

# Model Curriculum

## General Duty Assistant

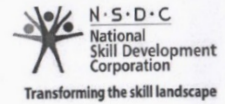
**SECTOR: HEALTHCARE**

**SUB-SECTOR: ALLIED HEALTH & PARAMEDICS**

**OCCUPATION: GENERAL DUTY ASSISTANT**

**REF ID: HSS/Q5101, VERSION 1.0**

**NSQF LEVEL: 4**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

HEALTHCARE SECTOR SKILL COUNCIL

for the


MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: 'General Duty Assistant' QP No. 'HSS/Q 5101 NSQF Level 4'

Date of Issuance: **November 30<sup>th</sup>, 2015**

Valid up to: **November 29<sup>th</sup>, 2016**

\* Valid up to the next review date of the Qualification Pack

  
Authorised Signatory  
(Healthcare Sector Skill Council)

## TABLE OF CONTENTS

<b>1. Curriculum</b>	<b>01</b>
<b>2. Trainer Prerequisites</b>	<b>13</b>
<b>3. Annexure: Assessment Criteria</b>	<b>14</b>

# General Duty Assistant

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “General Duty Assistant”, in the “Healthcare” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>&lt;General Duty Assistant &gt;</b>		
<b>Qualification Pack Name &amp; Reference ID.</b>	HSS/Q5101, version 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	15 – 12 – 2015
<b>Pre-requisites to Training</b>	Preferably Class X, but Class VIII is also considered in certain situations		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Discuss &amp; verbalize the role of a basic healthcare provider</li> <li>• Demonstrate techniques to maintain the personal hygiene needs of a patient</li> <li>• Practice infection control measures</li> <li>• Demonstrate the ability to perform clinical skills essential in providing basic healthcare services</li> <li>• Promote safety, understand usage of protective devices and demonstrate precautions to be taken while usage of Oxygen</li> <li>• Demonstrate professional behavior, personal qualities and characteristics of a General Duty Assistant</li> <li>• Demonstrate right methods of bio medical waste management</li> <li>• Demonstrate Basic Life Support, Cardio Pulmonary Resuscitation and other actions in the event of medical and facility emergencies</li> <li>• Demonstrate good communication, communicate accurately and appropriately in the role of General Duty Assistant and demonstrate professional appearance and demeanor</li> </ul>		

This course encompasses 21 out of 21 National Occupational Standards (NOS) of “General Duty Assistant” Qualification Pack issued by “SSC: Healthcare Sector Skill Council”.

S.No	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction to Healthcare Systems</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 02:00</p> <p><b>Corresponding NOS Code</b> Introduction</p>	<ul style="list-style-type: none"> <li>Basic understanding of Healthcare Service Providers (primary, secondary &amp; tertiary)</li> <li>Basic understanding of services offered to patients in a hospital</li> <li>Basic understanding of various departments in the hospital</li> </ul>	<p>Self learning and understanding</p> <p>Mannequin, chart and poster demonstration, heart impressions for easy learning and understanding</p>
2	<p><b>Broad functions of Patient Care Assistant</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> HSS/N 9603, 9607</p>	<ul style="list-style-type: none"> <li>To develop broad understanding of the functions to be performed by PCA</li> <li>Understand the functions to be performed by PCA during admission and discharge of patient</li> <li>To develop understanding of Patient Comforts and Safety</li> <li>To understand the daily care need of patient</li> <li>Understand the Role of PCA while transporting sample /drug of the patient</li> <li>Understand the importance of providing assistance to the patient whenever required</li> <li>Understand the importance of observing patient needs and providing assistance to the patient while admission and discharge</li> <li>Understand the importance of cleaning/sterilization/disinfection of hospital premises and medical equipment's under supervision</li> <li>Understand the need for keeping</li> <li>medical equipment , connections, wiring, tubing including medical gases connectors in good</li> <li>condition and ready for patient use under supervision</li> </ul>	<p>Mock environment of clinic and hospital environment, home care setups with home based articles, family planning methods, emergency kits etc, sample drug</p>

S.No	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>Knowledge of various routes of drug administration</li> <li>Sensitization on importance of drug dosage</li> <li>To develop broad understanding for providing support to patient</li> <li>while feeding normally or assisted devices (Ryle's tube)</li> <li>Demonstrate steps involved while dressing the patients</li> <li>Describe the difference in</li> <li>procedure of dressing in</li> <li>special situations like</li> <li>physical disability, infant,</li> <li>unconscious patients, etc.</li> <li>Provide for the patient's</li> <li>daily care</li> <li>Understand the Role of PCA while transporting sample /drug of the patient</li> </ul>	
3	<p><b>Introduction to Human Body-Structure &amp; Function</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 02:00</p> <p><b>Corresponding NOS Code</b> HSS/N 5101-5106, 5111</p>	<ul style="list-style-type: none"> <li>Understanding different parts of body</li> <li>Understanding different systems of body</li> <li>Understanding different positions of body</li> </ul>	Mannequin, charts, demonstration kits of different body parts
4	<p><b>Personnel Hygiene &amp; Professional Behaviour</b></p>	<ul style="list-style-type: none"> <li>To develop understanding of the concept of Healthy Living</li> <li>To develop understanding &amp; procedures of Hand Hygiene</li> <li>To develop techniques of Grooming</li> <li>To be equipped with Techniques of Use of PPE</li> <li>To be vaccinated against common infectious diseases</li> </ul>	Patient daily care articles, PPE, vaccination, hand hygiene techniques

