

Qualification Pack

Frontline Health Caregiving Assistant (Elective 1: Home Care, Elective 2: General Hospital Care, Elective 3: Critical Hospital Care)

Electives: Home Care/ General Hospital Care/ Critical Hospital Care

QP Code: HSS/Q5108

Version: 1.0

NSQF Level: 3

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HSS/Q5108: Frontline Health Caregiving Assistant (Elective 1: Home Care, Elective 2: General Hospital Care, Elective 3: Critical Hospital Care)

Brief Job Description

Individual in this job provides care to the patient in different settings like Home and Hospital. Their work involves working with basic equipment like Oxygen Concentrator, Oxygen Cylinder, Nebulizer, steam inhalation and Pulse-oximeter. They are also responsible to maintain records manually or digitally as per protocols.

Personal Attributes

Individual in this job provide the patient clear instructions regarding the procedure and confirm patient's understanding of it and its related requirements, follow the instructions of the doctor or nurse, able to communicate effectively with patients and their attendants keeping cultural and special needs as well as listen in a responsive and empathetic manner to establish rapport.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5125: Assist patient in maintaining the activities of daily living](#)
2. [HSS/N5115: Carry out last office \(death care\)](#)
3. [HSS/N5615: Assist in the use of basic equipment](#)
4. [HSS/N9622: Follow sanitization and infection control guidelines](#)
5. [HSS/N9624: Maintain a safe and secure working environment](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Electives(mandatory to select at least one):

Elective 1: Home Care

Individual should be able to demonstrate the implementation of the patient care plan in home settings.

1. [HSS/N5137: Implement the interventions planned for patients with diverse needs](#)

Elective 2: General Hospital Care

Individual in this job should be able to demonstrate the implementation of the patient care plan in general hospital settings

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1. [HSS/N5134: Transferring patient and their samples, drugs, documents within the hospital](#)
2. [HSS/N5135: Provide support in routine activities of in-patient department](#)

Elective 3: Critical Hospital Care

Individual in this job should be able to demonstrate the implementation of patient care plan in critical hospital care settings

1. [HSS/N5130: Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units](#)
2. [HSS/N5126: Assist nurse in implementation of nursing care plan](#)
3. [HSS/N5127: Provide ancillary services for supporting patient care](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Healthcare & Paramedics
Occupation	Patient Care Services
Country	India
NSQF Level	3
Credits	19
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5329.0101, NCO-2015/5322.0101, NCO-2015/3221.0300
Minimum Educational Qualification & Experience	10th Class (pass) OR 8th grade pass with 1-2 Years of experience relevant OR Previous relevant Qualification of NSQF Level (2.5) with 1-2 Years of experience
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA

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Next Review Date	31/01/2029
NSQC Approval Date	31/01/2024
Version	1.0
Reference code on NQR	QG-03-HE-01989-2024-V2-HSSC
NQR Version	2

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HSS/N5125: Assist patient in maintaining the activities of daily living

Description

This OS unit is about assisting the patient in conducting his/her daily routine activities. The routine activities include bathing, grooming, dressing, eating, drinking and maintaining normal elimination.

Scope

The scope covers the following :

- Maintain patients privacy
- Assist in bathing patient
- Assist in grooming the patient

Elements and Performance Criteria

Maintain patients privacy

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

PC1. ensure patients privacy while performing activities of daily living.

PC2. use various means (like screens, curtain, locking the door, etc.) while maintaining privacy with respect to culture, gender, age, preferences of the patient

PC3. encourage patient to do as much as possible to promote independence

Assist in bathing patient

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

PC4. identify the type of bath that is best suited as per the guidelines, based on the patients condition and comfort.

PC5. ensure that patient is not left unattended in bath room

PC6. dry patients skin with a towel & offer patient back rub after bathing or at bed time to stimulate circulation and relieve stress

PC7. clean bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use

PC8. check water temperature before patient checks in

PC9. follow standards precautions when performing perennal care or when bathing a patient with skin lesion and rashes

PC10. wash from cleanest to dirtiest

PC11. check each patients skin after bathing

Assist in grooming the patient

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

PC12. use standard precautions and protocols during grooming of the patient (like shaving, brushing teeth, hair styling and cutting nails, etc.), as per the condition and comfort of the patient

PC13. perform duties gently to avoid injuries

PC14. rinse toothpaste thoroughly from the patients mouth after brushing

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PC15. store dentures in cool water with patients identification details to avoid confusion

PC16. prepare part as per directives from concerned authority

PC17. observe and report unusual findings

PC18. show patient how they look after the grooming task is finished

Assist patient in clothing

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

PC19. use standard precautions and protocols for dressing-up a patient as per organizational policy

PC20. select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather as well as hospitals/procedural protocols

PC21. observe and ensure that dressing is done as per the patients need & condition

Support patient in eating and drinking

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

PC22. make the patient comfortable and encourage eating as recommended

PC23. feed through spoon

PC24. follow protocols while feeding through ryles tube as recommended

PC25. assist in elimination and oral care prior to feeding

PC26. wash patients hands and mouth before and after feeding

PC27. maintain self-cleanliness and hygiene before and after feeding the patient

PC28. measure input and record them

PC29. observe and ensure that the guidelines are followed prior, during and after feeding

Assist patient in normal elimination

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

PC30. respond to patients elimination needs promptly as per gender, age, preferences of the patient as well as hospitals/procedural protocols

PC31. assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode

PC32. wipe the patient and wash hands to prevent infection

PC33. ensure hygiene and cleanliness of patient and surroundings

PC34. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines, based on patients comfort and condition

PC35. use equipment/consumables correctly to prevent discomfort or injury

PC36. empty the uro bag time to time as per standard procedures

PC37. clean and disinfect the equipment after use

PC38. record changes in the color or texture of the elimination and report unusual findings immediately

PC39. measure output and record them

PC40. clean the spillage as per organization process

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken
- KU7.** professional standards and codes of practice for the area of work
- KU8.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU9.** the nature, aims, objectives, values, policies and systems of the organization
- KU10.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU11.** how to engage with both medical team or concerned authority for support in case of requirement
- KU12.** how to give shower, complete bed bath, partial bed bath or tub bath the patient
- KU13.** how to perform back rub
- KU14.** the basic functionalities of the applications that are used during the bathing
- KU15.** what to do and whom to report during bathing if lips colour changes, rashes, dry skin, bruises, broken skin, reddened areas, abnormal skin temperature, drainage, bleeding, complaints of pain and itching
- KU16.** how to clean dentures and store them
- KU17.** how to perform brushing and oral care in unconscious patients
- KU18.** how to prepare patient for hair styling
- KU19.** how to prepare patient before cutting the nails
- KU20.** how to prepare patient before providing oral care
- KU21.** how to inform in case of observing something which is clinically important e.g. bed sores while dressing a patient
- KU22.** how to dress and undress patient without causing discomfort
- KU23.** dressing procedure to prevent spread of infection
- KU24.** appropriate clothing depending upon the patients condition and the general environment
- KU25.** the steps involved in the process of dressing is appropriately followed like which limb to undress first
- KU26.** how to ensure that the cloths and the footwear fit the patient correctly
- KU27.** how to ensure that the clothing is fastened with elastic fasteners
- KU28.** how to ensure that the clothing is comfortable as per the patients need (woolens in cold weather and cotton in warm weather)
- KU29.** importance of removal of all accessories like belts, jewelry and scarfs to avoid inconvenience
- KU30.** how to ensure that shoes/slippers are of the right size and non-slippery to prevent fall
- KU31.** how to handover accessories and clothing to patient attendant with proper documentation

