	
	SA10. interact with the geriatric and their carers	
	SA11. use the types of communication aids that are used in older people's services	
	SA12.communicate with healthcare team for any insignificant changes	
	SA13. work with geriatrics to develop appropriate touch & sign communication methods	
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to:	
	SB1. make decisions pertaining to the concerned area of work	
	SB2. effectively communicate with older people and their carers	
	SB3. possess the ability to make independent decisions when circumstances warrant such action.	
	Plan and Organize	
	The user/individual on the job needs to know and understand:	
	SB4. plan and organize service feedback files/documents	
	Customer Centricity	
	The user/individual on the job needs to know and understand how to:	
	SB5.manage relationships with customers who may be stressed, frustrated, confused, or angry	
	SB6.build customer relationships and use customer centric approach	
	SB7.respect an individual's feelings, beliefs and values can affect the communication process	
	SB8.deal with cultural differences keeping effective care	
	SB9.maintain good relationship with geriatrics to identify best ways to make them comfortable and happy	
	SB10.possess the ability and willingness to work harmoniously & patiently with others	

|	Problem Solving
P a g e	The user/individual on the job needs to know and understand how to: SB11. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB12. make assumptions that are made about older people and their carers arising from communication differences
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. analyse type of assistance the geriatric and their carers require to cope with the changes to their health and well-being
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

HSS/N6004   **Assist to cope up with the ill health conditions and promote rehabilitation**

NOS Version Control

NOS Code	HSS/N 6004		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation	Non Direct Care	Next review date	13/09/2020
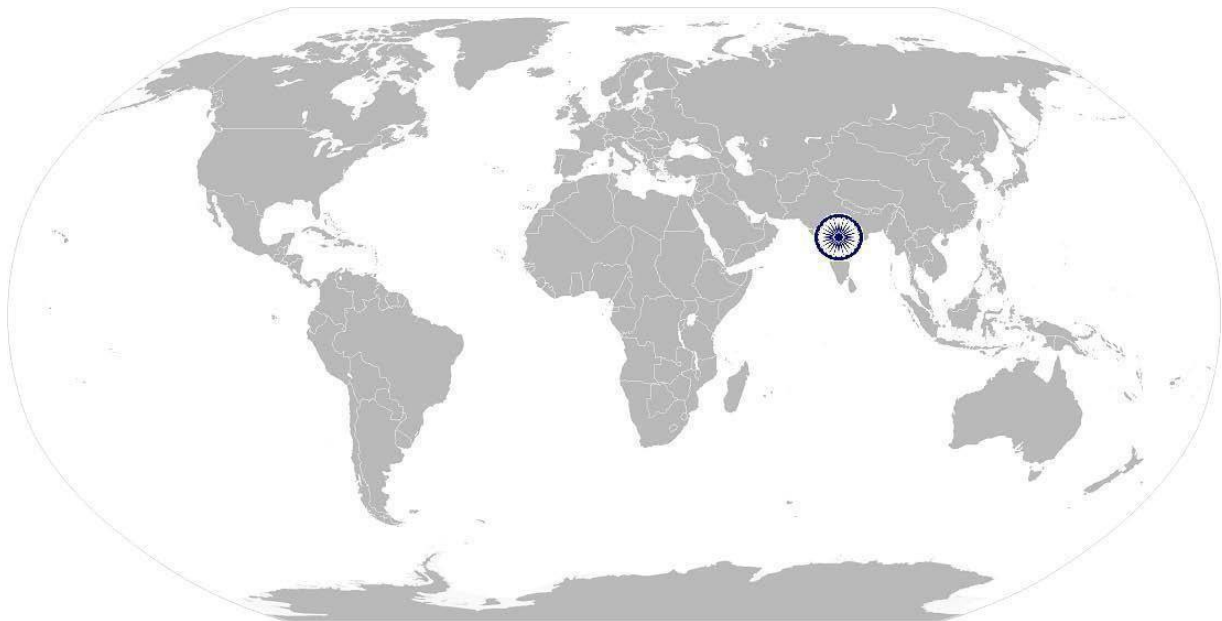
National Occupational Standard
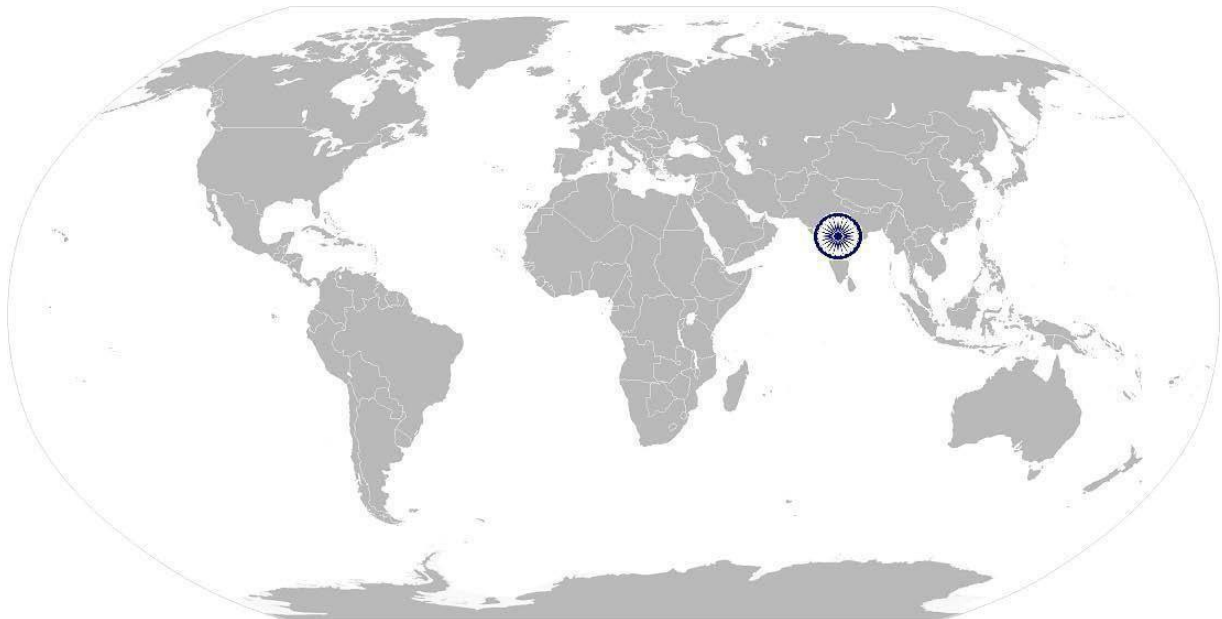
Overview

This Occupational Standard describes the knowledge, understanding and skills required in an allied health professional to exhibit and maintain interpersonal relations with co-workers and patients, meeting work requirements and effective team work.

