

Qualification Pack



Transplant Coordinator

QP Code: HSS/Q8705

NSQF Level:4

Healthcare Sector Skill Council (HSSC)
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Qualification Pack

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HSS/Q8705: Transplant Coordinator

Brief Job Description

Transplant coordinator undertakes grief counselling of family members of the deceased. They also coordinate live and deceased organ and tissue donation, retrieval, storage, transport for transplantation and engages in organ donation awareness related initiatives.

Personal Attributes

This job requires individual to have empathy, patience, confidence, maturity, compassion, patient centricity, good communication skills and a good command over English, Hindi language or any other local language. The person should be highly ethical and must ensure confidentiality, discretion and integrity at work.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N8715: Coordinate operations related to living organ or tissue donation](#)
2. [HSS/N8716: Coordinate operations related to deceased organ or tissue donation](#)
3. [HSS/N8717: Support family members in the bereavement process](#)
4. [HSS/N8718: Create awareness related to organ or tissue donation](#)
5. [HSS/N9615 : Maintain a professional relationship with patients, colleagues and others](#)
6. [HSS/N9616: Maintain professional & medico-legal conduct](#)
7. [HSS/N9618: Follow infection control policies and procedures including biomedical waste disposal protocols](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	<ul style="list-style-type: none"> • Graduate (recognized system of medicine, bachelor's degree in any subject) Or • Nurse Or • Master's degree (Social work or Psychiatry or Sociology or Social Science or Public Health)

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	
Minimum Job Entry Age	20 years
Last Reviewed On	21/05/2020
Next Review Date	20/05/2025
NSQC Approval Date	
Version	1.0

Qualification Pack

HSS/N8715: Coordinate operations related to living organ or tissue donation

Description

This OS unit is about facilitation of pre-transplant evaluation of the patient and assessment of potential live organ/tissue donor to prepare them for transplantation in collaboration with the medical team. This also covers, follow up with live donor and post-transplant care of the recipient.

Scope

This unit/task covers the following

- Pre- transplantation procedures
- Care of living organ or tissue
- Post-transplantation procedures and follow up with live donor

Elements and Performance Criteria

Pre- transplantation procedures

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

- PC1.** ensure compliance with legal requirements as per the Transplantation of Human Organs and Tissues Act and its subsequent amendments
- PC2.** assess if the patient's family requires social support
- PC3.** address the concerns raised by the patient, live donor and families
- PC4.** evaluate suitability of patient and potential live donor for transplant
- PC5.** facilitate complete medical workup including HLA typing/DNA profiling, cross matching and psychosocial evaluation
- PC6.** collate findings and recommendations to be presented at multi-disciplinary transplant team meeting
- PC7.** facilitate care of live donor and patient pre-operatively
- PC8.** guide the live donor and patient about clinical protocols
- PC9.** explain the families about any unforeseen circumstances where the transplantation might not be possible
- PC10.** ensure consent or authorisation for donation is in accordance with national/ state regulations
- PC11.** advise the patient and family members about short and long-term complications after the transplantation
- PC12.** apprise the patient and family of the financial aspects of transplantation such as approximate cost of immunosuppression
- PC13.** guide the recipient about complications during transplantation such as chances of infection, potential of rejection, post-transplant and graft survival
- PC14.** advise the patient regarding the lifestyle modifications required, maintaining compliance to medication
- PC15.** facilitate preoperative procedures necessary for transplantation such as dialysis, final crossmatch
- PC16.** update concerned staff of appropriate departments regarding the transplant
- PC17.** assist the medical team in donor selection according to agreed principles and/or national regulations for organ or tissue donation and subsequent procedures
- PC18.** obtain the donor's medical and behavioral history from appropriate relatives or other individuals
- PC19.** assist in examining donor-recipient pairing.

Care of living organ or tissue

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

- PC20. coordinate with the medical team for organ or tissue donation and subsequent procedures like transport, storage and donation etc.
- PC21. guide the retrieval team on safety and quality assurance for organs, tissues and cells
- PC22. maintain record of documents related to consent and authorization according to state and national regulations
- PC23. provide care when donors are sub-optimal
- PC24. ensure that the storage of living organ/ tissue for donation and transplantation is as per the national/state guidelines
- PC25. ensure that the transport for transplantation of living organ/ tissue for donation is as per the national/state guidelines

Post-transplantation procedures and follow up with live donor

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

- PC26. organize routine patient visits within structured appointment schedules
- PC27. shuffle or reschedule appointments to deal with priority cases, emergencies and unusual time-consuming investigations
- PC28. advise the live donor and family about immediate post-surgical care such as wound care, activity limitations, pain management
- PC29. follow up with transplant recipient and live donor for any surgical, medical, and psychosocial issues
- PC30. report any surgical, medical, and psychosocial complaints of transplant recipient and live donor to the attending physician/clinician/ surgeon
- PC31. report the required data (transplant and post-transplant) to state regulatory body
- PC32. maintain registry of transplant outcomes according to one's own scope of work