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- KU32.** how to manage additional equipment like catheter or IV lines (intravenous) while performing the dressing task
- KU33.** the importance of balanced and healthy diet as prescribed by the physician
- KU34.** how to wipe patients mouth and keep the clothes clean and prevent spilling to maintain patients dignity and hygiene
- KU35.** how to wash hands and maintain hygiene to prevent spread of infections
- KU36.** how to feed using spoon or through ryle's tube
- KU37.** appropriate diet for different medical conditions
- KU38.** ability to identify symptoms like choking or uneasiness while feeding and communicate about the same to the nurse/ physician
- KU39.** how to differentiate between types of diet including solid, semi-solid and liquid
- KU40.** how to measure food intake and record it
- KU41.** how to administer a bed pan for immobile patients
- KU42.** how to assist a mobile patient to use the commode
- KU43.** how to check for kinks and obstruction in an indwelling catheter
- KU44.** the process of cleaning and wiping the patient after elimination to prevent infections
- KU45.** how to identify change in colour, odour or texture of the elimination
- KU46.** how to observe and ensure that the guidelines are followed prior, during and after feeding:
 - 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 temperature is appropriate for feeding
 - e. the food provided is according to the dietary prescription of the prescribing physician or dietician
 - f. patient is not having symptoms of distress like coughing and regurgitation
- KU47.** appropriate measures being taken while symptoms of distress
- KU48.** basic structure and function of the body system and associated component
- KU49.** process, condition & resources required by the body to support healthy functioning

Generic Skills (GS)

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

- GS1.** record the completion of the procedure with relevant details by marking the template
- GS2.** read the doctor/nurses instructions and interpret it correctly and cross check that with the ward nurse for proper understanding
- GS3.** discuss procedures with the patient and make him/ her feel comfortable
- GS4.** answer questions that patient may have
- GS5.** apply best practices in existing processes to drive improvements
- GS6.** plan the time for performing the activity to the patient and organize the same with other team members if they are needed
- GS7.** ensure that all activities related to performing the activity are performed keeping in consideration the patients benefits
- GS8.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS9.** use the existing experience for improving the comfort during process

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GS10. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, communication, as a guide to belief and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain patients privacy</i>	10	10	10	2
PC1. ensure patients privacy while performing activities of daily living.	-	-	-	-
PC2. use various means (like screens, curtain, locking the door, etc.) while maintaining privacy with respect to culture, gender, age, preferences of the patient	-	-	-	-
PC3. encourage patient to do as much as possible to promote independence	-	-	-	-
<i>Assist in bathing patient</i>	10	10	10	-
PC4. identify the type of bath that is best suited as per the guidelines, based on the patients condition and comfort.	-	-	-	-
PC5. ensure that patient is not left unattended in bath room	-	-	-	-
PC6. dry patients skin with a towel & offer patient back rub after bathing or at bed time to stimulate circulation and relieve stress	-	-	-	-
PC7. clean bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use	-	-	-	-
PC8. check water temperature before patient checks in	-	-	-	-
PC9. follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes	-	-	-	-
PC10. wash from cleanest to dirtiest	-	-	-	-
PC11. check each patients skin after bathing	-	-	-	-
<i>Assist in grooming the patient</i>	10	10	10	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. use standard precautions and protocols during grooming of the patient (like shaving, brushing teeth, hair styling and cutting nails, etc.), as per the condition and comfort of the patient	-	-	-	-
PC13. perform duties gently to avoid injuries	-	-	-	-
PC14. rinse toothpaste thoroughly from the patients mouth after brushing	-	-	-	-
PC15. store dentures in cool water with patients identification details to avoid confusion	-	-	-	-
PC16. prepare part as per directives from concerned authority	-	-	-	-
PC17. observe and report unusual findings	-	-	-	-
PC18. show patient how they look after the grooming task is finished	-	-	-	-
<i>Assist patient in clothing</i>	10	10	10	-
PC19. use standard precautions and protocols for dressing-up a patient as per organizational policy	-	-	-	-
PC20. select appropriate clothing as per culture, gender, age, preferences of the patient, size, weather as well as hospitals/procedural protocols	-	-	-	-
PC21. observe and ensure that dressing is done as per the patients need & condition	-	-	-	-
<i>Support patient in eating and drinking</i>	10	10	10	-
PC22. make the patient comfortable and encourage eating as recommended	-	-	-	-
PC23. feed through spoon	-	-	-	-
PC24. follow protocols while feeding through ryles tube as recommended	-	-	-	-
PC25. assist in elimination and oral care prior to feeding	-	-	-	-
PC26. wash patients hands and mouth before and after feeding	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. maintain self-cleanliness and hygiene before and after feeding the patient	-	-	-	-
PC28. measure input and record them	-	-	-	-
PC29. observe and ensure that the guidelines are followed prior, during and after feeding	-	-	-	-
<i>Assist patient in normal elimination</i>	10	10	10	4
PC30. respond to patients elimination needs promptly as per gender, age, preferences of the patient as well as hospitals/procedural protocols	-	-	-	-
PC31. assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilize the commode	-	-	-	-
PC32. wipe the patient and wash hands to prevent infection	-	-	-	-
PC33. ensure hygiene and cleanliness of patient and surroundings	-	-	-	-
PC34. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines, based on patients comfort and condition	-	-	-	-
PC35. use equipment/consumables correctly to prevent discomfort or injury	-	-	-	-
PC36. empty the uro bag time to time as per standard procedures	-	-	-	-
PC37. clean and disinfect the equipment after use	-	-	-	-
PC38. record changes in the color or texture of the elimination and report unusual findings immediately	-	-	-	-
PC39. measure output and record them	-	-	-	-
PC40. clean the spillage as per organization process	-	-	-	-
NOS Total	60	60	60	6

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5125
NOS Name	Assist patient in maintaining the activities of daily living
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non Direct Care
NSQF Level	3.5
Credits	3.5
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

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HSS/N5115: Carry out last office (death care)

Description

This OS unit is about providing basic care and transferring a patients body post death.

Scope

The scope covers the following :

- Providing death care while preserving privacy and dignity of the deceased

Elements and Performance Criteria

Providing death care while preserving privacy and dignity of the deceased

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

- PC1.** attend to hygiene needs specially hair care, nail care and oral hygiene
- PC2.** close all orifices of the dead body as per organizational policy
- 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 organizational policy
- PC5.** dress the body in a gown/shroud or own clothes, as required
- PC6.** place an incontinence pad underneath to contain any soiling
- PC7.** respect the cultural/religious beliefs and personal wishes of family wherever possible
- PC8.** remove jewelry and any personal items, unless requested or advised otherwise.
- PC9.** place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician
- PC10.** ensure that appropriate records are made of any personal items left on the body or otherwise.
- PC11.** use personal protective equipment while handling the body
- PC12.** follow personal hygiene practices and protocols while providing death care

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** sensitization to the mortuary and its related operational aspects
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** professional standards and codes of practice for the area of work
- KU6.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU7.** the nature, aims, objectives, values, policies and systems of the organization

