



## Model Curriculum

**QP Name: Duty Manager (Patient Relation Services)**

**QP Code: HSS/Q6104**

**QP Version: 4.0**

**NSQF Level: 6**

**Model Curriculum Version: 1.0**

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## Training Parameters

<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Healthcare Administration
<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO2015/2263.0200
<b>Minimum Educational Qualification and Experience</b>	Completed 4th year UG or equivalent or Completed 3-Year UG or equivalent with 1.5-year relevant experience or Previous relevant Qualification of NSQF Level 5.5 with 1.5 year of relevant experience or Previous relevant Qualification of NSQF Level 5 with 3 years relevant experience or Service Professionals - Defense/Armed Forces Professionals with 12 years of relevant experience
<b>Pre-Requisite License or Training</b>	Not Applicable
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	08/05/2025
<b>Next Review Date</b>	08/05/2028
<b>NSQC Approval Date</b>	08/05/2025
<b>QP Version</b>	4.0
<b>Model Curriculum Creation Date</b>	08/05/2025
<b>Model Curriculum Valid Up to Date</b>	08/05/2028
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	600 Hrs.
<b>Maximum Duration of the Course</b>	600 Hrs.

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Supervise in-house operations to meet organizational objectives
- Supervise professionals working in Patient Relation Services domain
- Carry out effective utilization of resources as per organizational needs
- Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules
- Support clinical, operational and facility services for smooth functioning
- Enhance their skill and capacities in managing patient relation service tasks.
- Plan, perform and conduct training sessions for others regarding process compliance, initiatives or promotions
- Enhance their knowledge in resource management, HR management
- Facilitate service excellence and satisfaction among stakeholders
- Coordinate among various departments for effective resolution
- Develop skills and train other related professionals to work out on medical software to maintain the Hospital Information System
- Demonstrate professional behavior, personal qualities and characteristics of floor coordinator
- Demonstrate correct method of bio-medical waste management
- Demonstrate Basic Life Support, Cardiopulmonary Resuscitation and other actions in the event of medical and facility emergencies
- Demonstrate effective communication skills
- Getting along with, working with and co-operating with others
- Reporting concerns/issues/challenges to higher authorities as per escalation matrix and assist in finding solutions
- Exhibit skills in terms of team supervision, administrative support, supervisory support, office harmony, crisis handling and customer services.

## Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>HSS/N6112: Supervise in-house operations to meet organizational objectives</b>	<b>100:00</b>	<b>60:00</b>	<b>20:00</b>	<b>00:00</b>	<b>180:00</b>
Module 1: Introduction to Hospital structure and Policies	20:00	10:00	00:00	00:00	30:00
Module 2: Orientation about Human Body and Structure	10:00	10:00	00:00	00:00	35:00
Module 3: Patient Behavior and Psychology	10:00	05:00	00:00	00:00	15:00
Module 4: Supervision of Hospital front desk	10:00	10:00	00:00	00:00	25:00
Module 5 : Basics of Medical Tourism	10:00	10:00	05:00	00:00	30:00
Module 6: Interdepartmental and intradepartmental Networking	20:00	05:00	05:00	00:00	30:00
Module 7: Hospital Management Information System	10:00	05:00	05:00	00:00	20:00
Module 8: Principle of Management	10:00	05:00	05:00	00:00	20:00
<b>HSS/N6113: Redirect &amp; allocate resources according to patient flow</b>	<b>30:00</b>	<b>10:00</b>	<b>20:00</b>	<b>00:00</b>	<b>60:00</b>
Module 9: Personnel Management	30:00	10:00	20:00	00:00	60:00
<b>HSS/N6114: Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules</b>	<b>20:00</b>	<b>20:00</b>	<b>20:00</b>	<b>00:00</b>	<b>60:00</b>
Module 10: Hospital administration and Protocols	10:00	10:00	00:00	00:00	20:00
Module 11: Marketing management of the Healthcare Organization	10:00	10:00	00:00	00:00	25:00
<b>HSS/N6115: Support clinical, operational and</b>	<b>95:00</b>	<b>40:00</b>	<b>15:00</b>	<b>00:00</b>	<b>150:00</b>

<b>facility services for smooth functioning throughout the entire organization on a 24-hour basis</b>					
Module 12: Foundation of Accounting and Budgeting	20:00	10:00	05:00	00:00	35:00
Module 13: Basics of Statistic and Budgeting	20:00	10:00	05:00	00:00	35:00
Module 14: Recording, Auditing and Research	15:00	05:00	05:00	00:00	25:00
Module 15: Leadership Theories	20:00	05:00	00:00	00:00	25:00
Module 16: Quality Management in Healthcare – Service and Medical Quality	10:00	05:00	00:00	00:00	15:00
Module 17: Health Promotion and Safety	10:00	05:00	00:00	00:00	15:00
<b>HSS/N9620: Comply with infection control and biomedical waste disposal policies</b>	<b>15:00</b>	<b>10:00</b>	<b>05:00</b>	<b>00:00</b>	<b>30:00</b>
Module 18: Infection control and prevention	05:00	00:00	05:00	00:00	15:00
Module 19: Personal Hygiene	05:00	05:00	00:00	00:00	10:00
Module 20: Bio Medical Waste management	05:00	05:00	00:00	00:00	15:00
<b>HSS/N9624: Maintain a safe and secure working environment</b>	<b>10:00</b>	<b>10:00</b>	<b>10:00</b>	<b>00:00</b>	<b>30:00</b>
Module 21: Maintain conducive Environment in Emergency Situations	05:00	05:00	05:00	00:00	15:00
Module 22: Basic Life Support and First Aid	05:00	05:00	05:00	00:00	15:00
<b>Total</b>	<b>270:00</b>	<b>150:00</b>	<b>90:00</b>	<b>00:00</b>	<b>510:00</b>
Module 23: Employability Skills (90 Hours): DGT/VSQ/N0103	90:00	00:00	00:00	00:00	90:00
<b>Total</b>	<b>360:00</b>	<b>150:00</b>	<b>90:00</b>	<b>00:00</b>	<b>600:00</b>

## Module Details

### Module 1: Introduction to Hospital structure and Policies

*Mapped to: HSS/N6112,*

#### Terminal Outcomes:

- Describe the basic structure and function of healthcare delivery system in India with respect to various levels, patient care and set-ups.