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. the relevant legislation, standards, policy, procedures and safeguards followed in hospitals and laboratories
- KU2. the role and importance of transplant coordinator
- KU3. the healthcare organization's human resource policies and goals
- KU4. importance of long-term follow up
- KU5. basics of human anatomy and physiology
- KU6. basics of organ/ tissue transplantation
- KU7. end-stage organ failure and its etiology
- KU8. history of transplantation
- KU9. ethics of organ/ tissue donation and transplantation
- KU10. Transplantation of Human Organs & Tissues Act 1994, amendments, corresponding rules and related documentation
- KU11. the Indian Transplant Registry
- KU12. the objectives of the National Transplant Registry
- KU13. various forms and formats of the Transplantation of Human Organs and Tissues Act
- KU14. composition of the authorization committees (hospital based, state/ district level authorization committees)
- KU15. evaluation protocols for potential transplant candidates
- KU16. principles of being an effective counselor
- KU17. importance of attributes such as empathy, patience, tolerance, integrity, ethics etc
- KU18. risks of transplantation and live donation
- KU19. benefits of transplantation and live donation
- KU20. defined quality parameters for organ or tissue donation
- KU21. indications and contraindications of live donation and transplantation
- KU22. transplant procedure and live donor surgical procedure
- KU23. short-term and long-term complications, patient and graft survival
- KU24. the importance of regularizing follow-up visits and laboratory investigations
- KU25. the roles of multi-disciplinary transplant team
- KU26. the circumstances in which transplantation might not be possible
- KU27. process of obtaining consent for using the donated tissue/ organ for research and education

Generic Skills (GS)

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

- GS1.** undertake formal & informal writing for inter- and intra-department communication including documentation and report writing
- GS2.** read and interpret general organ/tissue donation and transplantation related terminology, concepts or literature
- GS3.** read and interpret internal communications correctly
- GS4.** communicate the information effectively during interactions
- GS5.** respect the rights of the patient and live donor
- GS6.** utilize appropriate Information, Education and Communication (IEC) material such as visual aids, slides, electronic presentation, hand-outs
- GS7.** make decisions to ensure ethical living organ donation and transplantation
- GS8.** maintain patient's and live donor's confidentiality
- GS9.** adopt a communication style to reflect gender, cultural, religious sensitivities
- GS10.** respect personal space
- GS11.** be compassionate with patient and their families
- GS12.** build interpersonal relationships that foster inter- and intra-departmental unity
- GS13.** address conflict and manage it effectively
- GS14.** give appropriate solutions to patient's problems
- GS15.** make efforts to understand the state of mind and behavior of the patient and the live donor
- GS16.** gather the information by analyzing the patient/live donor to update the transplant team about further course of action
- GS17.** avoid using jargon, slang or acronyms when communicating with a patient, unless it is required
- GS18.** utilize appropriate mechanism to identify and troubleshoot fraud cases

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre- transplantation procedures</i>	35		10	15
PC1. ensure compliance with legal requirements as per the Transplantation of Human Organs and Tissues Act and its subsequent amendments		3		
PC2. assess if the patient’s family requires social support		3		
PC3. address the concerns raised by the patient, live donor and families		3		
PC4. evaluate suitability of patient and potential live donor for transplant		3		
PC5. facilitate complete medical workup including HLA typing/DNA profiling, cross matching and psychosocial evaluation		2		
PC6. collate findings and recommendations to be presented at multi-disciplinary transplant team meeting		3		
PC7. facilitate care of live donor and patient pre-operatively		1		
PC8. guide the live donor and patient about clinical protocols		2		
PC9. explain the families about any unforeseen circumstances where the transplantation might		2		
PC10. ensure consent or authorisation for donation is in accordance with national/ state		3		
PC11. advise the patient and family members about short-term and long-term complications		2		
PC12. apprise the patient and family of the financial aspects of transplantation such as approximate cost of immunosuppression		3		
PC13. guide the recipient about complications during transplantation such as chances of		3		

PC14. advise the patient regarding the lifestyle modifications required, maintaining compliance to medication		3		
PC15. facilitate preoperative procedures necessary for transplantation such as dialysis,		1		
PC16. update concerned staff of appropriate departments regarding the transplant		2		
PC17. assist the medical team in donor selection according to agreed principles and/or		1		
PC18. obtain the donor's medical and behavioral history from appropriate relatives or		1		
PC19. assist in examining donor-recipient pairing		1		
<i>Care of living organ or tissue</i>	35		10	15
PC20. coordinate with the medical team for organ or tissue donation and subsequent		2		
PC21. guide the retrieval team on safety and quality assurance for organs, tissues and cells		2		
PC22. maintain record of documents related to consent and authorization according to state and		2		
PC23. provide care when donors are sub-optimal		2		
PC24. ensure that the storage of living organ/ tissue for donation and transplantation is as per		2		
PC25. ensure that the transport for transplantation of living organ/ tissue for		2		
PC20. coordinate with the medical team for organ or tissue donation and subsequent		2		
PC21. guide the retrieval team on safety and quality assurance for organs, tissues and cells		2		
PC22. maintain record of documents related to consent and authorization according to state and		2		
PC23. provide care when donors are sub-optimal		2		
PC24. ensure that the storage of living organ/ tissue for donation and transplantation is as per		2		
PC25. ensure that the transport for transplantation of living organ/ tissue for		2		
<i>Post-transplantation procedures and follow up with live donor</i>	50		10	15
PC26. organize routine patient visits within structured appointment schedules		5		
PC27. shuffle or reschedule appointments to deal with priority cases, emergencies and		5		
PC28. advise the live donor and family about immediate post-surgical care such as wound		5		

PC29. follow up with transplant recipient and live donor for any surgical, medical, and		5		
PC30. report any surgical, medical, and psychosocial complaints of transplant recipient		5		
PC31. report the required data (transplant and post-transplant) to state regulatory body		5		
PC32. maintain registry of transplant outcomes according to one's own scope of work		5		
Total	120	89	30	45