S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Theory Duration</b> (hh:mm) 04:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 5107, 9603, 9604, 9605, 9607, 5108</p>	<ul style="list-style-type: none"> <li>How to maintain peaceful environment</li> <li>Learn General and Specific etiquettes to be observed on duty</li> <li>Describe the importance of conservation of resources in medical facility</li> </ul>	
5	<p><b>Bio Medical Waste Management</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> HSS / N / 9609</p>	<ul style="list-style-type: none"> <li>To gain understanding of importance of proper and safe disposal of bio-medical waste &amp; treatment</li> <li>To gain understanding of categories of bio-medical waste</li> <li>To learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc.</li> <li>To gain broad understanding of standards for bio-medical waste disposal</li> <li>To gain broad understanding of means of bio-medical waste treatment</li> </ul>	Different coded color bins, different variety of bio medical waste management, Visit to treatment plan of bio medical waste etc
6	<p><b>Emergency Medical Response</b></p> <p><b>Theory Duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 03:00</p>	<ul style="list-style-type: none"> <li>Describe chain of survival</li> <li>Demonstrate CPR</li> <li>Rescue of a child</li> <li>Demonstrate two rescuer CPR</li> </ul>	Emergency situations, crash cart trolley, O2 cylinder etc

S.No	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code HSS/ N 9606, 5112		
7	<b>Body Mechanics</b>  <b>Theory Duration</b> (hh:mm) 03:00  <b>Practical Duration</b> (hh:mm) 07:00  <b>Corresponding NOS Code</b> HSS/N5101, 5106, 5111	<ul style="list-style-type: none"> <li>Learn the kinetics of joints and movements</li> <li>Learn mechanisms that affect movements in human body</li> <li>To understand general principles of movements and to learn the</li> <li>To understand the process and precaution to be taken care of while transferring the patient</li> </ul>	Mannequin, charts, demonstration kits of different body mechanics, internet use
8	<b>Positioning/Transferring/Mobility of patients</b>  <b>Theory Duration</b> (hh:mm) 04:00  <b>Practical Duration</b> (hh:mm) 06:00  <b>Corresponding NOS Code</b> HSS/N 5101-5106	<ul style="list-style-type: none"> <li>Describe importance of positioning for a patient in treatment and recovery</li> <li>Introduction to various types of position</li> <li>Learn various kinds of means available for transferring patients</li> <li>Describe care to be taken while transferring patient</li> <li>Understand usage of Wheel chair, stretcher, shifting of patient from bed to stretcher, stretcher to Operation Theatre table Etc., and in special situations</li> <li>Understand importance of physical moments for well being.</li> <li>Describe usage of modes used for mobility and their maintenance</li> <li>Describe care while patient is walking or using assisted devices</li> </ul>	Mannequin, charts, demonstration kits of different body mechanics & positions & internet use, stretcher, wheelchair, trolley, patient assisted devices
9	<b>Observing and Reporting</b>  <b>Theory Duration</b> (hh:mm) 05:00	<ul style="list-style-type: none"> <li>Understand the importance of observing and reporting to authority for said or unsaid findings, if any</li> <li>Understanding the importance of verbally informing the person in authority</li> </ul>	Use of internet to adopt best practises across the world for professional etiquettes, sample forms and



S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/ N 5110</p>		feedback forms
10	<p><b>Consent, Documentation &amp; Records</b></p> <p><b>Theory Duration</b> (hh:mm) 07:00</p> <p><b>Practical Duration</b> (hh:mm) 03:00</p> <p><b>Corresponding NOS Code</b> HSS/N5114, 5115, 9605</p>	<ul style="list-style-type: none"> <li>Understand guidelines for documentation</li> <li>Learn various types of records of importance for Patient Care Assistant</li> <li>Understand use and importance of records and consent taking</li> <li>Understand abbreviations and symbols</li> <li>Enter, transcribe, record, store, or maintain information in written or electronic/magnetic form</li> </ul>	sample forms and feedback forms
11	<p><b>Patient's Rights &amp; Environment</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> HSS/ N5101-5106, 5109, 5111, 5112, 9606</p>	<ul style="list-style-type: none"> <li>Describe necessary arrangements to ensure patient safety and comfort</li> <li>Understand sensitivities involved in patient's right</li> <li>Learn PCA role in maintaining patient's rights</li> </ul>	internet use to learn patient rights
12	<p><b>Patient - Basic care and needs</b></p>	<ul style="list-style-type: none"> <li>Understand the difference of care provided to ill patients, terminally ill, physically challenged and</li> <li>handicapped personnel</li> </ul>	Mannequin, charts, demonstration kits of different