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<p><b>Introduction to healthcare delivery system</b></p> <ul style="list-style-type: none"> <li>Identify the healthcare delivery system in India.</li> <li>Differentiate the various types of healthcare organization based on objective, size or scope of service/s offered.</li> <li>Differentiate the types of healthcare organization based on medical systems such as Ayurvedic, Allopathic, Unani hospitals and homeopathic hospitals.</li> <li>Differentiate the types of healthcare organization based on the sector of the provider such as Medical College Hospital, District Hospital, Tertiary/ Secondary Hospital, Primary Health Centre, Rural Hospital, and Employees of State Insurance Hospital</li> </ul> <p><b>Hospital Departments and Comprehensive Services offered</b></p> <ul style="list-style-type: none"> <li>Explore the variety of patient care services provided within a hospital setting. <ul style="list-style-type: none"> <li>Inpatient Services: Acute care, Surgical services, Intensive care units (ICU).</li> <li>Outpatient Services: Emergency services, Outpatient clinics, Day surgery units.</li> <li>Diagnostic and therapeutic services: Imaging services, laboratory services, Rehabilitation services.</li> <li>Support Services: Pharmacy, nutrition and dietetics, palliative and Hospice care.</li> </ul> </li> <li>Describe the various departments within a hospital and their roles. <ul style="list-style-type: none"> <li>Clinical Departments</li> <li>Diagnostic departments</li> <li>Support Departments</li> <li>Administrative departments</li> </ul> </li> <li>Understand how various hospital departments collaborate to provide integrated patient care. <ul style="list-style-type: none"> <li>Interdisciplinary team meetings</li> <li>Patient flow management</li> <li>Electronic health Records (EHR)</li> </ul> </li> </ul> <p><b>Introduction to Hospital Policies and Procedures</b></p> <ul style="list-style-type: none"> <li>Discuss hospital policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Prepare a report summarizing the observations about basic structure and function of healthcare delivery system in India with respect to various levels, patient care and set-ups from field visits.</li> <li>Prepare a hierarchical chart of different career options at various healthcare settings.</li> <li>Make a presentation on how different departments contribute to patient care.</li> <li>Role plays on the appropriate service for various medical scenarios.</li> <li>Identify and describe the various services offered to patients in a hospital setting.</li> <li>Case study on successful public health initiatives.</li> </ul>

<p>of healthcare organization and its use for maintaining patient care and safety.</p> <ul style="list-style-type: none"> <li>• Describe about legal and ethical issues pertaining to healthcare industry specific to country such as Medico Ethical Laws, Medico Legal concerns</li> <li>• Describe discharge policies of patients, including LAMA (Leave Against Medical Advice etc.)</li> <li>• Describe the importance of listing hospital departments/ diagnostics available with HCO/services useful for directing patient to accurate unit.</li> </ul> <p><b>Healthcare Financing and insurance</b></p> <ul style="list-style-type: none"> <li>• Explain sources of healthcare financing and identify types of health insurance models.</li> </ul> <p><b>Introduction to Medical Terms</b></p> <ul style="list-style-type: none"> <li>• List the appropriate use of related medical terminology in daily activities with colleagues and work area.</li> <li>• List medical terms and related to tariffs/discounts/promotions which can be advised to relevant patients/carer's             <ul style="list-style-type: none"> <li>- List of medical abbreviations used in healthcare communication.</li> </ul> </li> </ul>	
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
Sample hospital policies, Brochures, Flyers, and Digital Tools for Enhanced Understanding, Patient Satisfaction Surveys and Feedback Forms, Electronic Health Records (EHR), Standardized Forms for Patient Consent and Feedback, Communication Tools for Teams: Intercom, Digital Messaging, and Meeting Platforms	

## Module 2: Orientation about Human Body and Structure Mapped to: HSS/N6112,

### Terminal Outcomes:

- To understand basic structure and function of the human body.

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<p><b>Overview of the Human Body</b></p> <ul style="list-style-type: none"> <li><b>Body Systems:</b> Understand the major systems of the human body (e.g., respiratory, circulatory, musculoskeletal, nervous, digestive, reproductive, genitourinary and endocrine) and their primary functions.</li> <li><b>Anatomical Terms:</b> Learn basic anatomical terms and directional references (e.g., medial, lateral, proximal, distal, superior, inferior, anterior, posterior, midline, right and left, mid-clavicular, bilateral, and mid-axillary).</li> <li><b>Body Planes:</b> Identify and describe body planes (sagittal, coronal, transverse) and their relevance to patient assessment.</li> </ul> <p><b>Circulatory System</b></p> <ul style="list-style-type: none"> <li><b>Heart Function:</b> Understand the heart's structure and function, including blood flow through the heart and the role of arteries and veins.</li> <li><b>Pulse Points:</b> Identify major pulse points (e.g., radial, carotid) for vital sign assessment.</li> </ul> <p><b>Respiratory System</b></p> <ul style="list-style-type: none"> <li><b>Airway Anatomy:</b> Learn about the upper and lower airway structures (e.g., trachea, bronchi, lungs) and their roles in respiration.</li> <li><b>Breathing Patterns:</b> Identify normal and abnormal breathing patterns and their potential causes.</li> </ul> <p><b>Nervous System</b></p> <ul style="list-style-type: none"> <li><b>Brain and Spinal Cord:</b> Understand the central nervous system's basic structure and functions in controlling body responses.</li> </ul> <p><b>Musculoskeletal System</b></p> <ul style="list-style-type: none"> <li><b>Bone and Joint Functions:</b> Learn the role of the skeletal system in protection, movement, and structure.</li> </ul> <p><b>Digestive and Genitourinary Systems</b></p> <ul style="list-style-type: none"> <li><b>Abdominal Organs:</b> Identify major organs in the abdominal cavity and their functions.</li> </ul> <p><b>Skin and Soft Tissue</b></p> <ul style="list-style-type: none"> <li><b>Skin Layers:</b> Learn the structure of skin and its role as the body's first defense against infection.</li> </ul>	<ul style="list-style-type: none"> <li>Identify various body parts/organs using 3D models of human organ system.</li> <li>Design various working models depicting functioning of each human body system.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
<b>Tools, Equipment and Other Requirements</b>	
3D models of human body and accessory organs, model human skeletal system, organ specimen.	