Unit Code	HSS/N9615
Unit Title (Task)	Maintain interpersonal relationship with patients, colleagues and others
Description	This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
Scope	This unit/task covers the following: • Communicating and maintaining professional behavior with co-workers and patients & their families • Working with other people to meet requirements • Establishing and managing requirements ,planning and organizing work, ensuring accomplishment of the requirements

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Communicating & maintaining professional behavior with co-workers and patients & their families	To be competent, the user/individual on the job must be able to: PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them PC2. utilize all training and information at one's disposal to provide relevant information to the individual PC3. confirm that the needs of the individual have been met PC4. respond to queries and information needs of all individuals PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality PC6. respect the individual's need for privacy PC7. maintain any records required at the end of the interaction
Working with other people to meet requirements	PC8. integrate one's work with other people's work effectively PC9. utilize time effectively and pass on essential information to other people on timely basis PC10. work in a way that shows respect for other people PC11. carry out any commitments made to other people PC12. reason out the failure to fulfill commitment PC13. identify any problems with team members and other people and take the initiative to solve these problems
Establishing and managing requirements	PC14. clearly establish, agree, and record the work requirements PC15. ensure his/her work meets the agreed requirements PC16. treat confidential information correctly PC17. work in line with the organization's procedures and policies and within the limits of his/her job role

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. the business, mission, and objectives of the organization KA4. the scope of work of the role KA5.the responsibilities and strengths of the team and their importance to the organization KA6. the information that is considered confidential to the organization KA7.effective working relationships with the people external to the team, with which the individual works on a regular basis KA8. procedures in the organization to deal with conflict and poor working relationships KA9.the relevant policies and procedures of the organization
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. how to communicate effectively (face-to-face, by telephone and in writing) KB2.how to handle stressful or risky situations when communicating with patients and/or other individuals KB3. when to ask for assistance when situations are beyond one's competence and authority KB4. how to maintain confidentiality and to respect an individual's need for privacy KB5. how to ensure that all information provided to individuals is from reliable sources KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination KB7. the essential information that needs to be shared with other people KB8. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB9. the importance of integrating ones work effectively with others KB10. the types of working relationships that help people to work well together and the types of relationships that need to be avoided KB11. the types of opportunities an individual may seek out to improve relationships with others KB12. how to deal with difficult working relationships with other people to sort out KB13. the importance of asking the appropriate individual for help when required KB14. the importance of planning, prioritizing and organizing, timely work KB15. the importance of clearly establishing work requirement KB16. the importance of being flexible in changing priorities when the importance and urgency comes into play KB17. how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited KB18. the importance of keeping the work area clean and tidy
Skills (S)	
A. Core Skills/	**Writing Skills**

Generic Skills	The user/ individual on the job needs to know and understand how to:	
	SA1. write effective communications to share information with the team members and other people outside the team	
	SA2. write at least one local/ official language used in the local community	
	SA3. report progress and results	
	SA4. record problems and resolutions	
	Reading Skills	
	The user/individual on the job needs to know and understand how to:	
	SA5. read and understand work related documents and information shared by different sources	
	SA6. read organizational policies and procedures	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to:	
	SA7. communicate essential information to colleagues face-to-face or through telecommunication	
	SA8. speak at least one local language	
	SA9. question others appropriately in order to understand the nature of the request or compliant	
	SA10. report progress and results	
	SA11. interact with other individuals	
	SA12. negotiate requirements and revised agreements for delivering them	
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to:	
	SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines	
	Plan and Organize	
	SB2. plan and organize files and documents	
	Customer Centricity	
	The user/individual on the job needs to know and understand how to:	
	SB3. be responsive to problems of the individuals	
	SB4. be available to guide, counsel and help individuals when required	
	SB5. be patient and non-judgmental at all times	
	SB6. communicate effectively with patients and their family, physicians, and other members of the health care team	
	SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern	
	SB8. be sensitive to potential cultural differences	
	SB9. maintain patient confidentiality	
	SB10. respect the rights of the patient(s)	
	Problem Solving	
	The user/individual on the job needs to know and understand how to:	
	SB11. understand problems and suggest an optimum solution after evaluating possible solutions	

	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

NOS Version Control

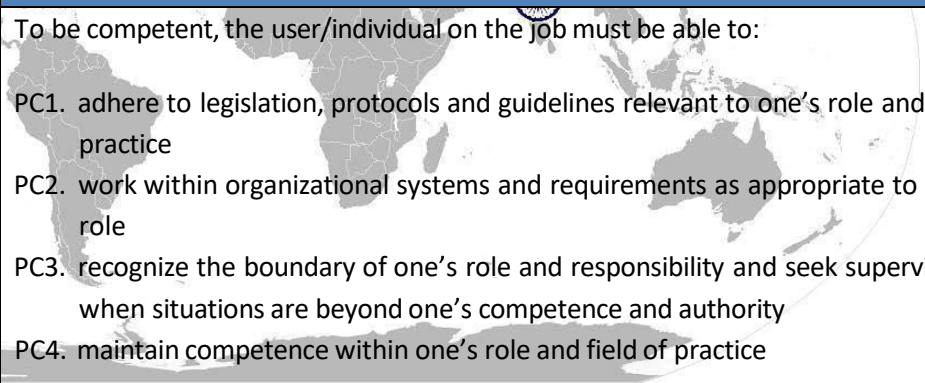| NOS Code		HSS/N 9615	
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation		Next review date	13/09/2020

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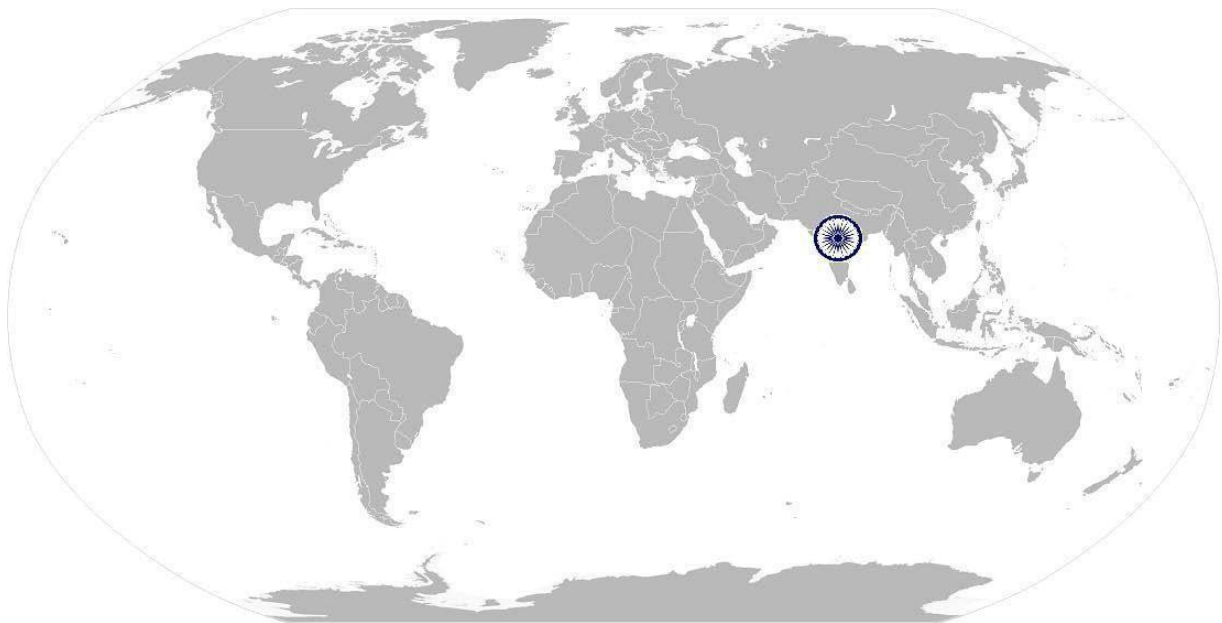
Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to recognize boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines.