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- KU8.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU9.** how to engage with medical team or concerned authority for support in case of requirement
- KU10.** the correct use of equipment and techniques to avoid inconvenience during death care
- KU11.** the use of personal protective equipment (PPE) i.e. gloves, plastic apron and surgical mask if required
- KU12.** the Standard Operating Procedures of packing the body
- KU13.** the correct method of labelling the body
- KU14.** basic structure and function of the body systems and associated structures
- KU15.** the hazards and risks associated with handling medical samples, precautions to be taken during transfer

Generic Skills (GS)

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

- GS1.** write clearly and concisely and in a proper format
- GS2.** use effective written communication protocols
- GS3.** read and correctly interpret work related documents
- GS4.** use effective communication with colleagues and other health professionals
- GS5.** listen to colleagues and other health professionals
- GS6.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS7.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS8.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS9.** be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS10.** be sensitive to potential cultural differences
- GS11.** maintain confidentiality
- GS12.** respect the rights of the patient(s)
- GS13.** seek the help of nurse for solving the problem if there is an unusual finding
- GS14.** use the existing experience for improving the comfort during process

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Providing death care while preserving privacy and dignity of the deceased</i>	18	30	-	16
PC1. attend to hygiene needs specially hair care, nail care and oral hygiene	-	-	-	-
PC2. close all orifices of the dead body as per organizational policy	-	-	-	-
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 organizational policy	-	-	-	-
PC5. dress the body in a gown/shroud or own clothes, as required	-	-	-	-
PC6. place an incontinence pad underneath to contain any soiling	-	-	-	-
PC7. respect the cultural/religious beliefs and personal wishes of family wherever possible	-	-	-	-
PC8. remove jewelry and any personal items, unless requested or advised otherwise.	-	-	-	-
PC9. place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician	-	-	-	-
PC10. ensure that appropriate records are made of any personal items left on the body or otherwise.	-	-	-	-
PC11. use personal protective equipment while handling the body	-	-	-	-
PC12. follow personal hygiene practices and protocols while providing death care	-	-	-	-
NOS Total	18	30	-	16

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5115
NOS Name	Carry out last office (death care)
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

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HSS/N5615: Assist in the use of basic equipment

Description

Demonstrate the use of basic equipment.

Scope

The scope covers the following :

- Identify the basic equipment
- Functioning of equipment

Elements and Performance Criteria

Identify the basic equipment

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

PC1. spot and name the different variant of basic medical equipment

PC2. differentiate between the different variant of basic medical equipment

PC3. identify the importance and use of basic medical equipment

Functioning of equipment

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

PC4. Recognize the risk factor associated with the use of equipment, complexity, manufacturer's instruction and specification, and effective use of instruments

PC5. Demonstrate the use of basic equipment (oxygen concentrator, oxygen cylinder, nebulizer, ECG machine, pulse oximeter, digital thermometer, digital BP apparatus, syringe pump, Glucometer, steam inhaler, and suction Apparatus)

PC6. Follow the cleaning and safety protocols before, during and after handling of equipment

PC7. identify the faults and trouble-shoot it to competent authorities timely

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. names and principles of basic medical equipment

KU2. clinical use and principle of operation of different types and models

KU3. cleaning and safety measures, risk factor associated with the use of equipment, complexity, manufacturer's instruction and specification, effective use of equipment

Generic Skills (GS)

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

GS1. maintain code of conduct, professional accountability and responsibility

GS2. observe ethical practices

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- GS3.** maintain confidentiality and seek consent when appropriate
- GS4.** maintain appropriate body language
- GS5.** read and interpret internal communications correctly
- GS6.** structure brief and logical messages
- GS7.** speak clearly and slowly in a gentle tone

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify the basic equipment</i>	37	30	20	25
PC1. spot and name the different variant of basic medical equipment	-	-	-	-
PC2. differentiate between the different variant of basic medical equipment	-	-	-	-
PC3. identify the importance and use of basic medical equipment	-	-	-	-
<i>Functioning of equipment</i>	65	61	29	45
PC4. Recognize the risk factor associated with the use of equipment, complexity, manufacturer's instruction and specification, and effective use of instruments	-	-	-	-
PC5. Demonstrate the use of basic equipment (oxygen concentrator, oxygen cylinder, nebulizer, ECG machine, pulse oximeter, digital thermometer, digital BP apparatus, syringe pump, Glucometer, steam inhaler, and suction Apparatus)	-	-	-	-
PC6. Follow the cleaning and safety protocols before, during and after handling of equipment	-	-	-	-
PC7. identify the faults and trouble-shoot it to competent authorities timely	-	-	-	-
NOS Total	102	91	49	70

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5615
NOS Name	Assist in the use of basic equipment
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	3
Credits	1.5
Version	1.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

Qualification Pack

HSS/N9622: Follow sanitization and infection control guidelines

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Social distancing practices

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

PC1. maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.

PC2. carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.

Personal and workplace hygiene

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

PC3. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.

PC4. follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.

PC5. clean and disinfect all materials/supplies before and after use.

Waste disposal methods

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

PC6. segregate waste as per guidelines

PC7. dispose waste as per guidelines

Reporting and information gathering

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

PC8. keep abreast of the latest information and guidelines from reliable sources.

PC9. report signs and symptoms related to illness of self and others immediately to appropriate authority

Mental and emotional wellbeing

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. seek help and guidance in case of stress and anxiety	-	-	-	-
NOS Total	17	13	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9622
NOS Name	Follow sanitization and infection control guidelines
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

HSS/N9624: Maintain a safe and secure working environment

Description

This OS unit is about the ensuring a safe and secure working environment

Scope

The scope covers the following :

- Workplace safety and security

Elements and Performance Criteria

Workplace safety and security

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

PC1. identify potential hazards of safe work practices

PC2. use various hospital codes for emergency situations

PC3. comply with safety, and security procedures within the defined scope of competence and authority

PC4. provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work

PC5. follow organizations' procedures related to any emergency efficiently

PC6. report any identified breaches in health, safety, and security procedures to the designated person

PC7. complete any health and safety records accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the importance of health, safety, and security in the workplace

KU2. how to identify safety and security hazards

KU3. the importance of identifying individual responsibilities in relation to maintaining workplace safety and security requirements

KU4. the relevant up-to-date information on safety, and security that applies to the workplace

KU5. how to report any emergency

KU6. various hospital codes for emergency situations

KU7. how to create safety records and maintain them

KU8. concept of first aid and BLS

KU9. the importance of raising alarm about hazards for safety of others

Generic Skills (GS)

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

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- GS1.** read and understand organization policies and procedures
- GS2.** prepare status and progress reports
- GS3.**
 - communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** identify hazards, evaluate possible solutions and suggest effective solutions
- GS7.** analyze the seriousness of hazards

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Workplace safety and security</i>	10	10	-	10
PC1. identify potential hazards of safe work practices	-	-	-	-
PC2. use various hospital codes for emergency situations	-	-	-	-
PC3. comply with safety, and security procedures within the defined scope of competence and authority	-	-	-	-
PC4. provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work	-	-	-	-
PC5. follow organizations' procedures related to any emergency efficiently	-	-	-	-
PC6. report any identified breaches in health, safety, and security procedures to the designated person	-	-	-	-
PC7. complete any health and safety records accurately	-	-	-	-
NOS Total	10	10	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9624
NOS Name	Maintain a safe and secure working environment
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values - Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD
PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely
PC10. calculate income, expenses, savings etc.
PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely
PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business
PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers
PC17. identify customer needs and address them appropriately
PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata
PC20. search for suitable jobs and apply
PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills
KU2. various constitutional and personal values
KU3. different environmentally sustainable practices and their importance
KU4. Twenty first (21st) century skills and their importance
KU5. how to use basic spoken English language
KU6. Do and dont of effective communication
KU7. inclusivity and its importance
KU8. different types of disabilities and appropriate communication and behaviour towards PwD
KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	18/11/2028
NSQC Clearance Date	16/12/2025