## Module 3: Patient Behavior and Psychology

### Mapped to: HSS/N6112,

#### Terminal Outcomes:

- Understand about body mind relationship modulation process in health and illness.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<p><b>Introduction to Patient Behavior &amp; Psychology</b></p> <ul style="list-style-type: none"> <li>• Discuss the psychological aspects of healthcare.</li> <li>• Explain the role of a duty manager in managing patient expectations.</li> <li>• Discuss the importance of empathy &amp; emotional intelligence in patient care.</li> </ul> <p><b>Factors influencing patient behavior</b></p> <ul style="list-style-type: none"> <li>• Discuss the psychological &amp; emotional impact of illness.</li> <li>• Discuss the effects of stress, anxiety and fear on patient behavior</li> </ul> <p><b>Types of patient behavior in healthcare settings</b></p> <ul style="list-style-type: none"> <li>• Describe different types of patient behavior in healthcare settings.</li> </ul> <p><b>Effective communication &amp; patient engagement</b></p> <ul style="list-style-type: none"> <li>• Understanding the techniques for building trust &amp; Rapport with patients.</li> <li>• Discuss handling of language barriers &amp; cultural sensitivities.</li> </ul> <p><b>Dealing with emotional &amp; psychological challenges</b></p> <ul style="list-style-type: none"> <li>• Identifying signs of depression, anxiety &amp; psychological distress.</li> <li>• Explain how to manage patients with mental health disorders.</li> </ul> <p><b>Conflict resolution &amp; managing difficult patients</b></p> <ul style="list-style-type: none"> <li>• Discuss strategies for handling aggressive or uncooperative patients.</li> <li>• Explain De – escalation techniques in conflicts situation.</li> </ul> <p><b>Ethical considerations in patient care</b></p> <ul style="list-style-type: none"> <li>• Describe maintaining patient confidentiality &amp; privacy.</li> <li>• Define ethical dilemmas in healthcare decision making.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a chart on the benefits of mental hygiene and health.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
<b>Tools, Equipment and Other Requirements</b>	
3Dmodels of human body and accessory organs, model human skeletal system, organ specimen.	

## Module 4: Supervision of Hospital Front Desk

### Mapped to: HSS/N6112,

#### Terminal Outcomes:

- Demonstrate the skills required to carry out the supervision of tasks.
- To know about escalation handling, performance monitoring, and team leadership, they can significantly enhance service quality and customer satisfaction.

<b>Duration: 15:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Introduction to the duty manager’s role</b></p> <ul style="list-style-type: none"> <li>• Understand the key responsibilities of a duty manager.</li> <li>• Describe roles &amp; responsibilities of clinical/paramedic/support staff in health care organization</li> <li>• Identify goal/mission/vision of organization and act accordingly to fulfil and encourage the rest of the hospital towards a common goal.</li> <li>• Supervise management, planning and schedule work requirement.</li> <li>• Describe delivery process and escalation matrix report.</li> <li>• Describe regarding the importance of developing, reviewing and improving policies and guidelines.</li> <li>• Describe personnel management and identifying appropriate resources.</li> <li>• Establish parameters for monitoring and quality of services.</li> <li>• Describe TPA operations and cash management.</li> <li>• Define patient flow management in hospital area for availing services such as OPD/IPD/Diagnostics etc. in coordination with healthcare team.</li> <li>• Understand about hospital departments/diagnostic available with HCO/services available and direct patient to accurate unit.</li> </ul> <p><b>Core responsibilities</b></p> <ul style="list-style-type: none"> <li>• Ensure timely and effective resolution of service desk tickets.</li> <li>• Describe how to monitor real time incidents and proactively address potential disruptions.</li> </ul> <p><b>Staff supervision</b></p> <ul style="list-style-type: none"> <li>• Describe how to assign and manage workloads effectively among support staff.</li> <li>• Understand conduct briefings and debriefings to align team efforts.</li> </ul> <p><b>Communication &amp; coordination</b></p> <ul style="list-style-type: none"> <li>• Understand liaise with internal teams and external vendors for issue resolution.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a chart on services available in OPD/IPD/Diagnostic and other departments.</li> <li>• Prepare a chart on roles and responsibilities of clinical/paramedic/support staff in organization.</li> <li>• Role plays in ensuring seamless service desk operations.</li> </ul>

<p><b>Handling escalations &amp; critical issues</b></p> <ul style="list-style-type: none"> <li>• Identify when an issue requires escalation.</li> <li>• Explain escalation steps clearly to stakeholders when communicating.</li> <li>• Understand the coordination with technical teams to implement quick resolution.</li> </ul> <p><b>Team Supervision &amp; development</b></p> <ul style="list-style-type: none"> <li>• Encourage professional growth and knowledge sharing within the team.</li> <li>• Explain how to conduct training sessions for new and existing service desk agents.</li> </ul>	
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
Duty Manager Desk set up.	

## Module 5: Basics of Medical Tourism

*Mapped to: HSS/N6112,*

### Terminal Outcomes:

- To Understand documentations and Legal/ Statutory Compliances required for medical tourism industry.

<b>Duration: 15:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>Describe Basics of Medical Case Profiling and Patient Query Processing with respect to medical tourism.               <ul style="list-style-type: none"> <li>Understand medical visa.</li> </ul> </li> <li>Explain about the Marketing &amp; Promotion requirement of a healthcare organization for promoting medical tourism.</li> <li>Discuss about understanding patients/ attendants need for food, stay, religious practice, sight-seeing, shopping/ business exploration with safety protocols as defined by Government of India/ medical tourism boards etc.               <ul style="list-style-type: none"> <li>Understand documentation and Legal/ Statutory Compliances required for the medical tourism industry.</li> </ul> </li> <li>Describe the roles of translators and facilitators.</li> <li>Discuss international vendor management.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate the process of medical value travel for a foreign patient in Indian Healthcare organization.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements:</b>	
Computer with internet facility and latest version of software.	

## Module 6: Interdepartmental and intradepartmental networking

Mapped to: HSS/N6112,

### Terminal Outcomes:

- Carry out effective coordination with in and other departments for smooth functioning of task.
- Demonstrate the skills to resolve the problems and challenges of patients and their relatives.
- Demonstrate management skills to carry out the managerial services.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<p><b>Introduction to networking</b></p> <ul style="list-style-type: none"> <li>• Define the scope of practice for duty manager – patient relation services to liaise with different departments in the health care organization.</li> <li>• Describe how to interview and assess patients/staff or their representatives to identify problems relating to care.</li> <li>• Describe how to provide regular &amp; timely support to clinical, operational &amp; facility services requirements arising in the respective departments.</li> <li>• Explain policies, procedures, or services to patients and others in accordance with organizational process.</li> <li>• Define how to liaise &amp; coordinate with healthcare team for effective patient management starting from entry to exit (admission to discharge or for referral services).</li> <li>• Describe how to oversee floor &amp; facility management including ward management.</li> <li>• Describe how to design, review, develop &amp; implement quality processes.</li> <li>• How to create work schedules for employees.</li> <li>• Describe how to set performance standards to monitor the performance of employees.</li> <li>• Describe how to track the progress made on request for service improvement in the departmental and interdepartmental and escalate as per escalation matrix.</li> <li>• Describe how to ensure the requirement raised by different departments is addressed in a timely manner.</li> <li>• Understand the role of the duty manager in interdepartmental and intradepartmental networking.</li> <li>• Describe how to learn best practices for effective communication and collaboration.</li> <li>• Discuss developing strategies to foster strong professional relationships.</li> </ul> <p><b>Collaboration and conflict Resolution</b></p> <ul style="list-style-type: none"> <li>• Building a collaborative culture -Discuss how to Promote teamwork by</li> </ul>	<ul style="list-style-type: none"> <li>• Practice a role play on interviewing skills.</li> <li>• Practice a role play on providing support provide to clinical, operational &amp; facility services requirements in each department.</li> <li>• Prepare a chart on policies, services, and procedure of an organization.</li> <li>• Demonstrate the correct technique of admission, discharge, and referral process.</li> <li>• Prepare a sample report on quality process.</li> <li>• Role played on ward management.</li> <li>• Role played on employee work and performance in ward.</li> <li>• Prepare a sample of employee schedule for a month.</li> <li>• Role play on effective networking led to improved service delivery.</li> <li>• Analyze key actions taken and lessons learned.</li> </ul>