National Occupational Standard

Unit Code	HSS/N9616
Unit Title (Task)	Maintain professional & medico-legal conduct
Description	This OS unit is about recognizing the boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider. This is applicable to all Allied Health Professionals working in an organized, regulated environment.

Scope	This unit/task covers the following:
	
	• Acting within the limit of one's competence and authority
	   o Knowing one's job role
	   o Knowing one's job responsibility
	   o Recognizing the job role and responsibilities of co workers
	
	• Following the code of conduct and demonstrating best practices in the field

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Acting within the limit of one's competence and authority	To be competent, the user/individual on the job must be able to: PC1. adhere to legislation, protocols and guidelines relevant to one's role and field of practice PC2. work within organizational systems and requirements as appropriate to one's role PC3. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority PC4. maintain competence within one's role and field of practice
Following the code of conduct and demonstrating best practices in the field	PC5. maintain personal hygiene and contribute actively to the healthcare ecosystem PC6. use relevant research based protocols and guidelines as evidence to inform one's practice PC7. promote and demonstrate good practice as an individual and as a team member at all times PC8. identify and manage potential and actual risks to the quality and safety of practice PC9. evaluate and reflect on the quality of one's work and make continuing improvements

Knowledge and Understanding (K)

HSS/N9616   Maintain professional & medico-legal conduct

A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant legislation, standards, policies & procedures followed in the organization KA2. the medical procedures and functioning of required medical equipment KA3. role and importance of assisting other healthcare providers in delivering care KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care KA5. personal hygiene measures and handling techniques

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. the limitations and scope of the role and responsibilities of self and others
	KB2. the importance of working within the limits of one's competence and authority
	KB3. the importance of personally promoting and demonstrating good practice
	KB4. The detrimental effects of non-compliance
	KB5. the importance of intercommunication skills
	KB6. the legislation, protocols and guidelines affecting one's work
	KB7. the organizational systems and requirements relevant to one's role
	KB8. the sources of information and literature to maintain a constant access to upcoming research and changes in the field
	KB9. the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
	KB10. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements
	KB11. how to report and minimize risks
	KB12. the principle of meeting the organization's needs, and how this should enable one to recognize one's own limitations and when one should seek support from others
	KB13. the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported
	KB14. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization
	KB15. the actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team
	KB16. the risks to quality and safety arising from:
	    o Working outside the boundaries of competence and authority
	    o Not keeping up to date with best practice
	    o Poor communication
	    o Insufficient support
	    o Lack of resources
	KB17.the importance of personal hygiene

Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. document reports, task lists, and schedules SA2. prepare status and progress reports SA3. record daily activities SA4. update other co-workers
	Reading Skills

	The user/individual on the job needs to know and understand how to: SA5. read about changes in legislations and organizational policies SA6.keep updated with the latest knowledge
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. discuss task lists, schedules, and work-loads with co-workers SA8. give clear instructions to patients and co-workers SA9. keep patient informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a patient
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work in relation to job role SB2. act decisively by balancing protocols and work at hand
	Plan and Organize
	Not applicable
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. communicate effectively with patients and their family, physicians, and other members of the health care team SB4. be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB5. be sensitive to potential cultural differences SB6. maintain patient confidentiality SB7. respect the rights of the patient(s)
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

NOS Version Control

NOS Code		HSS/N 9616	
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation		Next review date	13/09/2020

National Occupational Standard
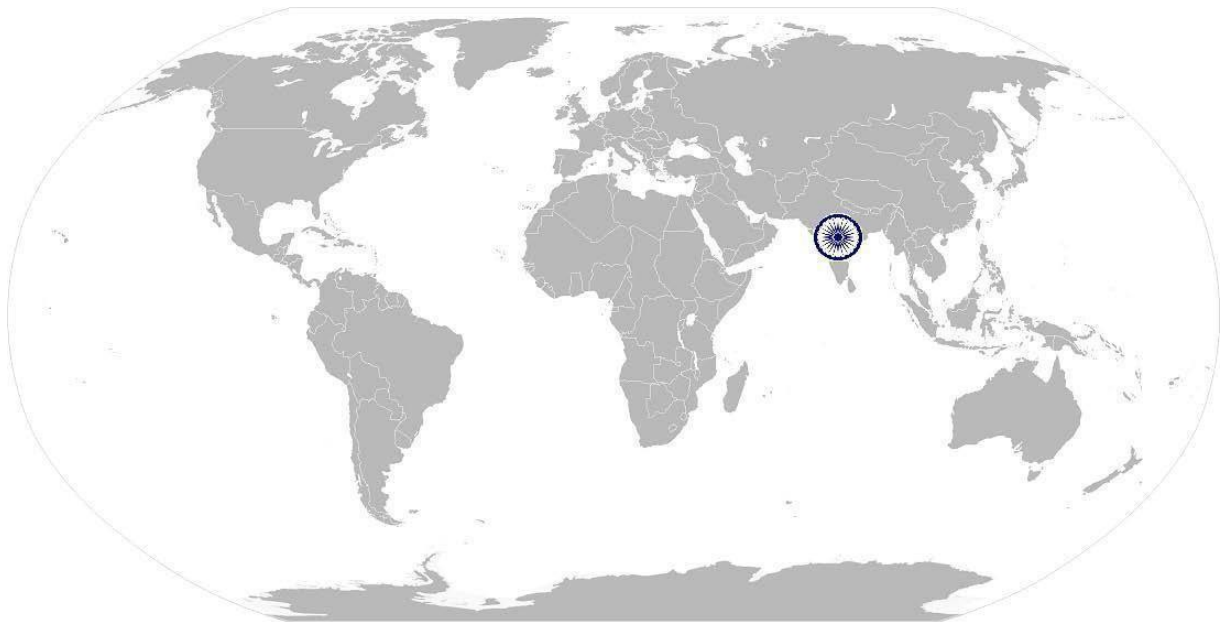
Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

Unit Code	HSS/N9617
Unit Title (Task)	Maintain a safe, healthy, and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions
Scope	This unit covers the following: • Complying the health, safety and security requirements and procedures for workplace • Handling any hazardous situation with safely, competently and within the limits of authority • Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Complying the health, safety and security requirements and procedures for workplace	To be competent, the user/ individual on the job must be able to: PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. comply with health, safety and security procedures for the workplace PC3. comply with health, safety and security procedures and protocols for environmental safety
Handling hazardous situation	PC4. identify potential hazards and breaches of safe work practices PC5. identify and interpret various hospital codes for emergency situations PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable PC8. follow the organization's emergency procedures promptly, calmly, and efficiently PC9. identify and recommend opportunities for improving health, safety, and security to the designated person PC10. complete any health and safety records legibly and accurately
Reporting any hazardous situation	PC11. report any identified breaches in health, safety, and security procedures to the designated person PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected

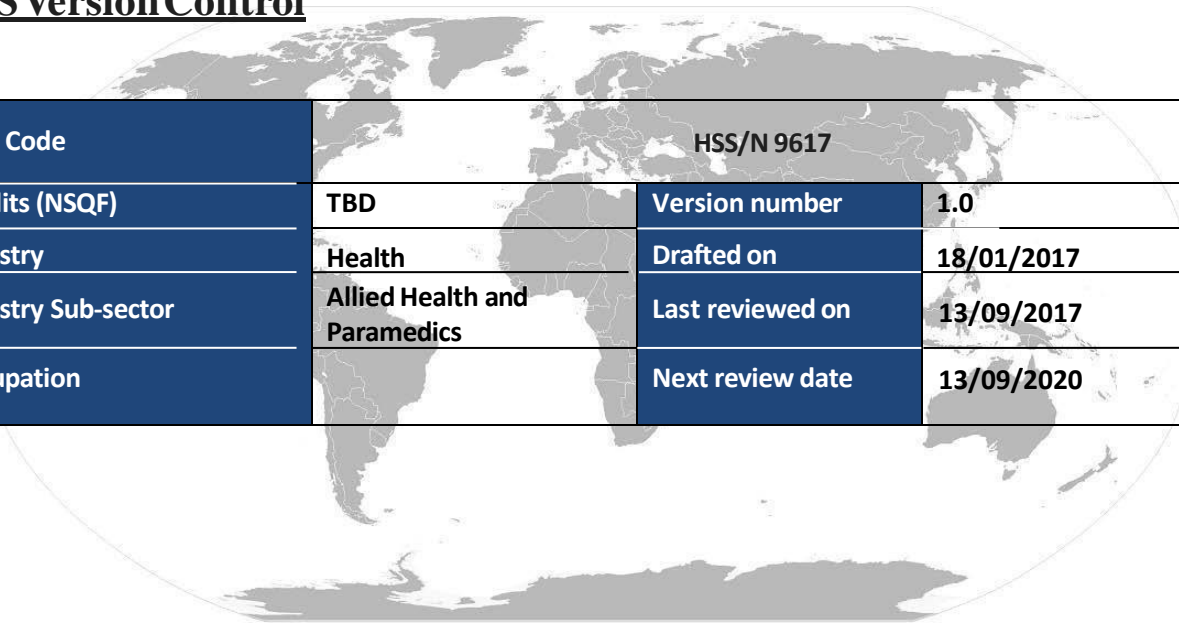| Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. the importance of health, safety, and security in the workplace KA2. the basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. the person(s) responsible for maintaining healthy, safe, and secure workplace KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace KA5. the responsibilities of individual to maintain safe, healthy and secure workplace KA6. how to report the hazard
B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. requirements of health, safety and security in workplace KB2. how to create safety records and maintaining them KB3. the importance of being alert to health, safety, and security hazards in the work environment KB4. the common health, safety, and security hazards that affect people working in an administrative role KB5. how to identify health, safety, and security hazards KB6. the importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA3. clearly report hazards and incidents with the appropriate level of urgency

B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. make decisions pertaining to the area of work
	Plan and Organize
	To be competent, the user / individual on the job needs to know and understand how to: SB2. plan for safety of the work environment
	Customer Centricity
	To be competent, the user / individual on the job needs to know and understand: SB3. communicate effectively with patients and their family, physicians, and other members of the health care team SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking
	To be competent, the user needs to know and understand how to: SB6. analyze the seriousness of hazards
	Critical Thinking
	To be competent, the user needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

NOS Version Control

NOS Code	HSS/N 9617		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation		Next review date	13/09/2020

National Occupational Standard
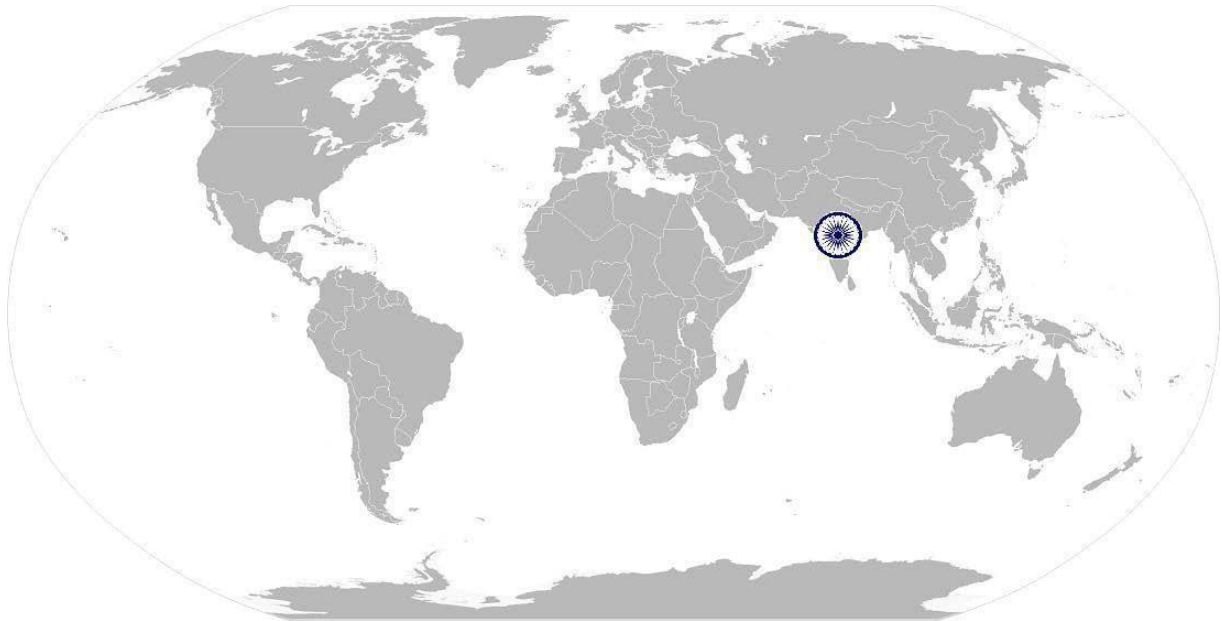
Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to manage biomedical waste and to comply with infection control policies and procedures

National Occupational Standard

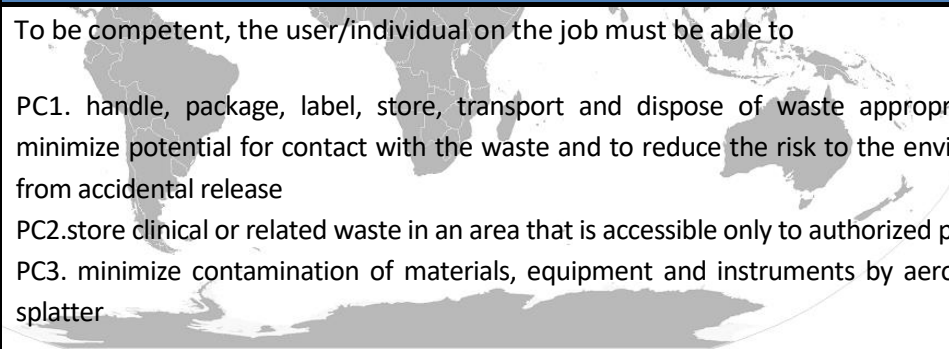| UnitCode	HSS/N9618
Unit Title	**Follow infection control policies & procedures including biomedical waste disposal protocols**
Description	This OS unit is about the safe handling and management of health care waste and following infection control polices.
Scope	This unit/task covers the following: • Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste • Complying with effective infection control protocols that ensures the safety of the patient(or end-user of health-related products/services) • Maintaining personal protection and preventing the transmission of infection from person to person

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Classification of the Waste Generated, Segregation of Biomedical Waste ,Proper collection and storage of Waste	To be competent, the user/individual on the job must be able to PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release PC2.store clinical or related waste in an area that is accessible only to authorized persons PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter
Complying with an effective infection control protocols	PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate PC7. follow protocols for care following exposure to blood or other body fluids as required PC8. remove spills in accordance with the policies and procedures of the organization PC9.clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work PC11. confine records, materials and medicaments to a well-designated clean zone