Qualification Pack

HSS/N5137: Implement the interventions planned for patients with diverse needs

Description

This OS unit is about implementing interventions as per agreed individualized care plans for patients with diverse needs

Scope

The scope covers the following :

- Support in mobility of the patient
- Support service provider in development of care plan
- Implement the interventions as per individualized care plan
- Monitor the outcomes of interventions undertaken

Elements and Performance Criteria

Support in mobility of the patient

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

PC1. check patient's medical condition before mobilization and estimate if additional help is required based on his/her weight and ability

PC2. ensure the patient has comfortable clothing during mobility

PC3. maintain patient's privacy during mobility

PC4. use the correct equipment and techniques for mobilizing the patients to avoid falls or injuries

PC5. use proper body mechanics for lifting the patient

PC6. ensure that tubing attached to patient are intact while mobilizing

PC7. help the patient to move independently as much as possible

Support service provider in development of care plan

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

PC8. identify the needs and expectations of the patient from service provider

PC9. identify the immediate requirements to be addressed in the individualized care plan as per current or previous interventions that the patient may have experienced

PC10. make arrangements for the interventions as per the patient's priority and their specific requirements

PC11. check if the environment is suitable for the intervention

PC12. maintain the privacy and dignity of the patient

Implement the interventions as per individualized care plans

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

PC13. implement the intervention as per agreed individualized care plan in a safe and effective manner

PC14. maintain consistency with the patient's needs and specific requirements during implementation of care plan

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- PC15.** ensure patients participate effectively during implementation of care plan
- PC16.** minimize any discomfort to the patient within the constraints imposed by the intervention method
- PC17.** ensure that the acquaintances are providing appropriate support to the patient throughout the intervention
- PC18.** ensure patient safety to prevent a fall or an injury throughout the intervention

Monitor the outcomes of interventions undertaken

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

- PC19.** monitor the effects of the intervention on the patient throughout the process
- PC20.** identify any indications of increased risk after intervention
- PC21.** inform the concerned authority and acquaintances if implemented interventions are not beneficial as expected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant legislations, protocols, good practices, standards, policies and procedures related to own and patients health, safety, confidentiality, rights, consent, etc.
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** the nature, aims, objectives, values, policies and systems of the organization
- KU5.** the nature, extent and boundaries of their work role
- KU6.** how to engage with medical team or concerned authority for support in case of requirement
- KU7.** techniques of usage of mobility aids (like creche, cane, wheelchair, etc.) correctly to avoid injury/fall or inconvenience to the patient
- KU8.** how to maneuver tubing like catheters while moving the patient
- KU9.** how to use body mechanics while moving the patient to prevent injury or fall
- KU10.** how to determine patients general medical condition and mobility
- KU11.** how to determine patients size and ability for moving the patient
- KU12.** how and when to use the brakes on the mobility aids
- KU13.** how to assess if another person is required for safe mobilization of the patient
- KU14.** how to move the patient/equipment on ramps, slopes, ladder, lift, rough surfaces, etc.
- KU15.** the effective interventions for minimizing and managing the risk of fall
- KU16.** the medical conditions that increase the risk of fall
- KU17.** the factors affecting patient's lifestyles, which in-turn can affect their risk of fall
- KU18.** the measures that can be taken by patients and their acquaintances to prevent fall
- KU19.** the importance of obtaining information regarding previous and present interventions that the patient may have experienced
- KU20.** the purpose of establishing agreed goals for the intervention at the beginning of care

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- KU21.** the ways in which personal beliefs and preferences (like cultural or religious beliefs) may affect the care plan
- KU22.** how to identify the levels of understanding that patients and their acquaintances have of the proposed interventions and any possible side effects
- KU23.** the importance of encouraging patients and their acquaintances to ask questions, seek advice and express any concerns about interventions
- KU24.** the roles which patients and their acquaintances need to take up to make the interventions successful
- KU25.** the necessary information to be shared, and how to make sure that the patients and their acquaintances are clear about this
- KU26.** the environments in which interventions take place and the assessment of risk
- KU27.** how to prepare equipment, materials, work area, and themselves for the interventions
- KU28.** methods of using different interventions within the area of practice
- KU29.** how each interventions may be modified to make it consistent with evidence-based practice to achieve a successful outcome
- KU30.** methods of encouraging patients and their acquaintances to work as active partners in implementing the intervention
- KU31.** methods of comforting the patient and maintaining their dignity and privacy during interventions keeping the constraints of the particular intervention and the setting in consideration
- KU32.** the particular risks related to specific interventions
- KU33.** how to monitor the effect of different interventions and evaluate their efficacy
- KU34.** the methods of establishing when interventions should be halted
- KU35.** when to seek advice and refer to other professionals
- KU36.** how to complete and structure records and reports so that they contain all the essential information suitable for others to use

Generic Skills (GS)

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

- GS1.** use effective written communication protocols
- GS2.** read work related documents
- GS3.** use effective communication with patients, their acquaintances, service providers and other health professionals while maintaining a professional attitude
- GS4.** communicate with the concerned person if the information provided or the medical records are not complete
- GS5.** plan the activity and organize the same with patients, their acquaintances, service providers and other health professionals if they are needed
- GS6.** ensure that all activities are performed using patient centric approaches
- GS7.** communicate patients concerns to appropriate authority
- GS8.** use the existing experience for improving the comfort during process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support in mobility of the patient</i>	21	30	12	15
PC1. check patient's medical condition before mobilization and estimate if additional help is required based on his/her weight and ability	-	-	-	-
PC2. ensure the patient has comfortable clothing during mobility	-	-	-	-
PC3. maintain patient's privacy during mobility	-	-	-	-
PC4. use the correct equipment and techniques for mobilizing the patients to avoid falls or injuries	-	-	-	-
PC5. use proper body mechanics for lifting the patient	-	-	-	-
PC6. ensure that tubing attached to patient are intact while mobilizing	-	-	-	-
PC7. help the patient to move independently as much as possible	-	-	-	-
<i>Support service provider in development of care plan</i>	19	20	12	15
PC8. identify the needs and expectations of the patient from service provider	-	-	-	-
PC9. identify the immediate requirements to be addressed in the individualized care plan as per current or previous interventions that the patient may have experienced	-	-	-	-
PC10. make arrangements for the interventions as per the patient's priority and their specific requirements	-	-	-	-
PC11. check if the environment is suitable for the intervention	-	-	-	-
PC12. maintain the privacy and dignity of the patient	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implement the interventions as per individualized care plans</i>	25	20	10	10
PC13. implement the intervention as per agreed individualized care plan in a safe and effective manner	-	-	-	-
PC14. maintain consistency with the patient's needs and specific requirements during implementation of care plan	-	-	-	-
PC15. ensure patients participate effectively during implementation of care plan	-	-	-	-
PC16. minimize any discomfort to the patient within the constraints imposed by the intervention method	-	-	-	-
PC17. ensure that the acquaintances are providing appropriate support to the patient throughout the intervention	-	-	-	-
PC18. ensure patient safety to prevent a fall or an injury throughout the intervention	-	-	-	-
<i>Monitor the outcomes of interventions undertaken</i>	25	20	10	15
PC19. monitor the effects of the intervention on the patient throughout the process	-	-	-	-
PC20. identify any indications of increased risk after intervention	-	-	-	-
PC21. inform the concerned authority and acquaintances if implemented interventions are not beneficial as expected	-	-	-	-
NOS Total	90	90	44	55

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5137
NOS Name	Implement the interventions planned for patients with diverse needs
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3
Credits	5
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Qualification Pack

HSS/N5134: Transferring patient and their samples, drugs, documents within the hospital

Description

This unit is about transferring a patient using proper body mechanics and mobility equipment. This unit also entails transferring patient samples, drugs, patient documentation (patient files, discharge summary etc.) within the hospital.