S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> HSS/N 5114 &amp; 9605</p>		modules
15	<p><b>Fall Prevention</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> HSS/ 5101, 5103, 5105, 5106, 5111, 9606</p>	<ul style="list-style-type: none"> <li>Describe standards for prevention of patient's fall</li> <li>Describe care to be taken to avoid fall in high risk patients</li> <li>Describe measures to be taken to prevent falls</li> <li>Describe action in event of a fall incident</li> </ul>	Mannequins, patient protection and assisted devices
16	<p><b>Mortuary Management</b></p> <p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> HSS / N 5115</p>	<ul style="list-style-type: none"> <li>Learn Managing last offices</li> <li>Packaging dead bodies in case of non communicable and communicable diseases</li> </ul>	Dead body kind mannequin, bed sheets, bandages, cotton, disinfectants
17	<p><b>Special Procedures</b></p>	<ul style="list-style-type: none"> <li>To understand the role of PCA during Special Procedure while assisting nurse/physician               <ol style="list-style-type: none"> <li>Application of heat and cold</li> <li>Administering Oxygen</li> </ol> </li> </ul>	O2 cylinder, suction kit, catheter, specimen, Ryle's tube, suction

S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Theory Duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> HSS/N 5105, 5109, 5114</p>	<ol style="list-style-type: none"> <li>3. Suctioning</li> <li>4. Catheterization</li> <li>5. Intravenous Observations</li> <li>6. Enema</li> <li>7. Specimen collection</li> <li>8. Medicine dispensing</li> <li>9. Feeding through Ryle tube</li> </ol>	<p>apparatus, heat and cold application methods Patient safety tools such as wheel chairs, trolleys, side rails, PPE, First Aid kit, betadine, cotton, bandages, sanitizers, disinfectants etc.</p>
18	<p><b>Role of General Duty Assistant - Sanitation, Safety &amp; First Aid</b></p> <p><b>Theory Duration</b> (hh:mm) 07:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> HSS/N 9606, 5110</p>	<ul style="list-style-type: none"> <li>• Describe common emergency conditions and what to do in medical emergencies</li> <li>• Describe basics of first aid</li> <li>• To develop understanding and precautions to ensure self safety</li> <li>• Provide care to the patients while moving.</li> <li>• Demonstrate the use of protective devices (restraints,safety devices)</li> <li>• Practice safe methods while using medical gases in hospital (if any)</li> </ul>	<p>Hand sanitizers, PPE, Hand washing techniques, steriliser, disinfectants etc</p>
19	<p><b>Infections control and prevention</b></p> <p><b>Theory Duration</b> (hh:mm) 07:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding</b></p>	<ul style="list-style-type: none"> <li>• Identification of deviation from normal health</li> <li>• Explain Hospital borne infections</li> <li>• Explain practices to curb the disease</li> <li>• Explain different types of Spillages and their management</li> </ul>	<p>Crash cart, emergency codes, fire extinguisher</p>

S.No	Module	Key Learning Outcomes	Equipment Required
	<b>NOS Code</b> HSS/N 5108		
20	<b>Institutional Emergencies, Fire safety and &amp; security</b>  <b>Theory Duration</b> (hh:mm) 04:00  <b>Practical Duration</b> (hh:mm) 06:00  <b>Corresponding NOS Code</b> HSS/ N 9606	<ul style="list-style-type: none"> <li>Learn actions to be initiated in case of fire</li> <li>Describe how to use fire extinguisher</li> <li>Understand suspicious behavior of individuals and tracking the same.</li> </ul>	Crash cart, emergency codes, fire extinguisher
21	<b>Emergencies in health care and response to patient call</b>  <b>Theory Duration</b> (hh:mm) 04:00  <b>Practical Duration</b> (hh:mm) 06:00  <b>Corresponding NOS Code</b> HSS/ N 5112 & 5110	<ul style="list-style-type: none"> <li>Describe emergencies in Hospital and general conditions</li> <li>Describe fire emergencies and action to be initiated in fire emergencies</li> </ul>	Crash cart, emergency codes, fire extinguisher
22	<b>Basic Computer Knowledge</b>  <b>Theory Duration</b> (hh:mm) 03:00	<b>To gain broad understanding about Application of computers in laboratory Practice</b> <ul style="list-style-type: none"> <li>Introduction to Computers:</li> <li>Block diagram</li> <li>Input and Output devices</li> </ul>	Computer with internet facility

S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> General Topic</p>	<ul style="list-style-type: none"> <li>Storage devices</li> </ul> <p><b>Introduction to operating systems</b></p> <ul style="list-style-type: none"> <li>Need of Operating systems (OS)</li> <li>Function of OS</li> <li>Windows 2000 – Utilities and basic operations</li> <li>Microsoft office 2000 – MS Word, MS Excel</li> </ul>	
23	<p><b>Soft Skills And Communications</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 07:00</p> <p><b>Corresponding NOS Code</b> HSS/N/5107, HSS/N/9603, HSS/N/9604, HSS/N/9605 &amp; HSS/N/9607</p>	<ul style="list-style-type: none"> <li>Understand Art of Effective Communication</li> <li>Able to handle effective Communication with Patients &amp; Family</li> <li>Able to handle effective Communication with Peers/ colleagues using medical terminology in communication</li> <li>Learn basic reading and writing skills</li> <li>Learn sentence formation</li> <li>Learn grammar and composition</li> <li>Learn how to enhance vocabulary</li> <li>Learn Goal setting, team building, team work, time management, thinking and reasoning &amp; communicating with others</li> <li>Learn problem solving</li> <li>Understand need for customer service and service excellence in Medical service</li> <li>Understand work ethics in hospital set up</li> <li>Learn objection handling</li> <li>Learn Telephone and Email etiquettes</li> <li>Learn Basic computer working like feeding the data, saving the data and retrieving the data.</li> <li>Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</li> <li>Learn identification of rapidly changing situations and adapt accordingly</li> <li>Learn decision making ability</li> <li>Learn planning and organization of work</li> </ul>	Self learning and understanding
	<b>Total Duration</b>	<p><b>Unique Equipment Required:</b> Little Anne, Ambu Mask (Adult), AED Trainer with Adult Pad, Pocket Mask, Stop Watch, Oxygen Cylinder, Oxygen Key, Oxygen Cylinder Trolley, Hospital Bed,</p>	