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8715
NOS Name	Coordinate operations related to living organ or tissue donation
Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/05/2020
Next Review Date	20/05/2025
NSQC Clearance Date	

Qualification Pack

HSS/N8716: Coordinate operations related to deceased organ or tissue donation

Description

This unit deals in detail with the requirement of an individual to coordinate deceased organ/tissue donation, retrieval, storage, transportation for transplantation in collaboration with the medical team. The unit also talks about wait list management and tissue/ organ allocation

Scope

This unit/task covers the following

- Coordinate deceased organ or tissue donation, retrieval, storage and transport
- Manage wait lists of organ or tissue donation
- Assist in organ or tissue donation in medico legal cases (MLCs)

Elements and Performance Criteria

Coordinating deceased organ or tissue donation, retrieval, storage and transport

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

- PC1. coordinate with organ allocating agency and retrieval teams for multi-organ retrieval
- PC2. facilitate organ transportation by road and air green corridor
- PC3. coordinate with the retrieval team for timely transplantation of tissues or organs such as cornea, heart valve (homograft), bone and skin etc
- PC4. assist the medical team in identifying recipient as per organ allocation list by state regulatory body and medical team
- PC5. coordinate with the transplantation team regarding pre-transplant preparations of the recipient such as laboratory reports, other necessary paperwork
- PC6. schedule and intimate operation theatre timing to retrieval teams
- PC7. update staff on appropriate departments regarding the transplant (for e.g. blood bank)
- PC8. ensure that the dignity of the body is preserved after the retrieval process during handing over
- PC9. ensure that the deceased donor's and recipient's confidentiality is maintained
- PC10. update the retrieval teams and transplant teams about further course of action in case of delays

Manage wait lists of organ or tissue donation

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

- PC11. review the patient wait lists available with the hospital, in consultation with the transplantation team
- PC12. list the patients as per hospital-based criteria/policy
- PC13. maintain patient's information in state wait list registries
- PC14. share deceased donor data to the related authorities in the hospital/ government institutions
- PC15. maintain hospital information and required data in national registry
- PC16. record transplant outcome data in the hospital transplant registry
- PC17. update all documentation related to organ and tissue donation

Assist in organ or tissue donation in medico legal cases (MLCs)

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

- PC18.** identify forms used in organ donation in medico-legal cases such as approval forms received from the legal bodies
- PC19.** support the police, forensic medicine specialists in completion of paperwork in medico- legal cases
- PC20.** support families during post-mortem and handing over of the body by the police
- PC21.** examine the needs of donor family in medico-legal cases
- PC22.** look after the needs and concerns of the donor family in medico-legal cases such as delay in inquest and post-mortem

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. relevant legislation, standards, policy, procedures and safeguards followed in hospitals and laboratories
- KU2. the role and importance of transplant coordinator
- KU3. healthcare organization's human resource policy and goals
- KU4. responsibilities of donor hospital
- KU5. various requirement, eligibility and protocols for donation and retrieval
- KU6. retrieval techniques and storage of various organs such as cornea, heart valve (homograft), bone, skin etc.
- KU7. role of transplant coordinator in Operation Theatre
- KU8. various perfusion fluids crucial for preservation of organs
- KU9. parameters of quality packing of retrieved organs
- KU10. appropriate clinical protocols for transplantation
- KU11. the logistics required for air and road transport of organs
- KU12. principles of cold storage preservation
- KU13. state, regional and national organ allocation policies
- KU14. legal formalities in organ donation
- KU15. various application, consent forms required for donation
- KU16. the concept of whole body donation and its process
- KU17. registration process for whole body donation
- KU18. the concept of End of Life Care in India and other countries
- KU19. the concept of Living Wills and Advance Directives
- KU20. the Maastricht classification of Donation after Circulatory Death (DCD)
- KU21. the concept of Donation after Circulatory Death (DCD) in various countries
- KU22. the importance and process of networking with NGOs and medical colleges for whole body donation
- KU23. role of police in organ donation in medico legal cases
- KU24. role of forensic medicine specialists in organ donation in medico legal cases

Generic Skills (GS)

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

- GS1. undertake formal & informal writing for inter- and intra-department communication including documentation and report writing
- GS2. record and maintain patient data on required systems
- GS3. read and interpret general organ/tissue donation and transplantation related terminology, concepts or literature
- GS4. be updated about the recent developments and advancements involving organ/tissue donation and transplantation
- GS5. read and interpret internal communications correctly
- GS6. liaise with state/regional/national organ allocation authority or legal reinforcement bodies for donation involving MLC
- GS7. communicate effectively to address the concerns raised by medical teams, hospital staff, police, forensic medicine specialists, donor families, recipient patients & their families
- GS8. set goals and timelines with clearly defined key performance indicators and communicate them effectively to all relevant persons
- GS9. utilize appropriate IEC material such as visual aids, slides, electronic presentation, hand-outs
- GS10. make decisions to ensure ethical deceased organ donation and transplantation
- GS11. respect the rights of the donor family

GS12. show compassion to donor families, potential recipients and families

GS13. build interpersonal relationships that foster inter- and intra-departmental unity

GS14. address conflict and manage it effectively, identify appropriate solutions to problems arising from coordination with multiple retrieval teams

