

Qualification Pack



General Duty Assistant

QP Code: HSS/Q5101

Version: 3.0

NSQF Level: 3

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Qualification Pack

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HSS/Q5101: General Duty Assistant

Brief Job Description

Individuals in this job provide patient care and assist in preparing patients unit. Some of the key responsibilities of a General Duty Assistant are to provide personal care, comfort and assistance in fulfilling the nutritional and elimination needs of the patient while ensuring their safety

Personal Attributes

The job requires the candidate to be empathetic, mature, compassionate, patient centric. The candidate must be polite and should show respect to the patients belonging to diverse cultural backgrounds. The individual should have good communication and interpersonal skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5104: Support individuals to eat and drink](#)
2. [HSS/N5105: Assist patient in maintaining normal elimination](#)
3. [HSS/N5115: Carry out last office \(death care\)](#)
4. [HSS/N5133: Assist patient in bathing, dressing up and grooming](#)
5. [HSS/N5134: Transferring patient and their samples, drugs, documents within the hospital](#)
6. [HSS/N5135: Provide support in routine activities of in-patient department](#)
7. [HSS/N9617: Maintain a safe, healthy and secure working environment](#)
8. [HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols](#)
9. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

| | |
|-------------------|----------------------------|
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Patient Care Services |

Qualification Pack

| | |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Country | India |
| NSQF Level | 3 |
| Credits | 30 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/5329.0101 |
| Minimum Educational Qualification & Experience | 10th Class OR 8th grade pass with 2 Years of experience relevant experience OR 8th grade pass and pursuing continuous schooling OR Previous relevant Qualification of NSQF Level (2.5) with 1-2 Years of experience relevant experience |
| Minimum Level of Education for Training in School | 10th Class |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | NA |
| Next Review Date | 28/02/2026 |
| NSQC Approval Date | 29/01/2021 |
| Version | 3.0 |
| Reference code on NQR | QG-04-HE-00656-2023-V1.1-HSSC |
| NQR Version | 1.1 |

Qualification Pack

HSS/N5104: Support individuals to eat and drink

Description

This OS unit is about assisting the patient in maintaining overall nutrition for physical and mental wellbeing, increasing energy levels, enhancing immunity and hastening the healing process.

Scope

The scope covers the following :

- Provide adequate support to the patient during drinking and eating

Elements and Performance Criteria

Provide adequate support to the patient during drinking and eating

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

- PC1.** wash one's hands and the patient to maintain hygiene and to prevent spread of infections
- PC2.** make the patient comfortable and encourage them to eat and drink independently as much as possible
- PC3.** use appropriate cutlery while feeding the patient, keeping in view the food temperature
- PC4.** ensure the food provided is according to the dietary prescription of the attending physician or dietician
- PC5.** assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly
- PC6.** assist the patient to maintain elimination needs and oral care prior to feeding
- PC7.** wipe the patients hands and mouth and clean their dress after the procedure
- PC8.** maintain self-cleanliness and hygiene after feeding
- PC9.** provide water or liquid diet to the patient according to the prescribed instruction
- PC10.** ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration
- PC11.** report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance
- PC12.** measure the details of the intake and record them appropriately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of highquality, innovative services

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- KU5.** the nature, aims, objectives, values, policies and systems of the organization
- KU6.** how to engage with medical team or concerned authority for support in case of requirement
- KU7.** basic structure and function of the body system and associated component
- KU8.** the importance of balanced and healthy diet as prescribed by the physician/ dietician
- KU9.** appropriate diet for different medical conditions
- KU10.** symptoms like choking or uneasiness while feeding
- KU11.** how to differentiate between types of diet including solid, semi-solid and liquid
- KU12.** body regulation mechanisms including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure
- KU13.** measures for protection from infection

Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals
- GS4.** arrange the file management area for easy access and efficiency
- GS5.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS6.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS7.** seek the help of nurse for solving the problem if there is an unusual finding
- GS8.** use the existing experience for improving the comfort during the process