<p>organizing interdepartmental workshops and meetings.</p> <p>-Describe encouraging knowledge-sharing sessions to improve overall efficiency.</p> <ul style="list-style-type: none"> <li>• <b>Conflict management Strategies</b></li> </ul> <p>-Identify common sources of interdepartmental conflicts (e.g. resource allocation, workflow dependencies, miscommunication).</p> <p>-Describe the use of structured approaches to resolve disputes (clarify issues, explore solutions, and implement corrective actions).</p>	
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements:</b>	
Computer with internet facility and latest version of software.	

## Module 7: Hospital Management Information System

Mapped to: HSS/N6112,

### Terminal Outcomes:

- Demonstrate the skills required to carry out the various tasks at HMIS.
- To manage healthcare operations, patient data, and administrative functions.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<p><b>Introduction to HMIS and the Role of the Duty Manager</b></p> <ul style="list-style-type: none"> <li>• Describe various modalities and features available with Hospital Management Information System.</li> <li>• Describe various characteristics of HIS/HMIS.</li> <li>• Describe important information and credentials to be captured by patient/attenders for HIS/HMIS.</li> <li>• Describe basic functioning of HIS/HMIS.</li> <li>• Describe an escalation matrix in case of non-compliances.</li> <li>• Assess working status of HIS/HMIS as and when required.</li> <li>• Maintain database of visitors/patients etc.</li> <li>• Describe the importance of Electronic Health Records/Medical Records/Computerized patient record systems.</li> <li>• Define hospital management information system.</li> <li>• Discuss how to understand the role of the duty manager in HMIS.</li> <li>• Explain how to develop strategies for handling system incidents and escalations.</li> <li>• Ensure compliance with healthcare regulations and data security.</li> </ul> <p><b>Core responsibilities of the duty manager in HMIS</b></p> <ul style="list-style-type: none"> <li>• System oversight <ul style="list-style-type: none"> <li>- Ensure all hospital departments properly use the HMIS for data entry and retrieval.</li> <li>- Staff coordination and support</li> <li>- Communication and reporting.</li> </ul> </li> </ul> <p><b>System navigation and data management</b></p> <ul style="list-style-type: none"> <li>• HMIS functionalities overview <ul style="list-style-type: none"> <li>- Patient information management (admission, discharge, transfer (ADT) process.</li> <li>- Electronic medical records (viewing, updating and retrieving patient records).</li> <li>- Inventory management: tracking hospital supplies, pharmaceuticals and equipment.</li> </ul> </li> <li>• Data accuracy and integrity <ul style="list-style-type: none"> <li>- Describe how to maintain system backups and support data recovery procedures.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the use of Hospital Information System (HIS) to prepare a sample record on client dietetic information.</li> <li>• Demonstrate the techniques to extract patient information and credentials from HMIS.</li> <li>• Demonstrate the technique to store patient data / medical records in HMIS.</li> <li>• Enter data in various forms and format according to the standard guidelines.</li> <li>• Create a sample set of documents to record procedure related information of client.</li> <li>• Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client.</li> </ul>
<b>Classroom Aids:</b>	

Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster
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<b>Tools, Equipment and Other Requirements:</b>
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Sample record of HIS software.
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## Module 8: Principle of Management Mapped to: HSS/N6112,

### Terminal Outcomes:

- To understand the theories of management theories.

<b>Duration: 10:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>Define management theories.</li> <li>Describe organizational behavior and dynamics.</li> <li>Discuss motivation and staff management (Maslow’s Hierarchy of needs and Herzberg’s two factor theory and strategies for employee’s engagement).</li> <li>Discuss the time management</li> <li>Describe ethics and Professionalism in management.</li> <li>Describe quality improvement and performance management.</li> <li>Discuss conflict management and crisis management.</li> </ul>	<ul style="list-style-type: none"> <li>Real life scenarios for assigning tasks based on staff competency and workload.</li> <li>Role play on Time management techniques, Workflow optimization, Conducting performance evaluations.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Visit to Healthcare facilities for field assignment.	

## Module 9: Personnel Management. Mapped to: HSS/N6113,

### Terminal Outcomes:

- Demonstrate the skills required for creating duty roasters.
- Demonstrate the ability to personnel management
- To ensure staff efficiency, well-being, and adherence to organizational policies. A well-managed team improves productivity, morale, and service quality.

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<p><b>Introduction of personnel management</b></p> <ul style="list-style-type: none"> <li>• Describe the factors to establish and maintain a peaceful environment in work area with all.</li> <li>• Describe the factors important for Acquisition of human resources, training and development, performance appraisal, Describe the importance of effective leadership and team building activities.               <ul style="list-style-type: none"> <li>- Learn general and specific etiquette to be observed while working for self and guide others for the same.</li> </ul> </li> </ul> <p><b>Core responsibilities</b></p> <ul style="list-style-type: none"> <li>• Describe how to develop skills to guide and mentor supporting staff for effective patient relationship &amp; services.               <ul style="list-style-type: none"> <li>- Supervise for creating duty roaster</li> <li>- Understand the need for compliance of organizational hierarchy and escalation matrix.</li> <li>- Understand self-boundaries, roles and responsibilities and other's roles and responsibilities.</li> </ul> </li> <li>• Identify training needs and schedule training for team.</li> <li>• Explain how to monitor policies, processes and procedures and identify best practice, risks and areas for improvement.</li> </ul> <p><b>Employee development and training</b></p> <ul style="list-style-type: none"> <li>• Explain how to manage potential risks to the quality and safety of practice.               <ul style="list-style-type: none"> <li>- Understand how to evaluate and reflect on the quality of your work and make continual improvements.</li> <li>- Identify training needs based on performance evaluations.</li> </ul> </li> <li>• Describe how to coordinate skill development workshops and mentorship programs.</li> <li>• Discuss the importance of always using the best practice guidelines, and the importance of evaluating oneself to see if any improvement needs to be made.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a chart on general and specific work etiquette.</li> <li>• Role play on supervises in house operations to meet organizational objectives.</li> <li>• Supervise professionals working in Patient Relation Services domain.</li> <li>• Carry out effective utilization of resources as per organizational needs.</li> <li>• Prepare a sample report on duty roaster.</li> <li>• Role played on need of team training and process of scheduling training.</li> </ul>