GS15. analyze the needs of the retrieval and transplant teams during the deceased donation process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>coordinate deceased organ or tissue donation, retrieval, storage, and transport</i>	37		15	10
PC1. coordinate with organ allocating agency and retrieval teams for multi-organ retrieval		3		
PC2. facilitate organ transportation by road and air green corridor		3		
PC3. coordinate with the retrieval team for timely transplantation of tissues or organs such as cornea, heart valve (homograft), bone and skin etc		3		
PC4. assist the medical team in identifying recipient as per organ allocation list by state regulatory body and medical team		3		
PC5. coordinate with the transplantation team regarding pre-transplant preparations of the recipient such as laboratory reports,		3		
PC6. schedule and intimate operation theatre timing to retrieval teams		3		
PC7. update staff on appropriate departments regarding the transplant (for e.g. blood bank)		3		
PC8. ensure that the dignity of the body is preserved after the retrieval process during handing over		3		
PC9. ensure that the deceased donor's and recipient's confidentiality is maintained		3		
PC10. update the retrieval teams and transplant teams about further course of action		5		
<i>Manage wait lists of organ or tissue donation</i>	21		5	10
PC11. review the patient wait lists available with the hospital, in consultation with the transplantation team		2		
PC12. list the patients as per hospital-based criteria/policy		2		
PC13. maintain patient's information in state wait list registries		2		
PC14. share deceased donor data to the related authorities in the hospital/ government		2		

PC15. maintain hospital information and required data in national registry		2		
PC16. record transplant outcome data in the hospital transplant registry		2		
PC17. update all documentation related to organ and tissue donation		2		
<i>Assist in organ or tissue donation in medico legal cases (MLCs)</i>	15		2	5
PC18. identify forms used in organ donation in medico-legal cases such as approval forms		2		
PC19. support the police, forensic medicine specialists in completion of paperwork in		2		
PC20. support families during post-mortem and handing over of the body by the police		2		
PC21. examine the needs of donor family in medico-legal cases		2		
PC22. look after the needs and concerns of the donor family in medico-legal cases such as delay		2		
Total	73	56	22	25

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8716
NOS Name	Coordinate operations related to deceased organ or tissue donation
Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/05/2020
Next Review Date	20/05/2025
NSQC Clearance Date	

Qualification Pack

HSS/N8717: Support family members in the bereavement process

Description

This unit covers in detail about grief counselling and approaching families for obtaining consent for deceased organ/ tissue donation, supporting families and following up after organ/ tissue donation. This unit also deals in assisting the medical team in brain-stem death identification and certification, donor assessment and management.

Scope

This unit/task covers the following:

- Assist the medical team in brain- stem death identification and certification
- Undertake grief counselling
- Obtain consent for organ or tissue donation
- Donor assessment and management
- Follow up with the family

Elements and Performance Criteria

Assist the medical team in brain- stem death identification and certification

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

PC1. identify clinical triggers for timely referrals of potential donors under supervision

PC2. coordinate with brain-stem death certification panel as per protocols

PC3. assist in completing the legal forms and other formalities as per state guidelines on brain-stem death certification

Undertake grief counselling

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

PC4. identify the decision maker of the family to provide counselling

PC5. assess family dynamics, socio-cultural and religious sensitivities to acknowledge the uniqueness of each family situation

PC6. provide grief counselling to potential deceased donor families

PC7. communicate in a way that reflects cultural, religious, PwD and gender sensitivity and modify the communication pattern as and when necessary

PC8. explain the benefits of donation and transplant to the recipient/ donor emphasizing how it can bring a sense of healing to the donor family.

PC9. provide quality care to the family, regardless of the donation decision.

Obtain consent for organ or tissue donation

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

PC10. compile legal forms for donor pledge and seeking family consent

PC11. identify legal next of kin for seeking consent

PC12. obtain the consent in appropriate form

PC13. maintain required documentation for internal or external regulatory bodies as per organizational policies and procedures

Donor assessment and management

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

PC14. screen the potential donor

PC15. assist the medical team in donor assessment

PC16. assist the medical team in management of potential organ donor such as managing pathophysiological changes following brain- stem death

Follow up with the family

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

PC17. plan for a follow up with the donor family including drafting follow- up questionnaire and schedule

PC18. offer care during the bereavement process

PC19. assist the donor family in claiming the insurance

PC20. assist in designing donor recognition kits

PC21. organize donor family felicitation program

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. relevant legislation, standards, policy, procedures and safeguards followed in hospitals and laboratories
- KU2. the role and importance of transplant coordinator
- KU3. healthcare organization's human resource policy and goals
- KU4. the importance of effective and empathetic communication
- KU5. importance of long-term follow up
- KU6. prescribed documentation for transplant centers and state/regional/national regulatory bodies
- KU7. basic human anatomy and physiology
- KU8. stages of grief
- KU9. challenges in organ/tissue transplantation
- KU10. steps to identify a potential donor with the medical team before the patient's death and checking the organ donor register
- KU11. the concept of brain-stem death
- KU12. clinical triggers for timely referrals of potential donors
- KU13. diagnosis and certification of brain-stem death
- KU14. about brain-stem death certification panel committee
- KU15. the process of approaching the relatives about donation before the patient's cardiac death
- KU16. details of the patient's medical history relevant to donation
- KU17. the process of coordinating with the medical team to delay withdrawal of treatment for the process of organ retrieval
- KU18. the ethnic and cultural variations among those who are likely to donate or not donate.
- KU19. the difference between correct and incorrect approaches for deceased organ donation
- KU20. the importance of confidentiality in organ donation
- KU21. concept of brain-stem death and brain-stem death testing protocol
- KU22. management of a potential organ donor
- KU23. Transplantation of Human Organs & Tissues Act 1994 corresponding rules, amendments and related documentation
- KU24. the approach to disclose about the death to the relatives or family members
- KU25. ethics of organ donation and transplantation
- KU26. importance of attributes such as empathy, patience, tolerance, integrity, ethics etc
- KU27. importance of showing regard towards all genders and PwD
- KU28. the legal and financial formalities required to complete organ donation process