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <i>Provide adequate support to the patient during drinking and eating</i> | 30 | 30 | 10 | 10 |
| PC1. wash one's hands and the patient to maintain hygiene and to prevent spread of infections | - | - | - | - |
| PC2. make the patient comfortable and encourage them to eat and drink independently as much as possible | - | - | - | - |
| PC3. use appropriate cutlery while feeding the patient, keeping in view the food temperature | - | - | - | - |
| PC4. ensure the food provided is according to the dietary prescription of the attending physician or dietician | - | - | - | - |
| PC5. assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly | - | - | - | - |
| PC6. assist the patient to maintain elimination needs and oral care prior to feeding | - | - | - | - |
| PC7. wipe the patients hands and mouth and clean their dress after the procedure | - | - | - | - |
| PC8. maintain self-cleanliness and hygiene after feeding | - | - | - | - |
| PC9. provide water or liquid diet to the patient according to the prescribed instruction | - | - | - | - |
| PC10. ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration | - | - | - | - |
| PC11. report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance | - | - | - | - |
| PC12. measure the details of the intake and record them appropriately | - | - | - | - |
| NOS Total | 30 | 30 | 10 | 10 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--------------------------------------|
| NOS Code | HSS/N5104 |
| NOS Name | Support individuals to eat and drink |
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Patient Care Services |
| NSQF Level | 3 |
| Credits | 3 |
| Version | 3.0 |
| Last Reviewed Date | 18/02/2025 |
| Next Review Date | 18/02/2028 |
| NSQC Clearance Date | 18/02/2025 |

Qualification Pack

HSS/N5105: Assist patient in maintaining normal elimination

Description

This OS unit is about assisting the patient in urination and defecation and maintaining hygiene during the process.

Scope

The scope covers the following :

- Support the patient during elimination needs

Elements and Performance Criteria

Support the patient during elimination needs

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

- PC1.** respond promptly to patients elimination needs as per hospitals/procedural protocols
- PC2.** assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode
- PC3.** wash the patient's and one's hands to prevent infection
- PC4.** ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage
- PC5.** use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition
- PC6.** empty the uro bag frequently as per standard procedures and record the output under supervision
- PC7.** clean and disinfect the equipment after use
- PC8.** record changes in color or texture of the faeces and report unusual findings immediately
- PC9.** measure output and record them

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** 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.** how to engage with medical team or concerned authority for support in case of requirement
- KU6.** how to assist immobile patient in using a bed pan
- KU7.** how to assist a mobile patient to use the commode
- KU8.** how to check for kinks and obstruction in an indwelling catheter
- KU9.** the process of cleaning and wiping the patient after elimination to prevent infections

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- KU10.** how to identify change in colour, odour or texture of the faeces
- KU11.** basic structure and function of the body system
- KU12.** process, condition & resources required by the body to support healthy functioning
- KU13.** common medical terminologies and abbreviations used

Generic Skills (GS)

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

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the patients comfort and willingness
- GS8.** communicate patients concerns to appropriate authority
- GS9.** 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>Support the patient during elimination needs</i> | 30 | 30 | 10 | 10 |
| PC1. respond promptly to patients elimination needs as per hospitals/procedural protocols | - | - | - | - |
| PC2. assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode | - | - | - | - |
| PC3. wash the patient's and one's hands to prevent infection | - | - | - | - |
| PC4. ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage | - | - | - | - |
| PC5. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition | - | - | - | - |
| PC6. empty the uro bag frequently as per standard procedures and record the output under supervision | - | - | - | - |
| PC7. clean and disinfect the equipment after use | - | - | - | - |
| PC8. record changes in color or texture of the faeces and report unusual findings immediately | - | - | - | - |
| PC9. measure output and record them | - | - | - | - |
| NOS Total | 30 | 30 | 10 | 10 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--------------------------------------------------|
| NOS Code | HSS/N5105 |
| NOS Name | Assist patient in maintaining normal elimination |
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Patient Care Services |
| NSQF Level | 3 |
| Credits | 2.5 |
| Version | 3.0 |
| Last Reviewed Date | 18/02/2025 |
| Next Review Date | 18/02/2028 |
| NSQC Clearance Date | 18/02/2025 |

Qualification Pack

HSS/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

Qualification Pack

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 |

Qualification Pack

HSS/N5133: Assist patient in bathing, dressing up and grooming

Description

This OS unit is about assisting the patient in bathing, dressing up and grooming to cleanse the patients body, stimulate blood circulation and improve self-image.