	PC12. confine contaminated instruments and equipment to a well-designated contaminated zone
	PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols
	PC14. replace surface covers where applicable
	PC15. maintain and store cleaning equipment
	PC16. report and deal with spillages and contamination in accordance with current legislation and procedures
Maintaining personal protection and preventing the transmission of infections from person to person	PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination PC18. cover cuts and abrasions with water-proof dressings and change as necessary PC19.change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant up-to-date information on health, safety, and security that applies to the organization KA2.organization's emergency procedures and responsibilities for handling hazardous situations KA3. person(s) responsible for health, safety, and security in the organization KA4. good personal hygiene practice including hand care
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release KB2. the importance to adhere to the organizational and national waste management principles and procedures KB3. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment KB7. The current national legislation, guidelines, local policies and protocols which affect work practice KB8. the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others KB9. identification and management of infectious risks in the workplace

B. Technical Knowledge	KB10. aspects of infectious diseases including opportunistic organisms & pathogens KB11. basic microbiology including bacteria and bacterial spores, fungi, viruses KB12. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition KB13. how to clean and sterile techniques KB14. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old KB15. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill KB16. sharps handling and disposal techniques KB17. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed KB18. good personal hygiene practice including hand care KB19. how to use personal protective equipment such as: KB20. The personal clothing and protective equipment required to manage the different types of waste generated by different work activities
Skills(S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
	Oral Communication(Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. listen patiently SA4. report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate) SB4. consistently follow the procedure for washing and drying hands SB5. consistently maintain clean surfaces and limit contamination
	Customer Centricity
	The user/individual on the job needs to know and understand: SB6. how to make exceptional effort to keep the environment and work place clean
	Problem Solving

	The user/individual on the job needs to know and understand how to:
P a g e	SB7. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. analyze the seriousness of hazards pertaining to hospital waste and related infections
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act SB10. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

NOS Version Control

NOS Code	HSS/N 9618		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	18/01/2017
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	13/09/2017
Occupation		Next review date	13/09/2020
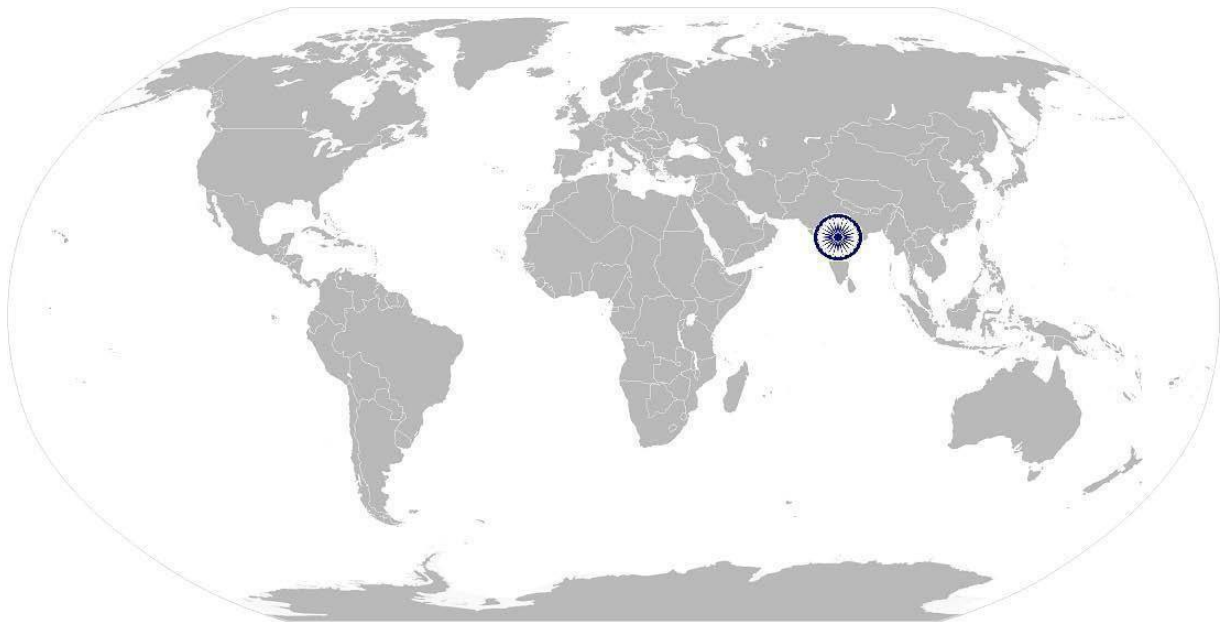
Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters
HSS/ Q 0101

[Insert 3 letter code for SSC]

Q denoting Qualifications Pack

QP number (2 numbers)

Occupation (2 numbers)

Occupational Standard

9 characters
An example of NOS with 'N'
HSS/ N 0101

[Insert 3 letter code for SSC]

N denoting National Occupational Standard

OS number (2 numbers)

Occupation (2 numbers)

Back to top…
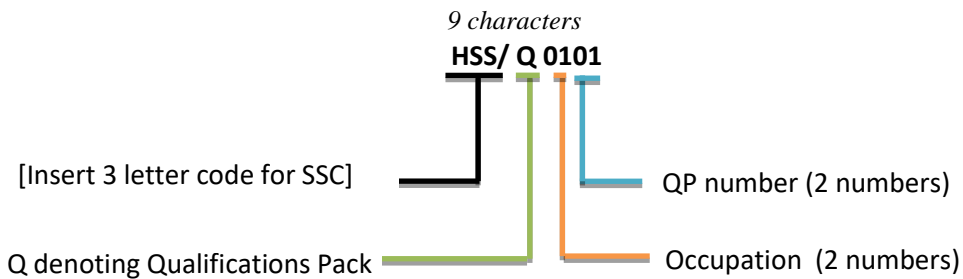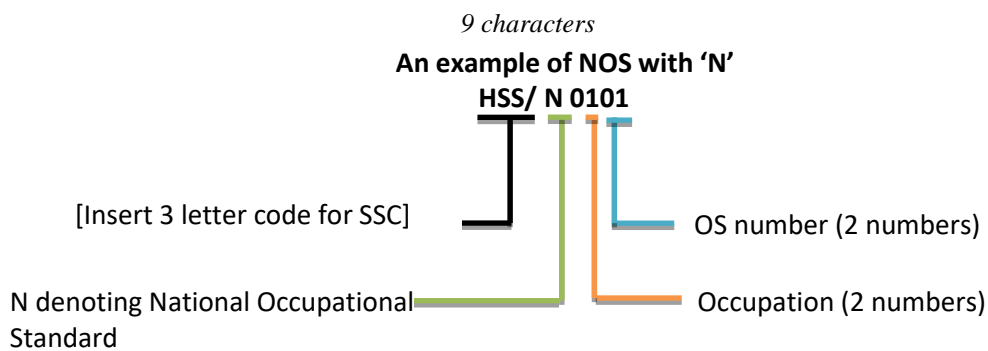
The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Diagnostic	01-20
Curative Services	21-50
Non-direct Care	51-75
Rehabilitative	76-85
Community Related	86-95
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry name	HSS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria For Assessment Of Trainees

Job Role	Geriatric Care Assistant
Qualification Pack Code	HSS/ Q 6001
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

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

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

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

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

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

5. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.