Generic Skills (GS)

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

- GS1.** undertake formal & informal writing for inter- and intra-department communication including documentation and report writing
- GS2.** record and maintain patient data on required systems
- GS3.** read and interpret general organ/tissue donation and transplantation related terminology, concepts or literature
- GS4.** read and interpret internal communications correctly
- GS5.** communicate the information effectively during interactions
- GS6.** communicate effectively to address the concerns raised by medical teams, hospital staff, police, forensic medicine specialists, donor families, recipient patients & their families
- GS7.** avoid set of scripted statements.
- GS8.** show empathy towards PWD.
- GS9.** make decisions to ensure ethical deceased organ donation and transplantation
- GS10.** maintain deceased donor and family confidentiality
- GS11.** respect the rights of the deceased donor and family
- GS12.** be compassionate with families of brain dead patients/deceased donors
- GS13.** build interpersonal relationships that foster inter- and intra-departmental unity
- GS14.** analyze behavior of the families of brain dead patients to identify their state of mind
- GS15.** apply the information gathered by analyzing the status of the deceased donor to update the transplant teams about further course of action

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist the medical team in brain- stem death identification and certification</i>	10		10	5
PC1. identify clinical triggers for timely referrals of potential donors under supervision		2		
PC2. coordinate with brain-stem death certification panel as per protocols		2		
PC3. assist in completing the legal forms and various state guidelines formalities on brain-stem death certification		2		
<i>Undertake grief counselling</i>	20		20	20
PC4. identify the decision maker of the family to provide counselling		7		
PC5. assess family dynamics, socio-cultural and religious sensitivities to acknowledge the uniqueness of each family situation		7		
PC6. provide grief counselling to potential deceased donor families		7		
PC7. communicate in a way that reflects cultural, religious, PwD and gender sensitivity and modify the communication pattern as and when		7		
PC8. explain the benefits of donation and transplant to the recipient/ donor emphasizing		7		
PC9. provide quality care to the family, regardless of the donation decision.		7		
<i>Obtain consent for organ or tissue donation</i>	15		15	20
PC10. compile legal forms for donor pledge and seeking family consent		7		
PC11. identify legal next of kin for seeking consent		7		
PC12. obtain the consent in appropriate form		7		
PC13. maintain required documentation for internal or external regulatory bodies as per		7		
<i>Donor assessment and management</i>	10		10	10
PC14. screen the potential donor		3		

PC15. assist the medical team in donor assessment		3		
PC16. assist the medical team in management of potential organ donor such as managing		3		
<i>Follow up with the family</i>	17		10	15
PC17. plan for a follow up with the donor family including drafting follow- up questionnaire and		5		
PC18. offer care during the bereavement process		5		
PC19. assist the donor family in claiming the insurance		5		
PC20. assist in designing donor recognition kits		5		
PC21. organize donor family felicitation program		5		
Total	72	110	65	70

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8717
NOS Name	Support family members in the bereavement process
Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/05/2020
Next Review Date	20/05/2025
NSQC Clearance Date	

Qualification Pack

HSS/N8718: Create awareness related to organ or tissue donation

Description

This unit deals in detail about creating awareness pertaining to organ/tissue donation and transplantation in the healthcare fraternity and community at large

Scope

This unit/task covers the following

- carry out awareness activities in the community/public
- carry out awareness activities amongst the hospital staff

Elements and Performance Criteria

carry out awareness activities in the community/public

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

- PC1. plan outreach programs for the general community with designated team
- PC2. strategize community campaigns for organ donation awareness such as setting up of camps, kiosks etc
- PC3. execute community campaigns in collaboration with the transplantation team
- PC4. analyse need of common public for information, and provide appropriate sessions
- PC5. organize orientation programs for local civic organizations like NGOs or voluntary organization to educate them about organ and tissue donation
- PC6. sensitize the community/public about the basic concepts of organ donation & transplantation
- PC7. address queries related to the evidence, beliefs, arguments, claims and alternate points of view at the community level with respect to organ donation and transplantation
- PC8. ensure IEC material used are paperless by substituting handouts/ pamphlets/ leaflets with electronic presentation

carry out awareness activities amongst the hospital staff

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

- PC9. analyse need of hospital staff for information, and provide appropriate sessions
- PC10. conduct survey of hospital staff to determine Knowledge, Attitude and Practices (KAP) regarding organ donation and transplantation
- PC11. organize organ donation and transplantation education programs for hospital staff
- PC12. manage sensitization and refresher programs for hospital staff
- PC13. organize Continuing Medical/Nursing Education sessions (CME/CNE) on brain- stem death certification, donor management, organ donation and transplantation for critical care and transplant teams
- PC14. guide the hospital staff how to close the gaps identified from the Knowledge, Attitude and Practices (KAP) analysis
- PC15. re-use IEC material like presentations and educational videos