Scope

The scope covers the following :

- Maintain patient's privacy
- Assist the patient in bathing
- Assist the patient in dressing up
- Assist the patient in grooming

Elements and Performance Criteria

Maintain patient's privacy

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

- PC1.** ensure patient's privacy using various means like screens, curtains, locking the door, etc.
- PC2.** drape the patient once the procedures (such as back care, dressing up, perineal care) are completed

Assist the patient in bathing

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

- PC3.** identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort.
- PC4.** dry patient's skin with a towel and offer back rub after bathing or at bed time to stimulate circulation while ensuring patient's safety
- PC5.** clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use
- PC6.** check the water temperature before patient checks in for bathing
- PC7.** clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes
- PC8.** report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc

Assist the patient in dressing up

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

- PC9.** use standard procedure and protocols for dressing-up a patient
- PC10.** select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols
- PC11.** ensure clothes and the footwear fit the patient correctly
- PC12.** ensure the clothing is fastened with elastic fasteners

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- PC13.** remove all the accessories like belts, jewellery and scarfs and hand over to the patient's family with proper documentation

Assist the patient in grooming

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

- PC14.** follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient's comfort and condition in mind
- PC15.** perform care activities cautiously to avoid injuries to the skin and membranes
- PC16.** store dentures as per latest guidelines/manufacture's recommendations with patient's identification details to avoid confusion
- PC17.** do part preparation for operative procedure under guidance as per directives from concerned authority
- PC18.** report unusual findings to the concerned authority
- PC19.** encourage patient to do as much as possible to promote independence in carrying out activities of daily living

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** 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.** how to engage with medical team or concerned authority for support in case of requirement
- KU6.** how to assist patients during complete bed bath, partial bed bath or tub bath
- KU7.** how to give a back rub to the patient
- KU8.** how to clean dentures and store them
- KU9.** how to perform oral care in unconscious patients or patients with altered sensorium
- KU10.** how to prepare patient for hair care
- KU11.** how to prepare patient before cutting the nails
- KU12.** how to prepare patient before providing oral care
- KU13.** how to dress and undress patient without causing discomfort
- KU14.** dressing procedure to prevent spread of infection
- KU15.** appropriate clothing depending upon the patients condition and the general environment
- KU16.** how to manage additional equipment like catheter or IV lines (intravenous) while performing the dressing task

Generic Skills (GS)

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

- GS1.** use effective written communication protocols

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- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals
- 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

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <i>Maintain patient's privacy</i> | 10 | 30 | 10 | 5 |
| PC1. ensure patient's privacy using various means like screens, curtains, locking the door, etc. | - | - | - | - |
| PC2. drape the patient once the procedures (such as back care, dressing up, perineal care) are completed | - | - | - | - |
| <i>Assist the patient in bathing</i> | 25 | 30 | 10 | 10 |
| PC3. identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort. | - | - | - | - |
| PC4. dry patient's skin with a towel and offer back rub after bathing or at bed time to stimulate circulation while ensuring patient's safety | - | - | - | - |
| PC5. clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use | - | - | - | - |
| PC6. check the water temperature before patient checks in for bathing | - | - | - | - |
| PC7. clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes | - | - | - | - |
| PC8. report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc | - | - | - | - |
| <i>Assist the patient in dressing up</i> | 23 | 30 | 10 | 10 |
| PC9. use standard procedure and protocols for dressing-up a patient | - | - | - | - |
| PC10. select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols | - | - | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| PC11. ensure clothes and the footwear fit the patient correctly | - | - | - | - |
| PC12. ensure the clothing is fastened with elastic fasteners | - | - | - | - |
| PC13. remove all the accessories like belts, jewellery and scarfs and hand over to the patient's family with proper documentation | - | - | - | - |
| <i>Assist the patient in grooming</i> | 27 | 30 | 10 | 10 |
| PC14. follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient's comfort and condition in mind | - | - | - | - |
| PC15. perform care activities cautiously to avoid injuries to the skin and membranes | - | - | - | - |
| PC16. store dentures as per latest guidelines/manufacturer's recommendations with patient's identification details to avoid confusion | - | - | - | - |
| PC17. do part preparation for operative procedure under guidance as per directives from concerned authority | - | - | - | - |
| PC18. report unusual findings to the concerned authority | - | - | - | - |
| PC19. encourage patient to do as much as possible to promote independence in carrying out activities of daily living | - | - | - | - |
| NOS Total | 85 | 120 | 40 | 35 |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-----------------------------------------------------|
| NOS Code | HSS/N5133 |
| NOS Name | Assist patient in bathing, dressing up and grooming |
| Sector | Healthcare |
| Sub-Sector | Allied Health & Paramedics |
| Occupation | Patient Care Services |
| NSQF Level | 3 |
| Credits | 5.5 |
| Version | 2.0 |
| 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