Scope

The scope covers the following :

- Transfer the patient
- Transfer patient's paraphernalia such as samples, drugs and documents within hospital

Elements and Performance Criteria

Transfer the patient

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

PC1. check patient's medical condition before transfer and estimate if additional help is required based on his/her weight and ability

PC2. ensure that the correct patient is being transferred

PC3. ensure the patient has comfortable clothing during transfer process

PC4. maintain patient's privacy during the transfer process

PC5. use the correct equipment and techniques for transferring the patients to avoid falls or injuries

PC6. use proper body mechanics for transferring the patient

PC7. ensure that tubings attached to patient are intact while transferring

Transfer patient's paraphernalia such as samples, drugs and documents within hospital

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

PC8. hand over the patient's documents, samples and drugs to the concerned authority carefully

PC9. check if patient's identity on the document and samples are coherent

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to and whom to inform in case of observing something which is clinically important

KU2. relevant protocols, good practices, standards, policies and procedures

KU3. basic structure and function of the healthcare system in the country

KU4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics

KU5. professional standards and codes of practice for the area of work

Qualification Pack

- KU6.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU7.** the nature, aims, objectives, values, policies and systems of the organization
- KU8.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU9.** how to engage with medical team or concerned authority for support in case of requirement
- KU10.** follow relevant protocols, good practices, standards, policies and procedures while transferring the patient
- KU11.** use equipment and techniques correctly to avoid injury or inconvenience to the patient
- KU12.** how to use the equipment like wheelchairs and stretchers
- KU13.** how to maneuver smaller equipment like catheters while transferring the patient
- KU14.** how to use body mechanics while transferring the patient to prevent injury or fall
- KU15.** how to determine patients general medical condition before mobility
- KU16.** use of correct equipment and how to follow proper procedures
- KU17.** how and when to use the brakes on the transferring equipment during the transfer process
- KU18.** ensure that all the required equipment is available for transfer
- KU19.** how to assess the patients size and understand if one needs help to transfer the patient safely
- KU20.** how to protect special attachments like drainage tubings, catheters during transfer
- KU21.** how to move the patient/equipment on ramps, slopes, ladder, lift, rough surfaces, etc.
- KU22.** how to handover the document and drugs and receive the acknowledgment
- KU23.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.
- KU24.** basic structure and function of the body system
- KU25.** process, condition & resources required by the body to support healthy functioning
- KU26.** how to communicate with the patient and count till three so that the patient knows when to move
- KU27.** significance of asking the patient if he is comfortable during the transferring process.
- KU28.** when to check and make request for assistance if required
- KU29.** how to assist the patient in moving from the bed to the stretcher/wheelchair or vice versa by using correct body mechanics
- KU30.** how to check all equipment before moving the patient and ensure safety of additional equipment like catheter while moving the patient
- KU31.** when to set brakes at destination only to prevent falls and injuries
- KU32.** the location where the patient needs to be transferred to

Generic Skills (GS)

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

- GS1.** record when and where the patient is being moved as per the protocols
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals

Qualification Pack

- GS4.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS5.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS6.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS7.** use the existing experience for improving the comfort during process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transfer the patient</i>	32	10	10	10
PC1. check patient's medical condition before transfer and estimate if additional help is required based on his/her weight and ability	-	-	-	-
PC2. ensure that the correct patient is being transferred	-	-	-	-
PC3. ensure the patient has comfortable clothing during transfer process	-	-	-	-
PC4. maintain patient's privacy during the transfer process	-	-	-	-
PC5. use the correct equipment and techniques for transferring the patients to avoid falls or injuries	-	-	-	-
PC6. use proper body mechanics for transferring the patient	-	-	-	-
PC7. ensure that tubings attached to patient are intact while transferring	-	-	-	-
<i>Transfer patient's paraphernalia such as samples, drugs and documents within hospital</i>	23	10	8	10
PC8. hand over the patient's documents, samples and drugs to the concerned authority carefully	-	-	-	-
PC9. check if patient's identity on the document and samples are coherent	-	-	-	-
NOS Total	55	20	18	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5134
NOS Name	Transferring patient and their samples, drugs, documents within the hospital
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3
Credits	5
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Qualification Pack

HSS/N5135: Provide support in routine activities of in-patient department

Description

This OS unit is about assisting the nurse in making observations and reporting changes in patient's condition, taking appropriate measurements and cleaning basic clinical equipment, changing/ transferring/ managing laundry/ linen on the floor.

Scope

The scope covers the following :

- Respond to all promptly
- Observe and report changes in patients overall condition
- Support the healthcare team in measurement of patients parameters
- Decontaminate commonly used basic patient care equipment
- Manage changing and transporting laundry/linen on the floor with care to prevent the spread of infection

Elements and Performance Criteria

Respond to call promptly

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

PC1. respond to call bell and identify if the call is for a medical need or a non-medical need and communicate it to the nurse accordingly and appropriately

PC2. meet patient's needs whenever required, courteously and sensitively

PC3. observe and ensure the call bell is turned off after the purpose is served

PC4. survey the patients surrounding and take appropriate action like checking if drinking water is available in the room.

Observe and report changes in patient's overall condition

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

PC5. report color changes like bluish or yellowish discoloration of the skin

PC6. report changes in odour or consistency of urine and stools

PC7. communicate the observations in an appropriate language

PC8. differentiate between immediate and routine reporting requirements

Support the healthcare team in measurement of patient's parameters

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

PC9. assist the nurse in measuring patient's height and weight using different types of scales including manual and digital

PC10. ensure that patient is comfortable and positioned correctly while taking measurements

PC11. ensure patient's safety to prevent a fall or an injury

Decontaminate commonly used basic patient care equipment

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

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- PC12.** identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority
- PC13.** follow standard operating procedures for decontamination as per manufacturer's instructions/ organizational policies
- PC14.** handle equipment safely or seek the help of nurse while decontamination
- PC15.** use appropriate protective clothing and equipment while decontamination
- PC16.** report to concerned authority about the equipment that are unsuitable for use
- PC17.** dispose off any waste safely and according to organization protocol
- PC18.** maintain proper documentation and records

Manage changing and transporting laundry/linen on the floor with care to prevent the spread of infection