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policy, procedures and safeguards followed in hospitals and laboratories
- KU2.** the role and importance of transplant coordinator
- KU3.** healthcare organization's human resource policy and goals
- KU4.** importance of long-term follow up
- KU5.** the importance of effective, clear and empathic communication
- KU6.** the effective use of social media space to create awareness related to organ/tissue donation and transplantation
- KU7.** role of social media in promoting organ donation
- KU8.** the concept of donor pledge
- KU9.** role of media in organ donation and transplantation awareness
- KU10.** legal formalities in organ donation
- KU11.** protocols for conducting surveys
- KU12.** the process of delivering information using visual aids, slides, electronic presentation, hand-outs , and engage with media
- KU13.** importance of outreach programs to spread awareness about organ donation and dispel myths, among the community
- KU14.** various religious/ cultural perspectives to organ donation
- KU15.** the effective methodology of conserving and re-using IEC material
- KU16.** the importance of optimizing material utilization used for awareness related activities
- KU17.** various materials which can be replaced by environment friendly substitutes
- KU18.** importance and process of organizing Continuing Medical Education (CMEs) and Continuing Nursing Education (CNEs) for hospital staff
- KU19.** the process of tackling any negative publicity pertaining to organ donation that might arise

Generic Skills (GS)

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

- GS1.** undertake formal & informal writing for inter- and intra-department communication including documentation and report writing
- GS2.** read and interpret general organ/tissue donation and transplantation related terminology, concepts or literature
- GS3.** record and maintain organ pledging data on required systems
- GS4.** read and interpret internal communications correctly
- GS5.** read, interpret and implement ethical and legal issues surrounding the access and use of information, media, information technology
- GS6.** utilize appropriate IEC material to educate community with various language backgrounds
- GS7.** make decisions to ensure ethical deceased organ donation and transplantation
- GS8.** keep the donor pledges confidential
- GS9.** build interpersonal relationships that promote organ donation awareness among the general public and media.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>carry out awareness activities in the community/public</i>	20	3	10	15
PC1. plan outreach programs for the general community with designated team		3		
PC2. strategize community campaigns for organ donation awareness such as setting up of camps, kiosks etc		3		
PC3. execute community campaigns in collaboration with the transplantation team		3		
PC4. analyse need of lay public for information, and provide appropriate sessions		3		
PC5. organize orientation programs for local civic organizations like NGOs or voluntary organization to educate them about organ and tissue donation		3		
PC6. sensitize the community/public about the basic concepts of organ donation & transplantation		3		
PC7. address queries related to the evidence, beliefs, arguments, claims and alternate points of view at the community level with respect to organ donation and transplantation		3		
PC8. ensure IEC material used are paperless by substituting handouts/ pamphlets/ leaflets with electronic presentation		3		
<i>carry out awareness activities amongst the hospital staff</i>	12		10	15
PC9. analyse need of hospital staff for information, and provide appropriate sessions		3		
PC10. conduct survey of hospital staff to determine Knowledge, Attitude and Practices		3		
PC11. organize organ donation and transplantation education programs for hospital staff		3		
PC12. manage sensitization and refresher programs for hospital staff		3		

PC13. organize continuing medical/nursing sessions (CME/CNE) on brain- stem death certification, donor management, organ donation and transplantation for critical care and transplant teams		3		
PC14. guide the hospital staff how to close the gaps identified from the KAP analysis		3		
PC15. re-use IEC material like presentations, educational videos for education purpose		3		
Total	32	45	20	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8718
NOS Name	Create awareness related to organ or tissue donation
Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	21/05/2020
Next Review Date	20/05/2025
NSQC Clearance Date	

HSS/N9615: Maintain interpersonal relationship with patients, colleagues and others

Description

This OS unit is about effective communication and exhibiting professional behaviour with co-workers, patients and their family members in response to queries or as part of health advice and counselling. 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:

- Communicate and maintain professional behavior with co-workers and patients and their families
- Work with other people to meet requirements
- Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements

Elements and Performance Criteria

Communicate and maintain professional behavior with co-workers and patients and 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

Work with other people to meet requirements

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

- PC8.** integrate one's work with another people's work effectively
- PC9.** utilize time effectively and pass on essential information to
- PC10.** other people on timely basis
- PC11.** work in a way that shows respect for other people
- PC12.** carry out any commitments made to other people
- PC13.** reason out the failure to fulfill commitment
- PC14.** identify any problems with team members and other people and take the initiative to solve these problems

Qualification Pack

Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements

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

- PC15.** establish, agree, and record the work requirements clearly
- PC16.** ensure his/her work meets the agreed requirements
- PC17.** treat confidential information correctly
- PC18.** work in line with the organization's procedures and policies and within the
- PC19.** limits of his/ her job role

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** guidelines on communicating with patients and other individuals
- KU2.** guidelines on maintaining confidentiality and respecting need for privacy
- KU3.** business, mission, and objectives of the organization
- KU4.** scope of work of the role
- KU5.** responsibilities and strengths of the team and their importance to the organization
- KU6.** information that is considered confidential to the organization
- KU7.** effective working relationships with the people external to the team, with which the individual works on a regular basis
- KU8.** procedures in the organization to deal with conflict and poor working relationships
- KU9.** relevant policies and procedures of the organization
- KU10.** how to communicate effectively (face-to-face, by telephone and in writing)
- KU11.** how to handle stressful or risky situations when communicating with patients and/ or other individuals
- KU12.** when to ask for assistance when situations are beyond one's competence and authority
- KU13.** how to maintain confidentiality and to respect an individual's need for privacy
- KU14.** how to ensure that all information provided to individuals is from reliable sources
- KU15.** disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination
- KU16.** essential information that needs to be shared with other people
- KU17.** importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis
- KU18.** importance of integrating ones work effectively with others
- KU19.** types of working relationships that help people to work well together and the types of relationships that need to be avoided
- KU20.** types of opportunities an individual may seek out to improve relationships with others
- KU21.** how to deal with difficult working relationships with other people to sort out
- KU22.** importance of asking the appropriate individual for help when required
- KU23.** importance of planning, prioritizing and organizing, timely work
- KU24.** the importance of clearly establishing work requirement
- KU25.** importance of being flexible in changing priorities when the importance and urgency comes into play
- KU26.** how to make efficient use of time, and to avoid things that may prevent work
- KU27.** deliverables from being expedited
- KU28.** importance of keeping the work area clean and tidy