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- 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:

Qualification Pack

- 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

Qualification Pack

- 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

Qualification Pack

- 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 | - | - | - | - |

Qualification Pack

| 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 | - | - | - | - |

Qualification Pack

| 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/N9617: Maintain a safe, healthy and secure working environment

Description

This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions

Scope

The scope covers the following :

- Complying the health, safety and security requirements and procedures for workplace
- Handling hazardous situation
- Reporting any hazardous situation

Elements and Performance Criteria

Complying the health, safety and security requirements and procedures for work place

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

- PC1.** identify individual responsibilities in relation to maintaining workplace health safety and security requirements
- PC2.** comply with health, safety and security procedures for the workplace
- PC3.** comply with health, safety and security procedures and protocols forenvironmental safety

Handling hazardous situation

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

- PC4.** identify potential hazards and breaches of safe work practices
- PC5.** identify and interpret various hospital codes for emergency situations
- PC6.** correct any hazards that individual can deal with safely, competently and within the limits of authority
- PC7.** provide basic life support (BLS) and first aid in hazardous situations, whenever applicable
- PC8.** follow the organizations emergency procedures promptly, calmly, and efficiently
- PC9.** identify and recommend opportunities for improving health, safety, and security to the designated person
- PC10.** complete any health and safety records legibly and accurately

Reporting any hazardous situation

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

- PC11.** report any identified breaches in health, safety, and security procedures to the designated person
- PC12.** promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** the importance of health, safety, and security in the workplace
- KU2.** the basic requirements of the health and safety and other legislations and regulations that apply to the workplace
- KU3.** the person(s) responsible for maintaining healthy, safe, and secure workplace
- KU4.** the relevant up-to-date information on health, safety, and security that applies to the workplace
- KU5.** the responsibilities of individual to maintain safe, healthy and secure workplace
- KU6.** how to report the hazard
- KU7.** requirements of health, safety and security in workplace
- KU8.** how to create safety records and maintaining them
- KU9.** the importance of being alert to health, safety, and security hazards in the work environment
- KU10.** the common health, safety, and security hazards that affect people working in an administrative role
- KU11.** how to identify health, safety, and security hazards
- KU12.** the importance of warning others about hazards and how to do so until the hazard is dealt with

Generic Skills (GS)

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

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures
- GS3.** clearly report hazards and incidents with the appropriate level of urgency
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS7.** be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS8.** identify hazards, evaluate possible solutions and suggest effective solutions
- GS9.** analyze the seriousness of hazards
- GS10.** analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|-------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <i>Complying the health, safety and security requirements and procedures for work place</i> | 7 | - | 2 | 10 |
| PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements | - | - | - | - |
| PC2. comply with health, safety and security procedures for the workplace | - | - | - | - |
| PC3. comply with health, safety and security procedures and protocols forenvironmental safety | - | - | - | - |
| <i>Handling hazardous situation</i> | 8 | - | 5 | 10 |
| PC4. identify potential hazards and breaches of safe work practices | - | - | - | - |
| PC5. identify and interpret various hospital codes for emergency situations | - | - | - | - |
| PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority | - | - | - | - |
| PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable | - | - | - | - |
| PC8. follow the organizations emergency procedures promptly, calmly, and efficiently | - | - | - | - |
| PC9. identify and recommend opportunities for improving health, safety, and security to the designated person | - | - | - | - |
| PC10. complete any health and safety records legibly and accurately | - | - | - | - |
| <i>Reporting any hazardous situation</i> | 5 | - | 2 | 10 |
| PC11. report any identified breaches in health, safety, and security procedures to the designated person | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected | - | - | - | - |
| NOS Total | 20 | - | 9 | 30 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-----------------------------------------------------------------------------------|
| NOS Code | HSS/N9617 |
| NOS Name | Maintain a safe, healthy and secure working environment |
| Sector | Healthcare |
| Sub-Sector | Social Work & Community Health, Healthcare Management, Allied Health & Paramedics |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | 0.5 |
| Version | 2.0 |
| Last Reviewed Date | 08/05/2025 |
| Next Review Date | 08/05/2028 |
| NSQC Clearance Date | 08/05/2025 |

Qualification Pack

HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols

Description

This OS unit is about the safe handling and management of health care waste and following infection control policies

Scope

The scope covers the following :

- Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste

Elements and Performance Criteria

Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste

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

- PC1.** handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release
- PC2.** store clinical or related waste in an area that is accessible only to authorized persons
- PC3.** minimize contamination of materials, equipment and instruments by aerosols and splatter

Complying with an effective infection control protocols

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

- PC4.** apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control
- PC5.** identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization
- PC6.** follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate
- PC7.** follow protocols for care following exposure to blood or other body fluids as required
- PC8.** remove spills in accordance with the policies and procedures of the organization
- PC9.** clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled
- PC10.** demarcate and maintain clean and contaminated zones in all aspects of health care work
- PC11.** confine records, materials and medicaments to a well designated clean zone
- PC12.** confine contaminated instruments and equipment to a well designated contaminated zone
- PC13.** decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols
- PC14.** replace surface covers where applicable

Qualification Pack

PC15. maintain and store cleaning equipment

PC16. report and deal with spillages and contamination in accordance with current legislation and procedures

Maintaining personal protection and preventing the transmission of infections from person to person

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

PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination

PC18. cover cuts and abrasions with waterproof dressings and change as necessary

PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact

PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant up-to-date information on health, safety, and security that applies to the organization

KU2. organizations emergency procedures and responsibilities for handling hazardous situations

KU3. person(s) responsible for health, safety, and security in the organization

KU4. good personal hygiene practice including hand care

KU5. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release

KU6. the importance to adhere to the organizational and national waste management principles and procedures

KU7. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these

KU8. the required actions and reporting procedures for any accidents, spillages and contamination involving waste

KU9. the requirements of the relevant external agencies involved in the transport and receipt of your waste

KU10. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment

KU11. The current national legislation, guidelines, local policies and protocols which affect work practice

KU12. the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others

KU13. identification and management of infectious risks in the workplace

KU14. aspects of infectious diseases including opportunistic organisms & pathogens