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

- PC19.** prepare bed as per the type and protocols in line with organizational policy
- PC20.** ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported
- PC21.** ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in working condition before use.
- PC22.** isolate the unclean or infected trolley or vehicle and report the same.
- PC23.** collect and transport clean linen avoiding cross contamination with used linen
- PC24.** use a trolley or vehicle specifically designated for the delivery of clean linen
- PC25.** transport the used linen to the designated department as per hospital policy keeping log of the daily records
- PC26.** segregate the blood-stained linen separately and disinfect before transport
- PC27.** apply personal protective equipment & personal hygiene practices while handling linen

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** professional standards and codes of practice for the area of work
- KU7.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU8.** the nature, aims, objectives, values, policies and systems of the organization
- KU9.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU10.** how to engage with both medical team or concerned authority for support in case of requirement
- KU11.** procedures and codes to be followed in case of call bell in operating call bell

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- KU12.** the emergency protocols to be followed in case of call bell being pressed to urgent needs
- KU13.** how response time is linked with patients satisfaction
- KU14.** common reasons for call bells like elimination, need for drinking water or turning off the light.
- KU15.** the critical reasons for call bells and communicate them promptly to the senior healthcare team
- KU16.** how to operate patients bed for different bed positions like propping up.
- KU17.** how to place the call button within reach and encourage them to call when in need
- KU18.** how to use different types of scales including digital, manual, standard, chair and bed scales under the guidance of nurse
- KU19.** how to read the scales correctly and avoid errors
- KU20.** the standard procedure while measuring weights like empty bladder, empty bowel and light clothing
- KU21.** safety and security of the patient
- KU22.** different types of observations and how they can impact patients health
- KU23.** different changes in skin colour and their implications
- KU24.** different changes such as odour, consistency of urine and faeces and their implication
- KU25.** skin abrasions or injuries
- KU26.** subjective patients complaints like dizziness, disorientation
- KU27.** infection control policies such as using PPE and washing hands frequently
- KU28.** how to calibrate the different types of scales
- KU29.** how to make adjustments in measurements to ensure correct recordings
- KU30.** how to place/position the patient on the scales to avoid faulty recordings
- KU31.** how to measure the urine output
- KU32.** how to report unusual findings
- KU33.** how to clean the equipment
- KU34.** how to dispose off waste safely
- KU35.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.
- KU36.** how to clean the linen trolleys
- KU37.** how to use personal protective equipment
- KU38.** to report an incident of exposure while transporting clean linen
- KU39.** document the incident following organizational policies

Generic Skills (GS)

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

- GS1.** write clearly and concisely and in a proper format
- GS2.** use effective written communication protocols
- GS3.** read and correctly interpret work related documents
- GS4.** use effective communication with colleagues and other health professionals

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- GS5.** listen to colleagues and other health professionals
- GS6.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS7.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS8.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS9.** use the existing experience for improving the comfort during process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Respond to call promptly</i>	18	5	10	9
PC1. respond to call bell and identify if the call is for a medical need or a non-medical need and communicate it to the nurse accordingly and appropriately	-	-	-	-
PC2. meet patient's needs whenever required, courteously and sensitively	-	-	-	-
PC3. observe and ensure the call bell is turned off after the purpose is served	-	-	-	-
PC4. survey the patients surrounding and take appropriate action like checking if drinking water is available in the room.	-	-	-	-
<i>Observe and report changes in patient's overall condition</i>	15	5	10	10
PC5. report color changes like bluish or yellowish discoloration of the skin	-	-	-	-
PC6. report changes in odour or consistency of urine and stools	-	-	-	-
PC7. communicate the observations in an appropriate language	-	-	-	-
PC8. differentiate between immediate and routine reporting requirements	-	-	-	-
<i>Support the healthcare team in measurement of patient's parameters</i>	13	10	10	10
PC9. assist the nurse in measuring patient's height and weight using different types of scales including manual and digital	-	-	-	-
PC10. ensure that patient is comfortable and positioned correctly while taking measurements	-	-	-	-
PC11. ensure patient's safety to prevent a fall or an injury	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Decontaminate commonly used basic patient care equipment</i>	15	10	10	10
PC12. identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority	-	-	-	-
PC13. follow standard operating procedures for decontamination as per manufacturer's instructions/ organizational policies	-	-	-	-
PC14. handle equipment safely or seek the help of nurse while decontamination	-	-	-	-
PC15. use appropriate protective clothing and equipment while decontamination	-	-	-	-
PC16. report to concerned authority about the equipment that are unsuitable for use	-	-	-	-
PC17. dispose off any waste safely and according to organization protocol	-	-	-	-
PC18. maintain proper documentation and records	-	-	-	-
<i>Manage changing and transporting laundry/linen on the floor with care to prevent the spread of infection</i>	10	10	10	10
PC19. prepare bed as per the type and protocols in line with organizational policy	-	-	-	-
PC20. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported	-	-	-	-
PC21. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in working condition before use.	-	-	-	-
PC22. isolate the unclean or infected trolley or vehicle and report the same.	-	-	-	-
PC23. collect and transport clean linen avoiding cross contamination with used linen	-	-	-	-
PC24. use a trolley or vehicle specifically designated for the delivery of clean linen	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. transport the used linen to the designated department as per hospital policy keeping log of the daily records	-	-	-	-
PC26. segregate the blood-stained linen separately and disinfect before transport	-	-	-	-
PC27. apply personal protective equipment & personal hygiene practices while handling linen	-	-	-	-
NOS Total	71	40	50	49

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5135
NOS Name	Provide support in routine activities of in-patient department
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3
Credits	5.5
Version	3.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Qualification Pack

HSS/N5130: Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units

Description

This OS unit is about assisting nurse in performing procedures as instructed in the care plan at critical care units

Scope

The scope covers the following :

- Perform different procedures as a part of critical care management under supervision of nurse

Elements and Performance Criteria

Perform different procedures as a part of critical care management under supervision of nurse

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

- PC1.** personal protective equipment and personal hygiene during procedures
- PC2.** ensure equipment being used for the procedure are clean/sterile
- PC3.** perform the procedure as instructed by the nurse/physician
- PC4.** assist nurse during wound management
- PC5.** measure intake and output & record it
- PC6.** provide assistance to nurse during care on the invasive lines such as central line care, arterial line care, peripheral line care as per standard protocol
- PC7.** assist nurse during sample collections such as urine, sputum, blood, stool, etc.
- PC8.** assist nurse during endotracheal suctioning, steam inhalation, nebulization of patients
- PC9.** assist nurse during daily checking & care of defibrillators with algorithm
- PC10.** assist nurse during daily checking of ECG machines, syringe pump operations, alpha bed
- PC11.** assist nurse in maintaining of critical care units articles such as ambu bag, crash cart trolleys, nebulizers, suction apparatus, cardiac monitor, patient bed, etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU3.** how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of high-quality and innovative services
- KU4.** basic steps in prevention of surgical site infection
- KU5.** chances to witness all the different line insertion and to understand the area of placement of the line to have better knowledge, applied during the care.

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- KU6.** documentation as and when needed
- KU7.** operation of selected equipment used in the unit
- KU8.** how to demonstrate hands on practice in these areas to gain confidence
- KU9.** multiple opportunities to expose such type of patients to be familiarized in this area.
- KU10.** basic structure and function of the body system and associated component
- KU11.** process, condition & resources required by the body to support healthy functioning
- KU12.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.