<ul style="list-style-type: none"> <li>• Explain the importance of individuals or team compliance with legislation, protocols and guidelines and organizational systems and requirements.</li> </ul> <p><b>Employee motivation &amp; retention strategies</b></p> <ul style="list-style-type: none"> <li>• Describe techniques for enhancing employee engagement and retention.             <ul style="list-style-type: none"> <li>- Understand recognizing &amp; rewarding staff contribution.</li> <li>- Understand how to give effective feedback, and instruction to the team.</li> </ul> </li> <li>• Describe the importance of maintaining a peaceful working environment.             <ul style="list-style-type: none"> <li>- Learn general and specific etiquetteto be observed while working for selfand guide others for the same.</li> <li>- Develop skills to guide and mentor supporting staff at hospital front desk.</li> </ul> </li> </ul>	
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
e-modules, case-studies of troubleshooting	

## Module 10: Hospital administration and protocols

*Mapped to: HSS/N6114,*

### Terminal Outcomes:

- Define about Turn Around Time (TAT)
- Describe about internal and external audit process with respect to various disciplines
- To ensure seamless operations, patient care efficiency, and adherence to medical and legal standards

<b>Duration: 10:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Introduction to hospital administration and protocols</b></p> <ul style="list-style-type: none"> <li>• Describe how to develop crisis management and emergency response strategies.</li> </ul> <p><b>Hospital protocols and standard operating procedures (SOPs)</b></p> <ul style="list-style-type: none"> <li>• Discuss patient admission and discharge procedures.</li> <li>• Explain how to ensure proper documentation for admissions, transfers and discharge.</li> <li>• Describe coordination with medical teams to prevent discharge delays.</li> <li>• Describe different ways of monitoring patient satisfaction and feedback on hospital processes.</li> </ul> <p><b>Emergency Response and crisis Management</b></p> <ul style="list-style-type: none"> <li>• Describe emergency response protocols for critical incidents.</li> <li>• Explain how to coordinate with medical teams during mass casualty events. <ul style="list-style-type: none"> <li>- Hospital -wide preparedness for disasters and pandemics.</li> </ul> </li> </ul> <p><b>Infection control and hygiene protocols</b></p> <ul style="list-style-type: none"> <li>• Ensure strict adherence to infection prevention guidelines. <ul style="list-style-type: none"> <li>- Oversee sanitation and sterilization procedures.</li> </ul> </li> <li>• Explain types of monitoring compliances with personal protective equipment (PPE) policies.</li> <li>• Identify complaints and mechanism for addressing complaints.</li> <li>• Describe risk assessment analysis and procedures to overcome the risk.</li> <li>• Describe about SWOT analysis.</li> <li>• Describe the importance of documenting, classifying, prioritizing queries &amp; escalate to appropriate authority if unresolved. <ul style="list-style-type: none"> <li>- Monitor the services being rendered to patients using sample data and quality metrics, publish dashboard, MIS reports, feedback forms etc.</li> <li>- Describe how to analyze deviations from set protocols and causes for the same.</li> </ul> </li> <li>• Identify the concerns as per the set TAT (Turn Around Time) as per hospital policies criteria for the area involved.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a report addressing the complaints and their management.</li> <li>• Demonstrate the skills required in the management of complaints and conflicts.</li> <li>• Prepare a sample report of internal audit and their quality indicators.</li> <li>• Prepare a sample report on organizational policy and protocols.</li> </ul>

<ul style="list-style-type: none"> <li>• Describe grievances redressal and how to work around it.</li> <li>• Describe how to manage communications across stakeholders, subject matter experts, executives and other internal groups.</li> <li>• Describe about Root Cause Analysis and how to work around it.</li> <li>• Describe internal and external audit process with respect to various disciplines.</li> <li>• Describe how to initiate service recovery tools for issues/complaints encountered as per organizational policies.</li> <li>• Discuss how to plan and manage business change management and user acceptance of new tools and processes.</li> <li>• How to analyse business functional requirements to ascertain required information, procedures and decision flows.</li> </ul> <p><b>Compliance and regulatory requirements</b></p> <ul style="list-style-type: none"> <li>• Legal and ethical considerations <ul style="list-style-type: none"> <li>- Ensure compliance with healthcare laws and ethical standards.</li> </ul> </li> </ul> <p><b>Quality control and performance monitoring</b></p> <ul style="list-style-type: none"> <li>• <b>Describe service quality enhancement</b> <ul style="list-style-type: none"> <li>- Explain how to implement quality control measures for patient care.</li> <li>- Discuss conducting regular inspections to ensure adherence to hospital policies.</li> </ul> </li> <li>• <b>Incident reporting and resolution</b> <ul style="list-style-type: none"> <li>- Explain how to maintain records of patient complaints and hospital incidents.</li> </ul> </li> </ul>	
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Audio Visual aide, White Board, Projector, Internet, Charts, Poster.	

## Module 11: Marketing Management of the Healthcare Organization Mapped to: HSS/N6114,

### Terminal Outcomes:

- To know about the importance and scope of marketing.
- To understand the basic concept of marketing management.
- Understand marketing and medical ethics.
- Demonstrate marketing management skills of healthcare organizations.
- To focus on building patient trust, enhancing brand reputation, and increasing service utilization.
- To support marketing efforts by ensuring smooth patient experiences, coordinating outreach initiatives, and maintaining service excellence.