S.No	Module	Key Learning Outcomes	Equipment Required
	<p><b>Theory Duration (hh:mm)</b> <b>100:00</b></p> <p><b>Practical Duration (hh:mm)</b> <b>140:00</b></p> <p><b>OJT Duration (hh:mm)</b> <b>180:00</b></p>	<p>Bedside Locker, Cardiac Table, Bed Sheet, Pillow, Pillow Cover, Blanket, Student Chair, Wheel Chair, Walker, Crutch, Table (3 ft by 6 ft), Cupboard, Stretcher, Cane, Back Rest, Foot Rest, Steel Basin, Bed pan, Urinal (Male &amp; Female), Air Cushion, Sand Bag, Weighing Machine, Fire Extinguisher, Oral Care Set, Steel Tray, Artery Forcep, Dissecting Forcep, Scissor, Nail Cutter, Nail Filer, Splint, Cervical Collar, Spine Board, Steel Plate, Steel Glass, Steel Bowl, Spoon, Steel Jug, Bath Tub, Kidney Tray, IV Stand, Measuring Glass, Measuring Tape, Projector, White Board, Extension Cord, Speaker, Writing Pad, Goggles, Towel, Gown, Gloves (disposable) – packet, Gloves (surgical) – packet, Liquid Soap Bottle, Mask – packet, Shoe Cover – packet, Hair Cap – packet, Mackintosh, Sponge Cloth, Wet Wipes – packet, Comb, Tooth Brush, Toothpaste, Hair Oil, Shampoo Bottle, Bath Soap, Talcum powder, Different Colour Plastic Bags with Dustbins, Uro bag, Sample Collection Bottle, Gauze Piece (4X4), Betadine Solution Bottle, Cotton Rolls, Normal Saline Bottle, Micropore, Spatula, Blood Concentrate, Hydrogen Peroxide Bottle, Cleaning Solution (Colin), Syringe destroyer, Syringe Sterilizer, Needle burner, Thermometer, Syringe 50 cc/ml, B.P. Monitoring Machine, Call bell, Enamel basin, Hot Water Bottle, Ice caps, Transfer forceps, Drum, Suction Apparatus, Folley catheter, Euro bags, Suction Catheter, Ryle's tube, Vaccutainer (red/black/violet), Tourniquet, Examination table, Rubber sheet, Draw Sheet</p> <p><b>Class Room equipped with following arrangements:</b></p> <ul style="list-style-type: none"> <li>• Interactive lectures &amp; Discussion</li> <li>• Brain Storming</li> <li>• Charts &amp; Models</li> <li>• Activity</li> <li>• Video presentation</li> </ul> <p><b>Skill lab equipped with following arrangements:</b></p> <ul style="list-style-type: none"> <li>• Unique equipment as enlisted at the last</li> <li>• Practical Demonstration of various functions</li> <li>• Case study</li> <li>• Role play</li> </ul> <p><b>Visit to Hospital</b> Field assignment</p>	

**Grand Total Course Duration: 420:00 Hours (240Hours for Class Room & Skill Lab Training + 180 Hours OJT/Internship/Clinical or Laboratory Training)**

*(This syllabus/ curriculum has been approved by SSC: Healthcare Sector Skill Council)*

## Trainer Prerequisites for Job role: “General Duty Assistant” mapped to Qualification Pack: “HSS/Q5101, version 1.0”

Sr. No.	Area	Details
1	<b>Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ <u>HSS/Q5101</u> ”.
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	<b>Minimum Educational Qualifications</b>	<ul style="list-style-type: none"> <li>• NSQF Level 4 certified General Duty Assistant with 6 years of experience</li> <li>• B.Sc. (Nursing) with one year of experience</li> <li>• GNM with three years of experience</li> </ul>
4a	<b>Domain Certification</b>	Certified for Job Role: “ <u>General Duty Assistant</u> ” mapped to QP: “ <u>HSS/Q5101</u> ”, version 1.0 with scoring of minimum 85%.
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “ <u>SSC/Q1402</u> ” with scoring of minimum 90%.
5	<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 1 year site experience for B.Sc. (Nursing)</li> </ul> Or <ul style="list-style-type: none"> <li>• Minimum 3 years site experience for GNM</li> </ul> Or <ul style="list-style-type: none"> <li>• Minimum 6 years site experience for NSQF Level 4 certified General Duty Assistant <u>HSS/Q5101, version 1.0</u></li> </ul>