Generic Skills (GS)

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

- GS1.** write effective communications to share information with the team members and other people outside the team
- GS2.** write at least one local/ official language used in the local community
- GS3.** report progress and results
- GS4.** record problems and resolutions
- GS5.** read and understand work related documents and information shared by different sources
- GS6.** read organizational policies and procedures
- GS7.** communicate essential information to colleagues face-to-face or through telecommunication
- GS8.** speak at least one local language
- GS9.** question others appropriately in order to understand the nature of the request or compliant
- GS10.** report progress and results
- GS11.** interact with other individuals
- GS12.** negotiate requirements and revised agreements for delivering them
- GS13.** make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
- GS14.** plan and organize files and documents
- GS15.** be responsive to problems of the individuals
- GS16.** be available to guide, counsel and help individuals when required
- GS17.** be patient and non-judgmental at all times
- GS18.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS19.** be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS20.** be sensitive to potential cultural differences
- GS21.** maintain patient confidentiality
- GS22.** respect the rights of the patient(s)
- GS23.** understand problems and suggest an optimum solution after evaluating possible solutions

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate and maintain professional behavior with co-workers and patients and their families</i>	5			
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				
<i>Work with other people to meet requirements</i>	5			
PC8. integrate one's work with another 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				
<i>Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements</i>	3			
PC14. establish, agree, and record the work requirements clearly				
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				

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9615
NOS Name	Maintain interpersonal relationship with patients, colleagues and others
Sector	Healthcare
Sub-Sector	Allied Health and Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	6/12/17
Next Review Date	5/12/21
NSQC Clearance Date	

Qualification Pack

HSS/N9616: Maintain professional & medico-legal conduct

Description

This OS unit is about recognizing the boundaries of the roles 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.

Scope

This unit/task covers the following:

- Maintain professional behaviour
- Act within the limit of one's competence and authority
- Follow the code of conduct and demonstrating best practices in the field

Elements and Performance Criteria

Maintain professional behaviour

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

- PC1.** respect patient's individual values and needs
- PC2.** maintain patient's confidentiality
- PC3.** meet timelines for each assigned task
- PC4.** respect patient's dignity and use polite language to communicate
- PC5.** maintain professional environment

Act within the limit of one's competence and authority

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

- PC6.** work within organizational systems and requirements as appropriate to one's role
- PC7.** adhere to legislation, protocols and guidelines relevant to one's role and field of practice
- PC8.** maintain competence within one's role and field of practice
- PC9.** evaluate and reflect on the quality of one's work and make continuing improvements
- PC10.** use relevant research-based protocols and guidelines as evidence to inform one's practice

Follow the code of conduct and demonstrate best practices in the field

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

- PC11.** recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority
- PC12.** promote and demonstrate good practice as an individual and as a team member at all times
- PC13.** identify and manage potential and actual risks to the quality and safety of practice
- PC14.** maintain personal hygiene and contribute actively to the healthcare ecosystem

PC15. maintain a practice environment that is conducive to the provision of medico- legal healthcare

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. The user/individual on the job needs to know and understand:
- KU2. the limitations and scope of the role and responsibilities of self and others
- KU3. the importance of working within the limits of one's competence and authority
- KU4. the importance of personally promoting and demonstrating good practice
- KU5. the detrimental effects of non-compliance
- KU6. the importance of intercommunication skills
- KU7. the legislation, protocols and guidelines affecting one's work
- KU8. the organizational systems and requirements relevant to one's role
- KU9. the sources of information and literature to maintain a constant access to upcoming research and changes in the field
- KU10. the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
- KU11. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements
- KU12. how to report and minimize risks
- KU13. 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
- KU14. one's job role and job responsibility
- KU15. the job role and responsibilities of co workers
- KU16. the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported
- KU17. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization
- KU18. 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
- KU19. risks related to quality and safety
- KU20. Risks: working outside the boundaries of competence and authority, not keeping up to date with best practice, poor communication, Insufficient support, Lack of resources
- KU21. the importance of personal hygiene

Generic Skills (GS)

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

- GS1. document reports, task lists, and schedules
- GS2. prepare status and progress reports
- GS3. record daily activities
- GS4. update other co-workers
- GS5. read about changes in legislations and organizational policies
- GS6. keep updated with the latest knowledge
- GS7. discuss task lists, schedules, and work-loads with co-workers
- GS8. give clear instructions to patients and co-workers
- GS9. keep patient informed about progress
- GS10. avoid using jargon, slang or acronyms when communicating with a patient
- GS11. make decisions pertaining to the concerned area of work in relation to job role