Generic Skills (GS)

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

- GS1.** read the symbols on the equipment and if not able to then seek the help of nurse
- GS2.** enter the procedure in the template
- GS3.** discuss procedures with the nurse to carry the process effectively
- GS4.** how to plan the procedure under the guidance of nurse
- GS5.** the errors occurring during the procedure and seek the help of nurse for solving the problem

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform different procedures as a part of critical care management under supervision of nurse</i>	29	25	15	31
PC1. personal protective equipment and personal hygiene during procedures	-	-	-	-
PC2. ensure equipment being used for the procedure are clean/sterile	-	-	-	-
PC3. perform the procedure as instructed by the nurse/physician	-	-	-	-
PC4. assist nurse during wound management	-	-	-	-
PC5. measure intake and output & record it	-	-	-	-
PC6. provide assistance to nurse during care on the invasive lines such as central line care, arterial line care, peripheral line care as per standard protocol	-	-	-	-
PC7. assist nurse during sample collections such as urine, sputum, blood, stool, etc.	-	-	-	-
PC8. assist nurse during endotracheal suctioning, steam inhalation, nebulization of patients	-	-	-	-
PC9. assist nurse during daily checking & care of defibrillators with algorithm	-	-	-	-
PC10. assist nurse during daily checking of ECG machines, syringe pump operations, alpha bed	-	-	-	-
PC11. assist nurse in maintaining of critical care units articles such as ambu bag, crash cart trolleys, nebulizers, suction apparatus, cardiac monitor, patient bed, etc	-	-	-	-
NOS Total	29	25	15	31

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5130
NOS Name	Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	3
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

Qualification Pack

HSS/N5126: Assist nurse in implementation of nursing care plan

Description

This OS unit is about assisting the nurse in the procedures to be performed making observations and reporting changes in patients condition taking appropriate measurements

Scope

The scope covers the following :

- Assist nurse while performing different procedures as part of patient care plan
- Observe and report changes in patients overall condition
- Support nurse in measurement of vital parameters

Elements and Performance Criteria

Assist nurse while performing different procedures as part of patient care plan

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

PC1. identify the correct equipment as per the procedure and prepare the nursing tray

PC2. assist in performing key procedures like inducing enema, suppository, catheter, ryle tube, etc.; nebulization; preparing patient for moving to the operation theatre; part preparation; etc.

PC3. follow standard precautions to prevent spread of an infection or induce an infection

PC4. wear protective gear in order to protect self from getting infected

PC5. ensure equipment being used for the procedure are clean/sterile

PC6. ensure that special instructions by the nurse/physician to perform the procedure are followed

PC7. ensure that the patient is comfortable and not inconvenienced due to the procedure

PC8. ensure that the procedure is performed in a timely manner as part of the treatment plan

Observe and report changes in patients overall condition

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

PC9. observe color changes like bluish or yellowish discolouration of the skin

PC10. observe changes in odour or consistency of urine and stools

PC11. communicate the observations in an appropriate language and construct to relevant authority

PC12. differentiate between immediate and routine reporting requirements

Support nurse in measurement of vital parameters

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

PC13. assist nurse in calibrating the scales as per manufacturers guidelines

PC14. use different types of scales including manual, digital, standard, chair and bed scales

PC15. ensure that patient is comfortable and positioned correctly

PC16. ensure patient safety to prevent a fall or an injury

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken
- KU7.** professional standards and codes of practice for the area of work
- KU8.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU9.** the nature, aims, objectives, values, policies and systems of the organization
- KU10.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU11.** how to engage with both medical team or concerned authority for support in case of requirement
- KU12.** how to use the equipment meant to perform the procedure
- KU13.** severity of different type of observations and procedure of recording them
- KU14.** the specific type of observation and reporting requirements within a department
- KU15.** how to use different types of scales including digital, manual, standard, chair and bed scales under the guidance of nurse
- KU16.** how to read the scales correctly and avoid errors
- KU17.** the standard procedure while measuring weights like empty bladder, empty bowel and light clothing
- KU18.** how to ensure patient safety
- KU19.** how to assist nurse in perform the different procedures
- KU20.** what is the significance of each procedure in patient management
- KU21.** how to induce an enema
- KU22.** how to prepare the patient for the operation theatre
- KU23.** what are the different types of observations and how they can impact patients health
- KU24.** different changes in skin colour and their implications
- KU25.** different changes in odour of urine and faeces and their implication
- KU26.** alteration in consistency of eliminations
- KU27.** skin abrasions or injuries
- KU28.** subjective patient complaints like dizziness, disorientation
- KU29.** follow infection control policies. e.g. when wearing gloves, change them between each patient and wash your hands frequently
- KU30.** how to calibrate the different types of scales
- KU31.** how to make adjustments in measurements to ensure correct recordings

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- KU32.** how to place/position the patient on the scales to avoid faulty recordings
- KU33.** how to measure the urine output
- KU34.** report unusual findings and whom to report them immediately
- KU35.** how to observe and ensure the following while taking measurements: a. patient wears same type of clothes each time the weight is taken b. the patients bladder is empty when the weight is taken c. schedule daily weights at the same time d. calibrate the scale as per manufacturers instructions
- KU36.** basic structure and function of the body system and associated component
- KU37.** process, condition & resources required by the body to support healthy functioning

Generic Skills (GS)

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

- GS1.** record and report infection control protocols in case the individual has the required skills to capture that, else inform the nurse to record
- GS2.** record weight and height correctly on the template
- GS3.** report unusual findings to the nurse and record them after verification
- GS4.** follow instructions as specified in the patients file in case the individual has reading skill otherwise take the instructions from nurse
- GS5.** notice any changes in previous measurements and report them to the nurse
- GS6.** follow instructions as specified on the file before taking the measurements or seek nurses help to interpret that
- GS7.** communicate with the patient at every stage of procedure
- GS8.** comprehend patients request and needs
- GS9.** verify the observations by asking questions to the patient
- GS10.** communicate the observations to the nurse verbally
- GS11.** explain to the patient about the measurements being taken beforehand
- GS12.** verify if the bladder and bowels are empty before taking weights
- GS13.** communicate to the patient prior to moving the patient on to the weighing scale
- GS14.** the most appropriate technique of performing the procedure
- GS15.** minor modifications in the procedure to improve patients comfort
- GS16.** which unusual observations need to be reported to the nurse
- GS17.** ensure that the scales are calibrated correctly
- GS18.** how to identify significant changes in the measurements and inform them to the nurse
- GS19.** which type of weighing scale to be used depending upon the condition of the patient
- GS20.** record and document observation
- GS21.** ensure that the equipment for the procedure is in place and functioning normally
- GS22.** plan and organize the observations and reports prepared during change in patients condition
- GS23.** ensure that the correct equipment is in place to make measurements
- GS24.** calibrate and arrange the equipment before taking measurements