## Annexure: Assessment Criteria

Assessment Criteria for General Duty Assistant	
Job Role	General Duty Assistant
Qualification Pack Code	HSS/Q5101, version 1.0
Sector Skill Council	Healthcare Sector Skill Council

Sr. No.	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.	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 criteria
5.	To pass the Qualification Pack, every trainee should score as per assessment grid.
6.	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

<b>Skills Practical and Viva (80% weightage)</b>	
	<b>Marks Allotted</b>
Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and communication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (70% of Max. Marks)	350
<b>Theory (20% weightage)</b>	
	<b>Marks Allotted</b>
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and Communication)	20
Grand Total-(Theory)	100
Passing Marks (50% of Max. Marks)	50
Grand Total-(Skills Practical and Viva + Theory)	600
<b>Overall Result</b>	<b>Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail</b>
<b>Detailed Break Up of Marks</b>	<b>Skills Practical &amp; Viva</b>
<b>Subject Domain</b>	<b>Pick any 2 NOS each of 200 marks totalling 400</b>

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS/ N 5101 (Assist nurse in bathing the patient)	PC1.Maintain the patient privacy and encourage patient do as much as possible to promote independence	<b>200</b>	10	0	10
	PC2.Identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort		50	10	40
	PC3.Check water temperature before patient checks in		10	2	8
	PC4.Follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes		50	10	40
	PC5. Dry patient skin by patting with a towel which decreases friction and prevents skin breakdown		4	0	4
	PC6. Never leave a patient unattended in bath room		4	2	2
	PC7. Wash from cleanest to dirtiest		10	2	8
	PC8. Observe and report unusual findings to the nurse		20	2	18
	PC9. Offer patient back rub after bathing and at bed time to stimulate circulation and relieve stress		10	10	0
	PC10. Apply lotion to dry skin if requested		2	2	0
	PC11. Clean tub shower chair before and after each use		20	10	10
	PC12. Always check each patients skin after bathing		10	10	0
	<b>Total</b>		200	60	140
2. HSS/ N 5102 (Assist nurse in grooming the patient)	PC1. Maintain the patient's privacy and encourage patient do as much as possible to promote independence	<b>200</b>	10	0	10
	PC2. Show patient how they look after the grooming task is finished		20	0	20
	PC3. Use standard precautions and protocols for shaving and cutting nails		50	10	40
	PC4. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling		50	10	40
	PC5. Rinse toothpaste thoroughly from the mouth after brushing		40	5	35
	PC6. Store dentures in cool water with patients name to avoid confusion		30	5	25
<b>Total</b>		200	30	170	
3.HSS/ N 5103 (Assist	PC1. Maintain the patient privacy and encourage patient do as much as possible to promote independence	<b>200</b>	40	10	30
	PC2. Fasten the clothing with elastic fasteners and ensure		160	20	140

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
patient in dressing)	that the footwear fits correctly				
	<b>Total</b>		200	30	170
4. HSS/ N 5104 (Support individual s to eat and drink)	PC1. Make the patient comfortable and encourage eating as recommended	<b>200</b>	5	0	5
	PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient		30	5	25
	PC3. Feed through spoon		5	2	3
	PC4. Assist in elimination and oral care prior to feeding		30	5	25
	PC5. Wash hands and mouth after feeding		30	5	25
	PC6. Measure input and record them		30	5	25
	PC7. During feeding observe and ensure that:				
	a. Elimination process is completed before feeding		10	12	28
	b. Oral care and grooming is performed before feeding		10		
	c. The patient is comfortable when being fed		10		
	d. The food provided is according to the dietary prescription of the prescribing physician or dietician		10		
	PC8. Patient is not having symptoms of distress like coughing and regurgitation		30	6	24
	<b>Total</b>			200	40
5. HSS/ N 5105 (Assist patient in maintaining normal elimination)	PC1. Promptly respond to patients elimination needs	<b>200</b>	4	0	4
	PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode		50	10	40
	PC3. Wipe the patient and wash hands to prevent infection		50	10	40
	PC4. Use equipment correctly to prevent discomfort or injury		50	10	40
	PC5. Ensure/Maintain patients privacy at all times during the procedure		6	0	6
	PC6. Record changes in colour or texture of the elimination and report usual findings immediately		40	5	35
	<b>Total</b>			200	35
6. HSS/ N 5106 (Transferri	PC1. Use the equipment for transferring the patients correctly to avoid falls or injuries	<b>200</b>	10	2	8
	PC2. Ensure that the correct patient is being moved or		10	2	8