Duration: 15:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<p><b>Introduction to healthcare marketing management</b></p> <ul style="list-style-type: none"> <li>• Explain how to develop patient engagement and brand positioning techniques.</li> <li>• Describe implementing ethical marketing and compliance with healthcare regulation.</li> </ul> <p><b>Healthcare marketing strategies</b></p> <ul style="list-style-type: none"> <li>• <b>Patient acquisition and retention</b> <ul style="list-style-type: none"> <li>- Describe how to assist in loyalty programs and personalized patient services.</li> <li>- Discuss about facilitating referrals and partnerships with healthcare providers.</li> </ul> </li> <li>• <b>Digital and traditional marketing approaches</b> <ul style="list-style-type: none"> <li>- Describe how to encourage the use of digital platforms, including hospital websites and social media.</li> <li>- Ensure compliance with patient privacy while engaging in promotional activities.</li> </ul> </li> </ul> <p><b>Performance monitoring and improvement</b></p> <ul style="list-style-type: none"> <li>• Describe the ways of monitoring the impact of marketing efforts on hospital admissions and patient engagement.</li> <li>• Description about importance and scope of marketing, core marketing concepts.</li> <li>• Understand marketing research &amp; information, pricing of various services, marketing strategy, evaluation and control.</li> <li>• Describing various marketing promotional activities, corporate marketing.</li> <li>• Discuss marketing and medical ethics.</li> <li>• Describe various means and platforms for marketing, promotion and branding activities for healthcare organization.</li> <li>• Describe how to create professional development opportunities for employees.</li> <li>• Describe how to create newsletters etc.</li> <li>• Describe how to coordinate for networking events.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate management skills while promoting and branding healthcare organization in a role play</li> <li>• Prepare sample leaflets, flyers etc. for marketing, promotion and branding.</li> <li>• Demonstrate on Implement patient-centered service strategies.</li> <li>• Demonstrate usage of social media and managing websites following organization policies and hierarchy.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	

<b>Tools, Equipment and Other Requirements</b>
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Audio Visual aide, White Board, Projector, Internet, Charts, Poster, Branding Materials, Collaterals .
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## Module 12: Foundation of Accounting and Budgeting

*Mapped to: HSS/N6115,*

### Terminal Outcomes:

- Apply basic accounting principles while managing funds.
- Demonstrate the skills required for maintaining balance sheet and cashflow
- Demonstrate the skills required for maintaining transaction record.
- Understand and apply basic accounting principles in healthcare settings.
- Assist in budgeting, cost control, and financial planning.
- Ensure compliance with financial regulations and reporting standards.
- Analyze financial reports to make data-driven decisions.
- Support revenue cycle management, including billing and collections.
- Promote financial accountability and risk management practices.

<b>Duration: 15:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>• Describe how to develop financial decision – making and reporting skills.</li> </ul> <p><b>Healthcare revenue cycle management</b></p> <ul style="list-style-type: none"> <li>• Understand patient billing processes and insurance claims management</li> <li>• Ensure accuracy in invoicing and timely collection of payments</li> <li>• Describe how to monitor outstanding payments and reduce financial discrepancies.</li> <li>• Identify financial risks and implement mitigation strategies.</li> <li>• Ensure compliance with hospital financial policies and regulations.</li> </ul> <p><b>Compliance and Regulatory Requirements</b></p> <ul style="list-style-type: none"> <li>• Understand financial regulations, including tax laws and healthcare funding policies.</li> <li>• Ensure adherence to accounting standards and hospital financial guidelines.</li> <li>• Identify and prevent fraudulent activities in hospital financial operations.</li> <li>• Explain how to implement internal controls to safeguard hospital assets.</li> </ul> <p><b>Performance monitoring and financial decision making</b></p> <ul style="list-style-type: none"> <li>• Explain assist in strategic planning based on financial insights.</li> <li>• Discuss basic concepts and conventions of accounting.</li> <li>• Describe how to conduct analysis of financial statements, common size, ratio analysis.</li> <li>• Describe basic principles of accounting, issues and scope of financial management.</li> <li>• Understand cost classifications</li> </ul>	<ul style="list-style-type: none"> <li>• Carry out proper and secure filing of accounts, funds and other related documents physically and electronically.</li> <li>• Demonstrate the skills required for maintaining balance sheet and cashflow.</li> <li>• Demonstrate the skills required for maintaining transaction record.</li> <li>• Prepare sample report on budgeting and operational planning strategies.</li> </ul>

<p>encompassing fixed and variable costs.</p> <ul style="list-style-type: none"> <li>• Describe balance sheet &amp; cash flow.</li> <li>• Describe how to avoid losses from inventory obsolescence and reduce financial investments in inventories.</li> </ul>	
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Sample balance sheets, cash flow documents etc.	

## Module 13: Basics of Statistics and Budgeting

### Mapped to: HSS/N6115,

#### Terminal Outcomes:

- To know basic concepts and conventions of business plan and project plan.
- Understand about elements of cost and costing methods, cost control and cost reduction.

<b>Duration: 15:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>• Describe about fund allocation &amp; department performance reports.</li> <li>• Discuss concepts of business plan, project plans.</li> </ul> <p><b>Budget planning</b></p> <ul style="list-style-type: none"> <li>• Discuss the elements of cost and costing methods, cost control and cost reduction.</li> <li>• Describe about budgeting – revenue and capital budgeting, cash budgeting.</li> <li>• Discuss about money market and capital market, merger and acquisition.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a report on department performance and allocate the funds accordingly.</li> <li>• Prepare a sample report on business plan and project plan.</li> <li>• Prepare a chart on elements of cost like cost control, costing method and cost reduction.</li> <li>• Demonstrate the skills required for cash, revenue and capital budgeting.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Sample balance sheets, cash flow documents, account files etc.	

## Module 14: Recording, Auditing and Research Mapped to: HSS/N6115,

### Terminal Outcomes:

- To Identify types of records and reports.
- Demonstrate the skills of maintaining confidentiality of records and reports.

<b>Duration: 15:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Types of records and auditing</b></p> <ul style="list-style-type: none"> <li>• Discuss types of personnel records.</li> <li>• Describe the various methods of safeguarding the records and reports.               <ul style="list-style-type: none"> <li>- Methods of maintaining confidentiality.</li> <li>- Methods to audit internal processes to promote patient relation services.</li> </ul> </li> </ul> <p><b>Methods of research</b></p> <ul style="list-style-type: none"> <li>• Describe research tools to identify problems, issues, concerns and solutions to address the same.</li> </ul> <p><b>Understand about data analysis</b></p> <ul style="list-style-type: none"> <li>• Understanding about primary and secondary research.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify types of records and reports.</li> <li>• Demonstrate the skills of maintaining confidentiality of records and reports.</li> <li>• Demonstrate types of research tools.</li> <li>• Demonstrate the process of data analysis.</li> <li>• Demonstrate the process of internal audit.</li> <li>• Practice a role play of conducting internal audit.</li> </ul>
<b>-Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Sample HIS software.	

## Module 15: Leadership Theories

*Mapped to: HSS/N6115,*

### Terminal Outcomes:

- Able to understand frameworks for managing a team effectively, adapting to different situations.