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- GS25.** talk to the patient continuously while performing the procedure so as to make the patient more comfortable and aware of what is happening
- GS26.** modify or update the technique of the procedure based on patient's convenience
- GS27.** assist the patient in movements while taking measurements and ensure that they are comfortable
- GS28.** make measurements depending upon the patient's condition using the appropriate equipment
- GS29.** modify the procedure to enhance comfort levels
- GS30.** provide simple solutions like change in position to alleviate pain associated with bed sores
- GS31.** equipment as per the patients condition to make the patient comfortable
- GS32.** inform the maintenance department and raise a request for repair when measurement errors in the equipment are observed
- GS33.** how to maneuver a procedure in order to reduce discomfort or pain to the patient
- GS34.** differentiate between a serious observation vs. a routine observation
- GS35.** identify equipment related zero errors and take accurate measures by seeking help of nurse
- GS36.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist nurse while performing different procedures as part of patient care plan</i>	10	10	10	5
PC1. identify the correct equipment as per the procedure and prepare the nursing tray	-	-	-	-
PC2. assist in performing key procedures like inducing enema, suppository, catheter, ryle tube, etc.; nebulization; preparing patient for moving to the operation theatre; part preparation; etc.	-	-	-	-
PC3. follow standard precautions to prevent spread of an infection or induce an infection	-	-	-	-
PC4. wear protective gear in order to protect self from getting infected	-	-	-	-
PC5. ensure equipment being used for the procedure are clean/sterile	-	-	-	-
PC6. ensure that special instructions by the nurse/physician to perform the procedure are followed	-	-	-	-
PC7. ensure that the patient is comfortable and not inconvenienced due to the procedure	-	-	-	-
PC8. ensure that the procedure is performed in a timely manner as part of the treatment plan	-	-	-	-
<i>Observe and report changes in patients overall condition</i>	10	10	10	5
PC9. observe color changes like bluish or yellowish discolouration of the skin	-	-	-	-
PC10. observe changes in odour or consistency of urine and stools	-	-	-	-
PC11. communicate the observations in an appropriate language and construct to relevant authority	-	-	-	-
PC12. differentiate between immediate and routine reporting requirements	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support nurse in measurement of vital parameters</i>	10	-	5	5
PC13. assist nurse in calibrating the scales as per manufacturers guidelines	-	-	-	-
PC14. use different types of scales including manual, digital, standard, chair and bed scales	-	-	-	-
PC15. ensure that patient is comfortable and positioned correctly	-	-	-	-
PC16. ensure patient safety to prevent a fall or an injury	-	-	-	-
NOS Total	30	20	25	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5126
NOS Name	Assist nurse in implementation of nursing care plan
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	4
Credits	2.5
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

Qualification Pack

HSS/N5127: Provide ancillary services for supporting patient care

Description

This OS unit is about providing ancillary services like transferring patient samples, drugs, patient documentation (patient files, discharge summary etc.), changing/ transferring/ managing laundry/ linen on the floor.

Scope

The scope covers the following :

- Transfer patient samples, drugs, patient documents
- Manage changing and transporting laundry/ linen
- Support nurse in measurement of vital parameters

Elements and Performance Criteria

Transfer patient samples, drugs, patient documents

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

PC1. hand over the patients documents, samples and drugs to the concerned authority
PC2. ensure that all documents, samples and drugs are handed over carefully
PC3. receive/label/transport patient samples as per protocols
PC4. ensure patients identity is correctly mentioned on patient sample container and documents

Manage changing and transporting laundry/ linen

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

PC5. prepare bed as per the type and protocols in line of organizational policy
PC6. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported
PC7. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use.
PC8. isolate the unclean or infected trolley or vehicle and report the same.
PC9. collect and transport clean linen avoiding cross contamination with used linen
PC10. use a trolley or vehicle specifically designated for the delivery of clean linen
PC11. transport the used linen to the designated department as per hospital policy keeping log of the daily records
PC12. segregate the blood stained linen separately and disinfect before transport

Support nurse in measurement of vital parameters

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

PC13. use personal protective equipment & personal hygiene practices while handling linen

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** legislation which relates to working with patients including health and safety, confidentiality, provision of services, capacity and consent, relevant mental health legislation and how to interpret and apply legislation to the work being undertaken
- KU7.** professional standards and codes of practice for the area of work
- KU8.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU9.** the nature, aims, objectives, values, policies and systems of the organization
- KU10.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU11.** how to engage with both medical team or concerned authority for support in case of requirement
- KU12.** how to clean the linen trolleys
- KU13.** how to use personal protective equipment
- KU14.** how to handover the document and drugs and receive the acknowledgment
- KU15.** where an exposure occurs while transporting clean linen: report the incident immediately and seek further advice on the need for further medical care document the incident, following local policies
- KU16.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.

Generic Skills (GS)

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

- GS1.** read the symbols on the equipment and if not able to then seek the help of nurse
- GS2.** enter the procedure in the template
- GS3.** discuss procedures with the nurse to carry the process effectively
- GS4.** make decisions regarding the existing processes with the help of nurse
- GS5.** plan the procedure under the guidance of nurse
- GS6.** the error occurred during the procedure and seek the help of nurse for solving the problem

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transfer patient samples, drugs, patient documents</i>	10	15	-	10
PC1. hand over the patients documents, samples and drugs to the concerned authority	-	-	-	-
PC2. ensure that all documents, samples and drugs are handed over carefully	-	-	-	-
PC3. receive/label/transport patient samples as per protocols	-	-	-	-
PC4. ensure patients identity is correctly mentioned on patient sample container and documents	-	-	-	-
<i>Manage changing and transporting laundry/ linen</i>	10	15	-	10
PC5. prepare bed as per the type and protocols in line of organizational policy	-	-	-	-
PC6. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported	-	-	-	-
PC7. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use.	-	-	-	-
PC8. isolate the unclean or infected trolley or vehicle and report the same.	-	-	-	-
PC9. collect and transport clean linen avoiding cross contamination with used linen	-	-	-	-
PC10. use a trolley or vehicle specifically designated for the delivery of clean linen	-	-	-	-
PC11. transport the used linen to the designated department as per hospital policy keeping log of the daily records	-	-	-	-
PC12. segregate the blood stained linen separately and disinfect before transport	-	-	-	-
<i>Support nurse in measurement of vital parameters</i>	10	15	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. use personal protective equipment & personal hygiene practices while handling linen	-	-	-	-
NOS Total	30	45	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5127
NOS Name	Provide ancillary services for supporting patient care
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
NSQF Level	3.5
Credits	2
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Assessment System Overview:

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

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

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

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module will be assessed separately.

2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:

- Videos/Photographs of Trainees during OJT
- OJT Log Book/Portfolio

3. Assessment of each Module will ensure that the candidate is able to:

- Effective engagement with the customers
- Understand the working of various tools and equipment

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5125.Assist patient in maintaining the activities of daily living	60	60	60	6	186	20
HSS/N5115.Carry out last office (death care)	18	30	-	16	64	10
HSS/N5615.Assist in the use of basic equipment	102	91	49	70	312	20
HSS/N9622.Follow sanitization and infection control guidelines	17	13	-	-	30	10
HSS/N9624.Maintain a safe and secure working environment	10	10	-	10	30	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	227	234	109	102	672	80

Elective: 1 Home Care

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5137.Implement the interventions planned for patients with diverse needs	90	90	44	55	279	20
Total	90	90	44	55	279	20

Elective: 2 General Hospital Care

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5134.Transferring patient and their samples, drugs, documents within the hospital	55	20	18	20	113	10

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5135. Provide support in routine activities of in-patient department	71	40	50	49	210	10
Total	126	60	68	69	323	20

Elective: 3 Critical Hospital Care

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5130. Assist nurse in performing procedures as instructed in the care plan at critical/Intensive care units	29	25	15	31	100	10
HSS/N5126. Assist nurse in implementation of nursing care plan	30	20	25	15	90	5
HSS/N5127. Provide ancillary services for supporting patient care	30	45	-	20	95	5
Total	89	90	40	66	285	20

Qualification Pack

Acronyms

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

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