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
ng patient within the hospital)	wheeled out				
	PC3. Understand patient's condition and estimate if additional help is required		30	5	25
	PC4. Transport the patient without causing trauma or injury		60	20	40
	PC5. Use proper body mechanics for transferring the patient		60	20	40
	PC6. Focus on safety first and ensure that the patient is comfortable		30	5	25
	<b>Total</b>			200	54
7.HSS/ N 5108 (Prevent and control infection)	PC1. Know all procedures required for infection control	<b>200</b>	30	30	0
	PC2. Follow standard precautions		50	10	40
	PC3. Be aware of rules to dispose of biomedical waste and sharps		50	20	30
	PC4. Follow high level of personal hygiene		20	2	18
	PC5. Practice medical asepsis		20	2	18
	PC6. Follow infection control procedures and should ensure that:				
	o All standard precautions and procedures are followed		10	6	24
	o Protective gears are used while getting in contact with the patient		10		
	o Consider all blood, body fluids and excreta contaminated		10		
	<b>Total</b>			200	70
8. HSS/ N 5109 (Assist nurse in performing procedures as instructed in the care plan)	PC1. Perform key procedures like inducing enema, prepare patient for being moved to the operation theatre	<b>200</b>	120	20	100
	PC2. Operate the equipment used to perform the procedure		80	20	60
	<b>Total</b>		200	40	160
9. HSS/ N 5110 (Assist nurse in	PC1. Observe colour changes like bluish or yellowish discoloration of the skin	<b>200</b>	50	20	30
	PC2. Observe changes in odour or consistency of urine and stools		50	20	30

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
observing and reporting changes in patient condition)	PC3. Communicate the observations in an appropriate language and construct		50	20	30
	PC4. Differentiate between immediate and routine reporting requirements		50	20	30
	<b>Total</b>		200	80	120
10. HSS/ N 5113 (Clean medical equipment under supervision of nurse)	PC1. Handle equipment safely or seek the help of nurse	<b>200</b>	40	10	30
	PC2. Use appropriate protective clothing and equipment when cleaning equipment		40	10	30
	PC3. Clean and maintain equipment according to manufacturer's instructions, any legal requirements and work setting procedures		40	10	30
	PC4. Report to appropriate people/nurse about the equipment that are unsuitable for use		40	10	30
	PC5. Dispose of any waste safely and according to legal requirements and organisation protocol		40	10	30
	<b>Total</b>			200	50
11. HSS/ N 5111 (Assist nurse in measuring patient parameters accurately)	PC1. Assist nurse in calibrating the scales and following manufacturer's guidelines	<b>200</b>	30	25	5
	PC2. Use different types of scales including manual, digital, standard, chair and bed scales		60	20	40
	PC3. Ensure that patient is comfortable and positioned correctly		60	20	40
	PC4. Ensure patient safety to prevent a fall or an injury		50	10	40
	<b>Total</b>		200	75	125
12. HSS/ N 5114 (Transport patient samples, drugs, patient documents and manage changing and transporting)	PC1. Perform effective hand hygiene and use personal protective equipment in accordance with the local and national policy/procedures	<b>200</b>	50	10	40
	PC2. Ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported		20	10	10
	PC3. Ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use, isolating and reporting any that are not		20	10	10
	PC4. Collect and transport clean linen avoiding cross contamination with used linen and use a trolley or vehicle specifically designated for the delivery of clean linen		50	10	40

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
laundry/linen on the floor)	PC5. Hand over the patient documents and drugs to the concerned person		30	5	25
	PC6. Ensure that all documents and drugs are handed over carefully		30	5	25
	<b>Total</b>		200	50	150
13. HSS/ N 5115 [Carry out last office (Death care)]	PC1. Remove jewellery and any personal items, unless requested or advised otherwise. Ensure that appropriate records are made of any personal items left on the body or otherwise.	<b>200</b>	20	20	0
	PC2. Attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene		20	3	17
	PC3. Attempt to close the eyes, using a small piece of clinical tape if required		10	2	8
	PC4. Attach identification labels/wrist bands according to local guidelines and organisational policy		30	10	20
	PC5. Dress the patient in a gown/shroud or own clothes, as required		30	0	30
	PC6. Place an incontinence pad underneath to contain any soiling		30	0	30
	PC7. Place the body in the bag as per instructions, post completing any necessary documentation by nurse/physician		30	10	20
	PC8. If a body bag is not to be used, enclose the body in a sheet, securing it with adhesive tape		30	10	20
	<b>Total</b>		200	55	145
<b>Grand Total-1 (Subject Domain)</b>		<b>400</b>			

<b>Soft Skills and Communication</b>	<b>Pick one field from part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totalling 100</b>
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National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
<b>Part 1 (Pick one field randomly carrying 50 marks)</b>					
<b>1. Communication &amp; Proactiveness</b>					
HSS/ N 5107 (Communicating appropriately with co-workers)	PC1. Be a good listener	<b>25</b>	3	0	3
	PC2. Speak clearly and slowly in a gentle tone		3	0	3
	PC3. Use the correct combination of verbal and non-verbal communication		3	0	3
	PC4. Use language familiar to the listener		3	0	3
	PC5. Give facts and avoid opinions unless asked for		3	0	3
	PC6. Structure brief and logical messages		10	3	7
	<b>Total</b>			25	3
HSS/ N 5112 (Respond to patient's call)	PC1. Promptly respond to call bell	<b>25</b>	5	2	3
	PC2. Communicate the medical needs to the nurse station without delay		8	3	5
	PC3. Courteously and sensitively meet patient needs		2	0	2
	PC4. Ensure that the patient is at ease or comfortable		2	0	2
	PC5. Quickly scan the patients surrounding and take appropriate action		8	4	4
	<b>Total</b>			25	9
<b>Communication &amp; Proactiveness Total</b>		<b>50</b>	50	12	38
<b>2. Attitude</b>					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	<b>30</b>	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4
	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2