6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS		Marks Allocation			
National Occupational Standards (NOS)	**Performance Criteria (PC)**	**Total Marks (400)**	**Out Of**	**Marks Allocation**	
				Viva	**Skills Practical**
1. HSS/N6001 (Implement Interventions to prioritize safety of geriatric)	PC1. Assess the requirements & apply appropriate intervention accordingly	200	10	2	8
	PC2. Ensure effective utilization of available resources in home settings		10	2	8
	PC3. Work in collaboration with healthcare team and concerned authority		10	3	7
	PC4. Be well acquainted with home environment		10	2	8
	PC5. Provide personal assistance, medical attention, emotional support, or other personal care to the geriatric		20	5	15
	PC6. Monitor and review information by observing person, materials, events, or the environment, to detect or assess problems which could be managed or reported immediately		20	10	10
	PC7. Take away objects that could obstruct movement or cause injuries		10	3	7
	PC8. Keep the floor dry at all times to avoid tripping and falling to the ground		20	10	10
	PC9. Ensure all safety aids are in working conditions		20	5	15
	PC10.Use pest management techniques to keep the environment free of germs		20	5	15

	PC11. Minimize any discomfort to the geriatric within the restraints due to applied interventions	10	3	7
	PC12. Never leave the geriatric unattended	10	2	8
	PC 13 Ensure safety and prevent from risk of fall	5	2	3
	PC14. Refer the problem to a competent concerned authority if it cannot be resolved	5	2	3
	PC15. obtain help or advice from concerned authority if the problem is outside his/her area of competence or experience	10	6	4
	PC16. comply with relevant legislation, standards, policies and procedures	10	5	5
	Total	200	67	133
2. HSS/N6002 (Assist in routine checkup and vital parameters measurement)	PC1. Ensure to explain the process before initiating any procedure or step	20	15	5
	PC2. Make geriatric calm and comfortable	20	5	15
	PC3. Ensure geriatric safety and prevent from risk of fall	20	5	15
	PC4. Keep equipment's ready to use and place them appropriately	20	10	10
	PC5. take the measurements & record the findings	20	10	10
	PC6. Work in accordance with healthcare team and concerned authority	20	10	10
	PC7. Be well acquainted with normal values and compare with findings	20	15	5
	PC8. Observe colour changes like bluish or yellowish discoloration of the skin, odour or consistency of body fluids like urine, stools, sputum	20	10	10
	PC9. Distinguish between immediate and routine reporting requirements	20	10	10
	PC10. Communicate the observations in an appropriate language in a timely manner to the concerned authority	20	15	5
	Total	200	105	95
3.HSS/N6003 Support geriatrics in maintaining daily activities	PC1. ensure to maintain the privacy and encourage geriatric do independently as much as possible	5	2	3
	PC2. Identify the type of bath that is best suited as per the condition, comfort and medical needs	5	2	3
	PC3. Explain the procedure to geriatric before initiating	2	2	0
	PC4. Check water temperature before geriatric checks in	5	2	3
	PC5. Follow standards precautions when performing perennial care or when bathing a geriatric with skin lesion and rashes or bed sore	5	2	3
	PC6. Dry skin by patting with a towel	5	2	3
	PC7. Never leave a geriatric unattended in bath room	5	1	4
	PC8. Wash from cleanest to dirtiest	5	1	4
	PC9. Observe skin changes and report unusual findings	5	2	3

Note: For the rows under section 2 (HSS/N6002), the "200" value appears as a single merged cell spanning all PC rows. Similarly for section 3 (HSS/N6003), "200" spans the PC rows.

to medical team			
PC10. Offer back rub after bathing and at bed time to stimulate circulation and relieve stress	5	2	3
PC11. Apply lotion to dry skin	5	2	3
PC12. Clean tub shower chair before and after each use	5	2	3
PC13. Show geriatric how they look after the & dressing is finished	5	2	3
PC14. Use standard precautions and protocols for shaving and cutting nails	5	2	3
PC15. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling	5	2	3
PC16. Rinse toothpaste thoroughly from the mouth after brushing	5	2	3
PC17. Store dentures in cool water	5	2	3
PC18. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly	5	2	3
PC19. Ensure that clothing is comfortable for geriatrics considering health condition and weather conditions)	5	2	3
PC20. Provide right size of shoes and slippers with non-slip surface to avoid falls	5	2	3
PC21. Make geriatric comfortable and encourage eating as recommended	5	2	3
PC22. Follow standard precautions while assisting for feeding & assess that provided food is according to the dietary prescription	5	2	3
PC23. Wash hands and mouth of geriatrics after feeding	5	1	4
PC24. Assist in elimination and oral care prior to feeding	5	2	3
PC25. Feed through spoon	5	1	4
PC26. Measure input and record them	5	2	3
PC27. Ensure that geriatric is comfortable when being fed	4	2	2
PC28. monitor and assess if food is comfortable to be taken up by geriatric	5	2	3
PC29. monitor for distress like coughing and regurgitation while feeding	5	2	3
PC30. Use transferring equipment correctly to avoid falls or injuries	5	2	3
PC31. Assess geriaitric condition and estimate if additional help is required	5	3	2
PC32. Transport the geriatric without causing trauma or injury	5	2	3
PC33. Use proper body mechanics during movements in & out	5	2	3

	PC34. Focus on safety first and ensure that the geriatric is comfortable	5	2	3
	PC35. Immediate respond to geriatric elimination needs	2	1	1
	PC36. Assist a mobile geriatric in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode	5	2	3
	PC37. Wipe the patient and wash hands to prevent infection	5	2	3
	PC38. Use equipment correctly to prevent discomfort or injury	5	2	3
	PC39. Record changes in colour or texture of the elimination and report usual findings immediately	5	2	3
	PC40. Provide bed pan to geriatric in case needed	5	1	4
	PC41. Change the diaper as required	2	1	1
	PC42.Carry out the procedures for catheter changing, suppository & enema procedure, diaper change under the guidance of medical team/physician	5	2	3
	Total	200	78	122
4. HSS/N6004 Assist to cope up with the ill health conditions and promote rehabilitation	PC1. Establish a supportive relationship with elderly	5	2	3
	PC2. encourage rehabilitative activities in lines with medical consultation and health condition of geriatric	5	2	3
	PC3. Encourage geriatric to seek clarification of any procedures	5	2	3
	PC4. Obtain an informed consent of elderly for the actions undertaken on their behalf, and agree on the information which may be passed to others	10	5	5
	PC5. Obtain information from geriatric and their carers on the way in which their needs are being met	10	5	5
	PC6. Identify any areas where support for the geriatric can be improved	5	2	3
	PC7. Identify and prioritise actions required if the needs are not being appropriately addressed	10	5	5
	PC8. Present any concerns that cannot be resolved in an appropriate way to appropriate people	10	5	5
	PC9. Keep the geriatric and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes	10	5	5
	PC10. Produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information	10	5	5
	PC11. Explore with geriatric the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about	10	5	5

Note: The "200" value spans the middle column for section 4 (HSS/N6004) rows.