KU15. basic microbiology including bacteria and bacterial spores, fungi, viruses

KU16. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition

Qualification Pack

- KU17.** how to clean and sterile techniques
- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques
- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <i>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</i> | 5 | - | 3 | 10 |
| PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release | - | - | - | - |
| PC2. store clinical or related waste in an area that is accessible only to authorized persons | - | - | - | - |
| PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter | - | - | - | - |
| <i>Complying with an effective infection control protocols</i> | 8 | - | 5 | 10 |
| PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control | - | - | - | - |
| PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization | - | - | - | - |
| PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate | - | - | - | - |
| PC7. follow protocols for care following exposure to blood or other body fluids as required | - | - | - | - |
| PC8. remove spills in accordance with the policies and procedures of the organization | - | - | - | - |
| PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled | - | - | - | - |
| PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work | - | - | - | - |
| PC11. confine records, materials and medicaments to a well designated clean zone | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| PC12. confine contaminated instruments and equipment to a well designated contaminated zone | - | - | - | - |
| PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols | - | - | - | - |
| PC14. replace surface covers where applicable | - | - | - | - |
| PC15. maintain and store cleaning equipment | - | - | - | - |
| PC16. report and deal with spillages and contamination in accordance with current legislation and procedures | - | - | - | - |
| <i>Maintaining personal protection and preventing the transmission of infections from person to person</i> | 8 | - | 5 | 10 |
| PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination | - | - | - | - |
| PC18. cover cuts and abrasions with waterproof dressings and change as necessary | - | - | - | - |
| PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact | - | - | - | - |
| PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection | - | - | - | - |
| NOS Total | 21 | - | 13 | 30 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|----------------------------------------------------------------------------------------------|
| NOS Code | HSS/N9618 |
| NOS Name | Follow infection control policies & procedures including biomedical waste disposal protocols |
| Sector | Healthcare |
| Sub-Sector | Social Work & Community Health, Healthcare Management, Allied Health & Paramedics |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | 0.5 |
| 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/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values – Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization 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. identify employability skills required for jobs in various industries | - | - | - | - |
| PC2. identify and explore learning and employability portals | - | - | - | - |
| <i>Constitutional values – Citizenship</i> | 1 | 1 | - | - |
| PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc. | - | - | - | - |
| PC4. follow environmentally sustainable practices | - | - | - | - |
| <i>Becoming a Professional in the 21st Century</i> | 2 | 4 | - | - |
| PC5. recognize the significance of 21st Century Skills for employment | - | - | - | - |
| PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life | - | - | - | - |
| <i>Basic English Skills</i> | 2 | 3 | - | - |
| PC7. use basic English for everyday conversation in different contexts, in person and over the telephone | - | - | - | - |
| PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English | - | - | - | - |
| PC9. write short messages, notes, letters, e-mails etc. in English | - | - | - | - |
| <i>Career Development & Goal Setting</i> | 1 | 2 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|-----------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| PC10. understand the difference between job and career | - | - | - | - |
| PC11. prepare a career development plan with short- and long-term goals, based on aptitude | - | - | - | - |
| <i>Communication Skills</i> | 2 | 2 | - | - |
| PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings | - | - | - | - |
| PC13. work collaboratively with others in a team | - | - | - | - |
| <i>Diversity & Inclusion</i> | 1 | 2 | - | - |
| PC14. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| PC15. escalate any issues related to sexual harassment at workplace according to POSH Act | - | - | - | - |
| <i>Financial and Legal Literacy</i> | 2 | 3 | - | - |
| PC16. select financial institutions, products and services as per requirement | - | - | - | - |
| PC17. carry out offline and online financial transactions, safely and securely | - | - | - | - |
| PC18. identify common components of salary and compute income, expenses, taxes, investments etc | - | - | - | - |
| PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation | - | - | - | - |
| <i>Essential Digital Skills</i> | 3 | 4 | - | - |
| PC20. operate digital devices and carry out basic internet operations securely and safely | - | - | - | - |
| PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively | - | - | - | - |
| PC22. use basic features of word processor, spreadsheets, and presentations | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|
| <i>Entrepreneurship</i> | 2 | 3 | - | - |
| PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research | - | - | - | - |
| PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion | - | - | - | - |
| PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity | - | - | - | - |
| <i>Customer Service</i> | 1 | 2 | - | - |
| PC26. identify different types of customers | - | - | - | - |
| PC27. identify and respond to customer requests and needs in a professional manner. | - | - | - | - |
| PC28. follow appropriate hygiene and grooming standards | - | - | - | - |
| <i>Getting ready for apprenticeship & Jobs</i> | 2 | 3 | - | - |
| PC29. create a professional Curriculum vitae (Résumé) | - | - | - | - |
| PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively | - | - | - | - |
| PC31. apply to identified job openings using offline /online methods as per requirement | - | - | - | - |
| PC32. answer questions politely, with clarity and confidence, during recruitment and selection | - | - | - | - |
| PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements | - | - | - | - |
| NOS Total | 20 | 30 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0102 |
| NOS Name | Employability Skills (60 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 1.0 |
| Last Reviewed Date | 07/10/2025 |
| Next Review Date | 07/10/2028 |
| NSQC Clearance Date | 07/10/2025 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

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.)

Qualification Pack

Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--------------------------------------------------------------------------------------------------------|--------------|-----------------|---------------|------------|-------------|------------|
| HSS/N5104.Support individuals to eat and drink | 30 | 30 | 10 | 10 | 80 | 10 |
| HSS/N5105.Assist patient in maintaining normal elimination | 30 | 30 | 10 | 10 | 80 | 10 |
| HSS/N5115.Carry out last office (death care) | 18 | 30 | - | 16 | 64 | 5 |
| HSS/N5133.Assist patient in bathing, dressing up and grooming | 85 | 120 | 40 | 35 | 280 | 25 |
| HSS/N5134.Transferring patient and their samples, drugs, documents within the hospital | 55 | 20 | 18 | 20 | 113 | 15 |
| HSS/N5135.Provide support in routine activities of in-patient department | 71 | 40 | 50 | 49 | 210 | 20 |
| HSS/N9617.Maintain a safe, healthy and secure working environment | 20 | - | 9 | 30 | 59 | 5 |
| HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols | 21 | - | 13 | 30 | 64 | 5 |
| DGT/VSQ/N0102.Employability Skills (60 Hours) | 20 | 30 | - | - | 50 | 5 |
| Total | 350 | 300 | 150 | 200 | 1000 | 100 |

Qualification Pack

Acronyms

| | |
|-------------|-------------------------------------------------|
| NOS | National Occupational Standard(s) |
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |
| AIDS | Acquired Immune Deficiency Syndrome |
| GDA | General Duty Assistant |
| HIV | Human Immuno-deficiency Virus |
| IV | Intravenous |
| HIV | Human Immunodeficiency Virus |
| MLC | Medico Legal Case |
| MTP | Medical Termination of Pregnancy |

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. |