National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
	<b>Total</b>		30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	<b>20</b>	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
	<b>Total</b>			20	7
<b>Attitude Total</b>		<b>50</b>	50	19	31
<b>3. Attiquete</b>					
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	<b>25</b>	10	5	5
	PC2. Utilise time effectively		3	0	3
	PC3. Ensure his/her work meets the agreed requirements		3	0	3
	PC4. Treat confidential information correctly		3	3	0
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		6	3	3
	<b>Total</b>			25	11
HSS/ N 5107 (Communicating)	PC1. Be a good listener	<b>25</b>	3	0	3
	PC2. Speak clearly and slowly in a gentle tone		3	0	3

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
appropriately with co-workers)	PC3. Use the correct combination of verbal and non-verbal communication		3	0	3
	PC4. Use language familiar to the listener		3	0	3
	PC5. Give facts and avoid opinions unless asked for		3	0	3
	PC6. Structure brief and logical messages		10	3	7
<b>Total</b>			25	3	22
<b>Attiquete Total</b>		<b>50</b>	50	14	36
<b>Part 2 (Pick one field as per NOS marked carrying 50 marks)</b>					
<b>1. Team Work (Evaluate with NOS: HSS/N/5109, 5110, 5113)</b>					
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	<b>50</b>	3	0	3
	PC2. Integrate one's work with other people's work effectively		3	0	3
	PC3. Pass on essential information to other people on timely basis		3	0	3
	PC4. Work in a way that shows respect for other people		3	0	3
	PC5. Carry out any commitments made to other people		6	6	0
	PC6. Reason out the failure to fulfil commitment		6	6	0
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8
	PC8. Follow the organisation's policies and procedures		10	4	6
<b>Total</b>			50	24	26
<b>2. Safety management (Evaluate with NOS: HSS/N/5101, 5102, 5103, 5104, 5106, 5111)</b>					
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	<b>50</b>	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. 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		6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
	<b>Total</b>		50	25	25

### 3. Waste Management (Evaluate with NOS: HSS/N/5105, 5108, 5114, 5115)

HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	<b>50</b>	6	2	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		4	4	0
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		4	4	0
	PC9. Report and deal with spillages and		4	4	0

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
	contamination in accordance with current legislation and procedures				
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		4	4	0
	<b>Total</b>		50	32	18
<b>Grand Total-2 (Soft Skills and Communication)</b>			<b>100</b>		



Detailed Break Up of Marks		Theory
Subject Domain		Pick all NOS totalling 80 marks
National Occupational Standards (NOS)	Performance Criteria (PC)	Weightage
drink)	PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient PC3. Feed through spoon PC4. Assist in elimination and oral care prior to feeding PC5. Wash hands and mouth after feeding PC6. Measure input and record them PC7. During feeding observe and ensure that: a. Elimination process is completed before feeding b. Oral care and grooming is performed before feeding c. The patient is comfortable when being fed d. The food provided is according to the dietary prescription of the prescribing physician or dietician PC8. Patient is not having symptoms of distress like coughing and regurgitation	
5. HSS/ N 5105 (Assist patient in maintaining normal elimination)	PC1. Promptly respond to patients elimination needs PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode PC3. Wipe the patient and wash hands to prevent infection PC4. Use equipment correctly to prevent discomfort or injury PC5. Ensure/Maintain patients privacy at all times during the procedure PC6. Record changes in colour or texture of the elimination and report usual findings immediately	6
6. HSS/ N 5106 (Transferring patient within the hospital)	PC1. Use the equipment for transferring the patients correctly to avoid falls or injuries PC2. Ensure that the correct patient is being moved or wheeled out PC3. Understand patient's condition and estimate if additional help is required PC4. Transport the patient without causing trauma or injury PC5. Use proper body mechanics for transferring the patient PC6. Focus on safety first and ensure that the patient is comfortable	6
7.HSS/ N 5108 (Prevent	PC1. Know all procedures required for infection control	8

Detailed Break Up of Marks		Theory
Subject Domain		Pick all NOS totalling 80 marks
National Occupational Standards (NOS)	Performance Criteria (PC)	Weightage
and control infection)	PC2. Follow standard precautions	
	PC3. Be aware of rules to dispose of biomedical waste and sharps	
	PC4. Follow high level of personal hygiene	
	PC5. Practice medical asepsis	
	PC6. Follow infection control procedures and should ensure that:	
	o All standard precautions and procedures are followed	
	o Protective gears are used while getting in contact with the patient	
	o Consider all blood, body fluids and excreta contaminated	
8. HSS/ N 5109 (Assist nurse in performing procedures as instructed in the care plan)	PC1. Perform key procedures like inducing enema, prepare patient for being moved to the operation theatre	6
	PC2. Operate the equipment used to perform the procedure	
9. HSS/ N 5110 (Assist nurse in observing and reporting changes in patient condition)	PC1. Observe colour changes like bluish or yellowish discoloration of the skin	6
	PC2. Observe changes in odour or consistency of urine and stools	
	PC3. Communicate the observations in an appropriate language and construct	
	PC4. Differentiate between immediate and routine reporting requirements	
10. HSS/ N 5113 (Clean medical equipment under supervision of nurse)	PC1. Handle equipment safely or seek the help of nurse	6
	PC2. Use appropriate protective clothing and equipment when cleaning equipment	
	PC3. Clean and maintain equipment according to manufacturer's instructions, any legal requirements and work setting procedures	
	PC4. Report to appropriate people/nurse about the equipment that are unsuitable for use	
	PC5. Dispose of any waste safely and according to legal requirements and organisation protocol	
11. HSS/ N 5111 (Assist nurse in measuring patient parameters accurately)	PC1. Assist nurse in calibrating the scales and following manufacturer's guidelines	6
	PC2. Use different types of scales including manual, digital, standard, chair and bed scales	