- GS12. act decisively by balancing protocols and work at hand
- GS13. communicate effectively with patients and their family, physicians, and other members of the health care team
- GS14. be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS15. be sensitive to potential cultural differences
- GS16. maintain patient's confidentiality
- GS17. respect the rights of the patient(s)

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain professional behavior</i>	5			
PC1. respect patient’s individual values and needs				
PC2. maintain patient’s confidentiality				
PC3. meet timelines for each assigned task				
PC4. respect patient’s dignity and use polite language to communicate				
PC5. maintain professional environment				
<i>Act within the limit of one’s competence and authority</i>	7			
PC6. work within organizational systems and requirements as appropriate to one’s role				
PC7. adhere to legislation, protocols and guidelines relevant to one’s role and field of practice				
PC8. maintain competence within one’s role and field of practice				
PC9. evaluate and reflect on the quality of one’s work and make continuing improvements				
PC10. use relevant research-based protocols and guidelines as evidence to inform one’s practice				
<i>Follow the code of conduct and demonstrate best practices in the field</i>	7			
PC11. recognize the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority				
PC12. promote and demonstrate good practice as an individual and as a team member at all times				
PC13. identify and manage potential and actual risks to the quality and safety of practice				

PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem				
PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare				

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9616
NOS Name	Maintain professional & medico-legal conduct
Sector	Healthcare
Sub-Sector	Allied Health and Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	6/12/17
Next Review Date	5/12/21
NSQC Clearance Date	

Qualification Pack

HSS/N9618: Follow infection control policies and 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 policies

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

Elements and 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

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

- PC4.** apply appropriate health and safety measures following appropriate personal clothing and 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

Qualification Pack

- 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

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

- 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 waterproof 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 (KU)

The individual on the job needs to know and understand:

- KU1.** relevant up-to-date information on health, safety, and security that applies to the organization
- KU2.** organizations emergency procedures and responsibilities for handling hazardous situations
- KU3.** person(s) responsible for health, safety, and security in the organization
- KU4.** good personal hygiene practice including hand care
- KU5.** 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
- KU6.** the importance to adhere to the organizational and national waste management principles and procedures
- KU7.** the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these
- KU8.** the required actions and reporting procedures for any accidents, spillages and contamination involving waste
- KU9.** the requirements of the relevant external agencies involved in the transport and receipt of your waste
- KU10.** the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment
- KU11.** the current national legislation, guidelines, local policies and protocols which affect work practice

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- KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others
- KU13.** identification and management of infectious risks in the workplace
- KU14.** aspects of infectious diseases including opportunistic organisms and pathogens
- KU15.** basic microbiology including bacteria and bacterial spores, fungi, viruses
- KU16.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
- KU17.** how to clean and sterile techniques
- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques
- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Qualification Pack

Generic Skills (GS)

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

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures to managing biomedical waste and infection control and prevention
- GS3.** listen patiently
- GS4.** report hazards and incidents clearly with the appropriate level of urgency
- GS5.** take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues
- GS6.** apply additional precautions when standard precautions are not sufficient
- GS7.** consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)
- GS8.** consistently follow the procedure for washing and drying hands
- GS9.** consistently maintain clean surfaces and limit contamination
- GS10.** how to make exceptional effort to keep the environment and work place clean
- GS11.** identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
- GS12.** analyze the seriousness of hazards pertaining to hospital waste and related infections
- GS13.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act
- GS14.** take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</i>	5	-	3	10
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	-	-	-	-
<i>Complying with an effective infection control protocols</i>	8	-	5	10
PC4. apply appropriate health and safety measures following appropriate personal clothing and 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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Maintaining personal protection and preventing the transmission of infections from person to person</i>	8	-	5	10
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 waterproof 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	-	-	-	-
NOS Total	21	-	13	30

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9618
NOS Name	Follow infection control policies and procedures including biomedical waste disposal protocols
Sector	Healthcare
Sub-Sector	Social Work and Community Health, Healthcare Management, Allied Health and Paramedics
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	06/12/2017
Next Review Date	05/12/2021
NSQC Clearance Date	

Qualification Pack

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Recommended Pass % aggregate for QP: 70

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N8715: Coordinate operations related to living organ or tissue donation	120	89	30	45	284	20
HSS/N8716: Coordinate operations related to deceased organ or tissue	73	56	22	25	176	25
HSS/N8717: Support family members in the bereavement process	72	110	65	70	317	25
HSS/N8718: Create awareness related to organ or tissue donation	32	45	20	30	127	15
HSS/N9615 : Maintain a professional relationship with patients, colleagues and others	13				13	5

HSS/N9616: Maintain professional & medico-legal conduct	19				19	5
HSS/N9618: Follow infection control policies and procedures including biomedical waste disposal protocols	21	-	13	30	64	5
Total	350	300	150	200	1000	

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
BLS	Basic Life Support
OS	Occupational Standard(S)
QP	Qualifications Pack
NOS	National Occupational Standard(S)
NSQF	National Skills Qualifications Framework
MHRD	Ministry of Human Resource Development
NSQF	National Skills Qualification Framework
HLA	Human Leukocyte Antigen
DNA	Deoxyribonucleic Acid
MLC	Medico Legal Case
THOTA	Transplantation of Human Organs and Tissues Act
NGO	Non- Government Organization

Qualification Pack

Glossary

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

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual need in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication-related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Transplantation of Human Organs and Tissues Act	An Act to provide for the regulation of removal, storage and transplantation of human organs for therapeutic purposes and for the prevention of commercial dealings in human organs and for matters connected therewith or incidental thereto.