PC12. Perform on-going monitoring and reassessment of geriatric health status	10	5	5
PC13. Support & promote geriatrics for community participation & social Inclusion as per their health condition	5	2	3
PC14. appropriately utilize personal protective equipment (PPE)	10	5	5
PC15. Review the prescription for generic / trade name, dose, route & frequency of drug/ expiry date before administering	10	7	3
PC16. Make Geriatric comfortable before administering the drug	5	2	3
PC17. Perform handwashing	5	2	3
PC18 Prepare & administer medicine through prescribed route as per guidance by the physician/concerned authority	10	5	5
PC19. Record the administered medicine as per protocol	10	5	5
PC20. Assess for any discomfort and report to concerned authority immediately	10	5	5
PC21. Never leave geriatric unattended	5	2	3
PC22. Donot leave left over medicine near to geriatric or accessible	5	2	3
PC23. Discard unused medicines as per bio medical waste management protocols	2	1	1
PC24. Provide adequate support to the geriatric depending upon route during drug administration	5	3	2
PC25. Report any adverse reaction or discomfort to geriatric	3	2	1
PC26. encourage geriatric to take medicines on time	3	2	1
PC27. Observe colour changes/odour changes/consistency changes of skin, body fluids & stools	2	1	1
PC28. Communicate the observations in an appropriate language and construct	2	1	1
PC29. Differentiate between immediate and routine reporting requirements	2	1	1
PC30. maintain, store and retain the records of medicines taken & all that reflect the clinical care	3	1	2

	PC31. Take approval prior to destroying any old medical record from concerned authority		3	1	2
	Total		200	98	102
5. HSS/N9615 Maintain professional behavior with colleagues, patients and others	PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them		5	2	3
	PC2. Utilize all training and information at one's disposal to provide relevant information to the individual		3	1	2
	PC3. Confirm that the needs of the individual have been met		2	0	2
	PC4. Respond to queries and information needs of all individuals		2	1	1
	PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality		2	1	1
	PC6. Respect the individual's need for privacy		5	2	3
	PC7. Maintain any records required at the end of the interaction		2	1	1
	PC8. Integrate one's work with other people's work effectively	50	2	1	1
	PC9. Utilize time effectively and pass on essential information to other people on timely basis		5	2	3
	PC10. Work in a way that shows respect for other people		2	1	1
	PC11. Carry out any commitments made to other people		2	1	1
	PC12. Reason out the failure to fulfill commitment		2	1	1
	PC13. Identify any problems with team members and other people and take the initiative to solve these problems		2	1	1
	PC14. Clearly establish, agree, and record the work requirements		2	1	1
	PC15. Ensure his/her work meets the agreed requirements		2	1	1
	PC16. Treat confidential information correctly		5	2	3
	PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role		5	2	3
	TOTAL		**50**	**21**	**29**
6.HSS/N9616 Maintain professional & medico-legal conduct	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	50	5	2	3
	PC2. Work within organizational systems and requirements as appropriate to one's role		5	2	3

	PC3. Recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority	10	5	5
	PC4. Maintain competence within one's role and field of practice	5	2	3
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem	5	2	3
	PC6. Use relevant research based protocols and guidelines as evidence to inform one's practice	5	2	3
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times	5	2	3
	PC8. Identify and manage potential and actual risks to the quality and safety of practice	5	2	3
	PC9. Evaluate and reflect on the quality of one's work and make continuing improvements	5	2	3
	TOTAL	**50**	**21**	**29**
7. HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	2	1	1
	PC2. Comply with health, safety and security procedures for the workplace	2	1	1
	PC3. Comply with health, safety and security procedures and protocols for environmental safety	2	1	1
	PC4. Identify potential hazards and breaches of safe work practices	5	2	3
	PC5. Identify and interpret various hospital codes for emergency situations	5	2	3
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority	4	2	2
	PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable	5	2	3
	PC8. Follow the organization's emergency procedures promptly, calmly, and efficiently	5	2	3
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person	5	2	3
	PC10. Complete any health and safety records legibly and accurately	5	2	3
	PC11. Report any identified breaches in health, safety, and security procedures to the designated person	5	2	3

Note: In the HSS/N9617 block, the value **50** appears in the first numeric column spanning the section rows (aligned near PC5/PC6).

	PC12. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		5	2	3
	Total		50	21	29
8. HSS/N9609 Follow biomedical waste disposal protocols	PC1. Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release		5	2	3
	PC2.Store clinical or related waste in an area that is accessible only to authorized persons		5	2	3
	PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter		2	1	1
	PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control		2	1	1
	PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization		2	1	1
	PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate		2	1	1
	PC7. Follow protocols for care following exposure to blood or other body fluids as required		2	1	1
	PC8. Remove spills in accordance with the policies and procedures of the organization	**50**	2	1	1
	PC9.Clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled		5	2	3
	PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work		2	1	1
	PC11. Confine records, materials and medicaments to a well-designated clean zone		2	1	1
	PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone		2	1	1
	PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols		2	1	1
	PC14. Replace surface covers where applicable		3	1	2
	PC15. Maintain and store cleaning equipment		2	1	1
	PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures		2	1	1
	PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination		2	1	1

	PC18. Cover cuts and abrasions with water-proof dressings and change as necessary	2	1	1
	PC19.Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	2	1	1
	PC20. Peform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection	2	1	1
Total		50	23	27

Subject Domain		Pick all NOS totaling 80 marks	
National Occupational Standards (NOS)	**Performance Criteria (PC)**	**Weightage**	**Marks Allocation**
			Theory
1. HSS/N 6001 (Implement Interventions to prioritize safety of geriatric)	PC1. Understand the requirements and apply appropriate intervention accordingly	**20**	20
	PC2. Ensure effective utilization of available resources in home settings		
	PC3. Work in collaboration with healthcare team and concerned authority		
	PC4. Be well acquainted with home environment		
	PC5. Provide personal assistance, medical attention, emotional support, or other personal care		
	PC6. Monitor and review information by observing person, materials, events, or the environment, to detect or assess problems which could be managed or reported immediately		
	PC7. Take away objects that could obstruct movement or cause injuries		
	PC8. Keep the floor dry at all times to avoid tripping and falling to the ground		
	PC9. Ensure all safety aids are in working conditions		
	PC10.Use pest management techniques to keep the environment free of germs		
	PC11. Minimize any discomfort to the geriatric within the restraints due to applied interventions		
	PC12. Never leave the geriatric unattended		
	PC 13 Ensure safety and prevent from risk of fall		
	PC14. Refer the problem to a competent internal/external specialist if it cannot be resolved		