<b>Duration: 15:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Overview of Leadership theories (Transformational, Transactional, Situational Leadership).</li> <li>• Difference between and Roles of Leadership vs Management.</li> <li>• Describe the characteristics of effective Leaders.</li> <li>• Discuss the leadership style and approach to different situations and challenges that arise.</li> <li>• Describe how to manage delegate tasks effectively.</li> <li>• Discuss the transition phase from individual contributor to leadership role.</li> </ul>	<ul style="list-style-type: none"> <li>• Role-play and scenario- Based exercises simulating different Leadership theories in hospital settings, Challenges and barriers to effective leadership.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
NA.	

## Module 16: Quality Management in Healthcare – Service and Medical Quality Mapped to: HSS/N6115,

### Terminal Outcomes:

- Describe about scope and importance of quality in healthcare.
- Describe various dimensions of Quality
- Describe about Quality Concept, Quality Assurance, Total Quality Management, Quality Circle

<b>Duration: 15:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Importance of quality in healthcare</b></p> <ul style="list-style-type: none"> <li>• Describe about scope and importance of quality in healthcare.</li> <li>• Describe about Quality Concept, Quality Assurance, Total Quality Management, Quality Circle.</li> <li>• Description about various accreditation agencies for healthcare organizations nationally and internationally.</li> <li>• Describe quality matrix, basis of measuring quality parameters.</li> </ul> <p><b>Quality Tools</b></p> <ul style="list-style-type: none"> <li>• Discuss about lean &amp; six sigma and other quality tools.</li> <li>• Describe quality assurance and quality control.</li> <li>• Discuss the concepts of Continuous Quality Improvement, Total Quality Management and 6 Sigma strategies.</li> <li>• Describe quality control and assurance tools which can be utilized for effective functioning.</li> <li>• Describe the risk assessment process.</li> <li>• Describe patient behavior and psychology.</li> </ul> <p><b>Rights and responsibilities</b></p> <ul style="list-style-type: none"> <li>• Describe patient rights and responsibilities applicable to work area.</li> <li>• Describe self-role in maintaining patient's rights. <ul style="list-style-type: none"> <li>- Escalate to competent authority in case of any deviation or non-conformance as per organizational policies and procedures.</li> <li>- Liaise with Healthcare team for effective care for patients.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a sample report on various national and international accreditation guidelines.</li> <li>• Prepare a sample report on NABH, NABL, JACHO standards.</li> <li>• Prepare a sample report on six sigma and other quality tools.</li> <li>• Prepare a sample report about quality assurance and quality control.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
NABH, NABL and JACHO sample standards documents.	

## Module 17: Health Promotion and Safety

*Mapped to: HSS/N6115,*

### Terminal Outcomes:

- To encourage safety at workplace.
- Follow safety protocols at workplace.
- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required.

<b>Duration: 15:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>• Explain how to monitor health and safety of the employees in the hospital               <ul style="list-style-type: none"> <li>- Encourage for safety at workplace.</li> <li>- Monitor for issues related to security in the hospital.</li> <li>- Keep up with the latest trends in safety protocols.</li> </ul> </li> </ul> <p><b>Safety protocols</b></p> <ul style="list-style-type: none"> <li>• How to ensure adequate &amp; proper signage is placed at various key positions in hospitals.</li> <li>• Describe how to develop &amp; ensure maintenance of various hospital security systems.</li> <li>• Identify risk management protocol is followed throughout in the hospital and updating it regularly.</li> <li>• How to ensure hospital announcements are updated regularly.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency.</li> <li>• Create a chart depicting different types of protective devices such as restraints and safety devices.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Sample Hospital signages.	

## Module 18: Infection Control and Prevention

Mapped to: HSS/N9620,

### Terminal Outcomes:

- Develop techniques of self-hygiene
- Apply infection control policies and procedures during daily activities

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<p><b>Importance of Infection control</b></p> <ul style="list-style-type: none"> <li>• Understand the importance of infection control and prevention and guiding others about it in accordance with healthcare team.</li> <li>• Identify the factors which influence the outcome of an exposure to infection.</li> <li>• List strategies for preventing transmission of pathogenic organisms.</li> <li>• Understand about spillage management.</li> <li>• Understanding hand hygiene: infection control/exposure control/ PPE.</li> <li>• Understand about Nosocomial Infection</li> <li>• Understand the importance of incident reporting.</li> <li>• Develop understanding of the concept of Healthy Living.</li> <li>• Develop techniques of self-grooming and maintenance.</li> <li>• Discuss vaccinate against common infectious diseases: immunization to reduce the health risks for self, patients.</li> <li>• Explain the concept of healthy living.</li> <li>• Describe the importance of infection control and prevention.</li> <li>• List strategies for preventing transmission of pathogenic organisms.</li> <li>• Describe the nosocomial infections.</li> <li>• Explain the importance of incident reporting.</li> </ul> <p><b>Immunization and vaccination</b></p> <ul style="list-style-type: none"> <li>• Explain the concept of immunization.</li> <li>• Explain various vaccinations against common infectious diseases.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the steps of spill management.</li> <li>• Demonstrate the procedures of hand hygiene.</li> <li>• Demonstrate the process of donning and doffing of PPE.</li> <li>• Demonstrate the steps of spill management.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
E-modules depicting sanitization, infection control and waste disposal practices.	

## Module 19: Personal Hygiene

*Mapped to: HSS/N9620,*

### Terminal Outcomes:

- Develop techniques of self-hygiene
- Apply infection control policies and procedures during daily activities

<b>Duration: 05:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Develop understanding of the concept of Healthy Living</li> <li>• Develop understanding &amp; procedures of Hand Hygiene</li> <li>• Develop techniques of self-grooming and maintenance</li> <li>• Explain the techniques of wearing PPE: the need for and types</li> </ul> <p><b>Immunization and vaccination</b></p> <ul style="list-style-type: none"> <li>• Explain the concept of immunization.</li> <li>• Explain various vaccinations against common infectious diseases.</li> </ul> <p><b>Hand hygiene and Personal protective equipment</b></p> <ul style="list-style-type: none"> <li>• Describe the hand-hygiene guidelines and procedures used in healthcare settings.</li> <li>• Explain the importance of using Personal Protective Equipment (PPE).</li> <li>• List the types of PPE.</li> </ul>	<ul style="list-style-type: none"> <li>• Play a role play on the importance of vaccination against common infectious diseases.</li> <li>• Demonstrate the steps of spill management.</li> </ul> <p><b>Hand hygiene and Personal protective equipment</b></p> <ul style="list-style-type: none"> <li>• Demonstrate the procedures of hand hygiene.</li> <li>• Demonstrate donning, doffing and discarding of PPE.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
E-modules depicting sanitization, infection control and waste disposal practices.	