Detailed Break Up of Marks		Theory
Subject Domain		Pick all NOS totalling 80 marks
National Occupational Standards (NOS)	Performance Criteria (PC)	Weightage
	PC3. Ensure that patient is comfortable and positioned correctly	
	PC4. Ensure patient safety to prevent a fall or an injury	
12. HSS/ N 5114 (Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor)	PC1. Perform effective hand hygiene and use personal protective equipment in accordance with the local and national policy/procedures	6
	PC2. Ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported	
	PC3. Ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use, isolating and reporting any that are not	
	PC4. Collect and transport clean linen avoiding cross contamination with used linen and use a trolley or vehicle specifically designated for the delivery of clean linen	
	PC5. Hand over the patient documents and drugs to the concerned person	
	PC6. Ensure that all documents and drugs are handed over carefully	
13. HSS/ N 5115 [Carry out last office (Death care)]	PC1. Remove jewellery and any personal items, unless requested or advised otherwise. Ensure that appropriate records are made of any personal items left on the body or otherwise.	6
	PC2. Attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene	
	PC3. Attempt to close the eyes, using a small piece of clinical tape if required	
	PC4. Attach identification labels/wrist bands according to local guidelines and organisational policy	
	PC5. Dress the patient in a gown/shroud or own clothes, as required	
	PC6. Place an incontinence pad underneath to contain any soiling	
	PC7. Place the body in the bag as per instructions, post completing any necessary documentation by nurse/physician	
	PC8. If a body bag is not to be used, enclose the body in a sheet, securing it with adhesive tape	
<b>Grand Total-1 (Subject Domain)</b>		<b>80</b>



Soft Skills and Communication		Select each part each carrying 10 marks totaling 20
National Occupational Standards (NOS)	Performance Criteria (PC)	Weightage
1.HSS/ N 5107 (Communicating appropriately with co-workers)	PC1. Be a good listener	4
	PC2. Speak clearly and slowly in a gentle tone	
	PC3. Use the correct combination of verbal and non-verbal communication	
	PC4. Use language familiar to the listener	
	PC5. Give facts and avoid opinions unless asked for	
	PC6. Structure brief and logical messages	
2. HSS/ N 5112 (Respond to patient's call)	PC1. Promptly respond to call bell	2
	PC2. Communicate the medical needs to the nurse station without delay	
	PC3. Courteously and sensitively meet patient needs	
	PC4. Ensure that the patient is at ease or comfortable	
	PC5. Quickly scan the patients surrounding and take appropriate action	
3. HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	2
	PC2. Work within organisational systems and requirements as appropriate to one's role	
	PC3. Recognise 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. Use relevant research based protocols and guidelines as evidence to inform one's practice	
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times	
	PC7. Identify and manage potential and actual risks to the quality and safety of practice	
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements	
4. HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	2
	PC2. Integrate one's work with other people's work effectively	
	PC3. Pass on essential information to other people on timely basis	

Soft Skills and Communication		Select each part each carrying 10 marks totaling 20
National Occupational Standards (NOS)	Performance Criteria (PC)	Weightage
	PC4. Work in a way that shows respect for other people PC5. Carry out any commitments made to other people PC6. Reason out the failure to fulfil commitment PC7. Identify any problems with team members and other people and take the initiative to solve these problems PC8. Follow the organisation's policies and procedures	
5. HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements PC2. Utilise time effectively PC3. Ensure his/her work meets the agreed requirements PC4. Treat confidential information correctly PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role	2
6. HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	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. Report any identified breaches in health, safety, and security procedures to the designated person PC4. Identify potential hazards and breaches of safe work practices PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority PC6. 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 PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person PC9. Complete any health and safety records legibly and accurately	2
7. HSS/ N 9607 (Practice Code of conduct while performing)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice PC2. Work within organisational systems and requirements as appropriate to the role	2

<b>Soft Skills and Communication</b>		<b>Select each part each carrying 10 marks totaling 20</b>
<b>National Occupational Standards (NOS)</b>	<b>Performance Criteria (PC)</b>	<b>Weightage</b>
duties)	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority PC4. Maintain competence within the role and field of practice PC5. Use protocols and guidelines relevant to the field of practice PC6. Promote and demonstrate good practice as an individual and as a team member at all times PC7. Identify and manage potential and actual risks to the quality and patient safety PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem	
8. HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste PC5. Check the accuracy of the labelling that identifies the type and content of waste PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal PC7. Check the waste has undergone the required processes to make it safe for transport and disposal PC8. Transport the waste to the disposal site, taking into consideration its associated risks PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols	4
<b>Grand Total-2 (Soft Skills and Communication)</b>		<b>20</b>



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