	PC15. obtain help or advice from specialist if the problem is outside his/her area of competence or experience		
	PC16. comply with relevant legislation, standards, policies and procedures		
	Total		
2. HSS/N 6002 (Assist in routine checkup and vital parameters measurement)	PC1. Ensure to explain the process before initiating any procedure or step		20
	PC2. Make geriatric calm and comfortable		
	PC3. Ensure patient safety and prevent from risk of fall		
	PC4. Keep equipment's ready to use and place them appropriately		
	PC5. take the measurements & record the findings		
	PC6. Work in accordance with healthcare team and concerned authority	**20**	
	PC7. Be well acquainted with normal values and compare with findings		
	PC8. Observe colour changes like bluish or yellowish discoloration of the skin, odour or consistency of body fluids like urine, stools, sputum		
	PC9. Distinguish between immediate and routine reporting requirements		
	PC10. Communicate the observations in an appropriate language in a timely manner to the concerned auhtority		
	Total		
3.HSS/N6003 Support geriatrics in maintaining daily activities	PC1. Ensure to maintain the privacy and encourage geraitrics do as much as possible	**20**	
	PC2. Identify the type of bath that is best suited as per the condition, comfort and medical needs		
	PC3. Explain the procedure to geriatric before initiating		
	PC4. Check water temperature before geriatric checks in		
	PC5. Follow standards precautions when performing perennial care or when bathing a geriatric with skin lesion and rashes or bed sore		
	PC6. Dry skin by patting with a towel		
	PC7. Never leave a geriatric unattended in bath room		
	PC8. Wash from cleanest to dirtiest		
	PC9. Observe skin changes and report unusual findings to medical team		
	PC10. Offer back rub after bathing and at bed		20

time to stimulate circulation and relieve stress
PC11. Apply lotion to dry skin
PC12. Clean tub shower chair before and after each use
PC13. Show geriatric how they look after the & dressing is finished   task is finished
PC14. Use standard precautions and protocols for shaving and cutting nails
PC15. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling
PC16. Rinse toothpaste thoroughly from the mouth after brushing
PC17. Store dentures in cool water
PC18. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly
PC19. Ensure that clothing is comfortable for geriatrics considering health condition and weather conditions)
PC20. Provide right size of shoes and slippers with non-slip surface to avoid falls
PC21. Make geriatric comfortable and encourage eating as recommended
PC22. Follow standard precautions while assisting for feeding & assess that provided food is according to the dietary prescription
PC23. Wash hands and mouth of geriatrics after feeding
PC24. Assist in elimination and oral care prior to feeding
PC25. Feed through spoon
PC26. Measure input and record them
PC27. Ensure that geriatric is comfortable when being fed
PC28. monitor and assess if food is comfortable to be taken up by geriatric
PC29. monitor for distress like coughing and regurgitation while feeding
PC30. Use transferring equipment correctly to avoid falls or injuries

	PC31. Understand Focus on geriatric for not having symptoms of distress like coughing and regurgitation while feeding condition and estimate if additional help is required		
	PC32. Transport the geraitric without causing trauma or injury		
	PC33. Use proper body mechanics during movements in & out		
	PC34. Focus on safety first and ensure that the geraitric is comfortable		
	PC35. Immediate respond to geraitric elimination needs		
	PC36. Assist a mobile geriatric in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode		
	PC37. Wipe the geraitric and wash hands to prevent infection		
	PC38. Use equipment correctly to prevent discomfort or injury		
	PC39. Record changes in colour or texture of the elimination and report usual findings immediately		
	PC40. Provide bed pan to geriatric in case needed		
	PC41. Change the diaper as required		
	PC42. Assist for providing assistance during catheter changing, suppository & enema procedure		
	Total		
4. HSS/N6004 Assist to cope up with the ill health conditions and promote rehabilitation	PC1. Establish a supportive relationship with elderly	**20**	
	PC2. encourage rehabilitative activities in lines with medical consultation and health condition of geriatric		
	PC3. Encourage geriatric to seek clarification of any procedures		
	PC4. Obtain an informed consent of elderly for the actions undertaken on their behalf, and agree on the information which may be passed to others		
	PC5. Obtain information from geriatric and their carers on the way in which their needs are being met		
	PC6. Identify any areas where support for the geriatric can be improved		
	PC7. Identify and prioritise actions required if the needs are not being appropriately addressed		20

PC8. Present any concerns that cannot be resolved in an appropriate way to appropriate people		
PC9. Keep the geriatric and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes		
PC10. Produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information		
PC11. Explore with geriatric the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about		
PC12. Perform on-going monitoring and reassessment of geriatric health status		
PC13. Support & promote geriatrics for community participation & social Inclusion as per their health condition		
PC14. Appropriate utilization of Personal protective equipment (PPE) as per drug and route of administration		
PC15. Review the prescription for generic / trade name, dose, route & frequency of drug/ expiry date before administering		
PC16. Make Geriatric comfortable before administering the drug		
PC17. Perform handwashing		
PC18 Prepare & administer medicine through prescribed route as per guidance by the physician/concerned authority		
PC19. Record the administered medicine as per protocol		
PC20. Assess for any discomfort and report to concerned authority immediately		
PC21. Never leave geriatric unattended		
PC22. Donot leave left over medicine near to geriatric or accessible		
PC23. Discard unused medicines as per bio medical waste management protocols		
PC24. Provide adequate support to the geriatric depending upon route during drug administration		
PC25. Report any adverse reaction or discomfort to geriatric		
PC26. encourage geriatric to take medicines on time		

	PC27. Observe colour changes/odour changes/consistency changes of skin, body fluids & stools		
	PC28. Communicate the observations in an appropriate language and construct		
	PC29. Differentiate between immediate and routine reporting requirements		
	PC30. maintain, store and retain the records of medicines taken & all that reflect the clinical care		
	PC31. Take approval prior to destroying any old medical record from concerned authority		
	Total		
5. HSS/N9615 Maintain professional behavior with colleagues, patients and others	PC1. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them		
	PC2. Utilize all training and information at one's disposal to provide relevant information to the individual		
	PC3. Confirm that the needs of the individual have been met		
	PC4. Respond to queries and information needs of all individuals		
	PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality		
	PC6. Respect the individual's need for privacy	5	
	PC7. Maintain any records required at the end of the interaction		
	PC8. Integrate one's work with other people's work effectively		
	PC9. Utilize time effectively and pass on essential information to other people on timely basis		
	PC10. Work in a way that shows respect for other people		
	PC11. Carry out any commitments made to other people		
	PC12. Reason out the failure to fulfill commitment		
	PC13. Identify any problems with team members and other people and take the initiative to solve these problems		5

	PC14. Clearly establish, agree, and record the work requirements		
	PC15. Ensure his/her work meets the agreed requirements		
	PC16. Treat confidential information correctly		
	PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role		
	TOTAL		
6.HSS/N 9616 Maintain professional & medico-legal conduct	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	5	
	PC2. Work within organizational systems and requirements as appropriate to one's role		
	PC3. Recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem		
	PC6. Use relevant research based protocols and guidelines as evidence to inform one's practice		
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC8. Identify and manage potential and actual risks to the quality and safety of practice		
	PC9. Evaluate and reflect on the quality of one's work and make continuing improvements		
	TOTAL		
7. HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Comply with health, safety and security procedures and protocols for environmental safety		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Identify and interpret various hospital codes for emergency situations		
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority		5

	PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable		
	PC8. Follow the organization's emergency procedures promptly, calmly, and efficiently		
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC10. Complete any health and safety records legibly and accurately		
	PC11. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC12. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	Total		
8. HSS/N9609 Follow biomedical waste disposal protocols	PC1. Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release	**5**	
	PC2.Store clinical or related waste in an area that is accessible only to authorized persons		
	PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter		
	PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control		
	PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization		
	PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate		
	PC7. Follow protocols for care following exposure to blood or other body fluids as required		
	PC8. Remove spills in accordance with the policies and procedures of the organization		
	PC9.Clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled		5

PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work		
PC11. Confine records, materials and medicaments to a well-designated clean zone		
PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone		
PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols		
PC14. Replace surface covers where applicable		
PC15. Maintain and store cleaning equipment		
PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures		
PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination		
PC18. Cover cuts and abrasions with water-proof dressings and change as necessary		
PC19.Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact		
PC20. Peform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection		
Total		