## Module 20: Bio Medical Waste Management

*Mapped to: HSS/N9620*

### Terminal Outcomes:

- Dispose of different types of biomedical waste in appropriate color-coded bins/containers.
- Apply local guidelines of biomedical waste disposal system during daily activities.

<b>Duration: 05:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Categorize of different types of waste</b></p> <ul style="list-style-type: none"> <li>• Categorize the different types of biomedical waste.</li> <li>• Explain the importance and mechanism of proper and safe disposal, transportation and treatment of bio-medical waste.</li> <li>• Identify the various types of color-coded bins/containers used for disposal of biomedical waste.</li> <li>• Explain the importance of following local guidelines for biomedical waste disposal.</li> </ul> <p><b>Importance of color-coded bins</b></p> <ul style="list-style-type: none"> <li>• Identify the various types of color-coded bins/containers used for disposal of biomedical waste.</li> <li>• Explain the importance of following local guidelines of biomedical waste disposal.</li> </ul>	<p><b>Categorize of different types of waste</b></p> <ul style="list-style-type: none"> <li>• Segregate biomedical waste applying the local guidelines.</li> <li>• Create a chart depicting different types of biomedical waste and various types of color-coded bins/containers used for disposal of biomedical waste.</li> <li>• Prepare a report on the observations from field assignment about the structure of transportation and treatment of biomedical waste.</li> </ul> <p><b>Importance of color-coded bins</b></p> <ul style="list-style-type: none"> <li>• Create a chart depicting different types of biomedical waste and various types of color-coded bins/containers used for disposal of biomedical waste.</li> <li>• Prepare a report on the observations from field assignment about the structure of transportation and treatment of bio-medical waste.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Different coded color bins, chart for color coding of bins. Visit to biomedical waste treatment plant for field assignment.	

## Module 21: Maintain conducive Environment in Emergency Situations

Mapped to: HSS/N9624,

### Terminal Outcomes:

- Respond to institutional emergencies safely and appropriately
- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required

Duration: 15:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<p><b>Introduction to institutional emergencies</b></p> <ul style="list-style-type: none"> <li>• Learn actions to be initiated in case of fire or any institutional emergency.</li> <li>• Describe how to use fire extinguisher.</li> <li>• Understand the suspicious behavior of individuals and track the same.</li> <li>• Liaise with security guards on a regular basis to assess their competency with respect to institutional emergencies, fire safety and security.</li> <li>• Definition of types of institutional emergencies.</li> <li>• Understand the importance of preparedness and response planning.</li> </ul> <p><b>Fire safety management</b></p> <ul style="list-style-type: none"> <li>• Understanding fire hazards in healthcare settings <ul style="list-style-type: none"> <li>- Common causes of fire in hospitals.</li> <li>- Fire prone areas (ICUs, Operation theaters, Labs, Electrical panels etc.).</li> </ul> </li> <li>• Describe Fire prevention measures <ul style="list-style-type: none"> <li>- Safe handling of flammable materials.</li> <li>- Proper use and maintenance of electrical equipment.</li> </ul> </li> <li>• Fire safety equipment and procedures <ul style="list-style-type: none"> <li>- Fire extinguisher types and usages.</li> <li>- Fire alarm and sprinkler system</li> <li>- emergency exit and evacuation routes.</li> </ul> </li> </ul> <p><b>Fire evacuation plan &amp; patient safety</b></p> <ul style="list-style-type: none"> <li>- Ensuring safe patient evacuation (including bedridden and critical patients).</li> <li>- Coordination with fire safety officers and hospital staff.</li> <li>- Assisting in patient relocation and communication.</li> </ul> <p><b>Security management in healthcare institutions</b></p> <ul style="list-style-type: none"> <li>• Importance of security in hospitals <ul style="list-style-type: none"> <li>- Protecting patients' staff and visitors</li> <li>- Preventing unauthorized access.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency.</li> <li>• Create a chart depicting different types of protective devices such as restraints and safety devices.</li> <li>• Create a flow chart depicting common emergency situations and its referral mechanism.</li> <li>• Demonstration on fire drill.</li> <li>• Hands on training – using of fire extinguisher.</li> <li>• Identifying Fire Hazards: Interactive sessions on spotting potential fire risks.</li> <li>• Mock Fire Evacuation Scenarios: Realistic exercises to ensure quick and safe patient evacuation.</li> <li>• Demonstration on De-Escalation Techniques: Role-play on handling aggressive visitors or patients.</li> <li>• Demonstration on security Threat Response: Training on recognizing and reporting security risks.</li> <li>• Emergency Lockdown Drills: Step-by-step guidance on handling security breaches.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Fire extinguisher, fire alarm, Evacuation route.	

## Module 22: Basic Life Support and First Aid

Mapped to: HSS/N9624,

### Terminal Outcomes:

- Perform CPR in medical emergency situations, as and when required.

<b>Duration: 10:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>• Describe common emergency conditions and what to do in medical emergencies.</li> </ul> <p><b>Identification of cardiac arrest</b></p> <ul style="list-style-type: none"> <li>• Describe identification of cardiac arrest.</li> <li>• Understand Principles of basic life support (Adult chain of survival, CABDs of giving CPR).</li> </ul> <p><b>Cardiopulmonary resuscitation and First Aid</b></p> <ul style="list-style-type: none"> <li>• Describe the correct protocol of chest compression, ventilation and assessment steps.</li> <li>• Differentiate the single rescuer and two rescuer CPR.</li> <li>• Describe the conditions when choking occurs.</li> <li>• Describe the protocol of giving life support while choking.</li> <li>• Explain the basics of first aid.</li> <li>• Identify precautions to take for personal safety.</li> <li>• Perform basic life support (BLS) as and when required.</li> <li>• Explain about Cardiopulmonary Resuscitation.</li> <li>• Explain CPR in the presence of two rescuers.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the correct technique of CPR.</li> <li>• Demonstrate the correct technique of chest compression and ventilation with single rescuer and two rescuers.</li> <li>• Demonstrate the correct technique of abdominal thrust and CPR during choking.</li> <li>• Demonstrate the hands on assisting a patient who has fainted in a waiting area.</li> <li>• Perform a role play on responding to a minor burn injury in the hospital premises.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints, fire extinguisher.	

## Module 23: Employability Skills

### Mapped to DGT/VSQ/N0103: Employability Skills (90 Hours)

<b>Mandatory Duration: 90:00</b>			
<b>Location: On-Site</b>			
<b>S.No.</b>	<b>Module Name</b>	<b>Key Learning Outcomes</b>	<b>Duration (hours)</b>
1.	Introduction to Employability Skills	<ul style="list-style-type: none"> <li>Outline the importance of Employability Skills for the current job market and future of work.</li> <li>List different learning and employability related GOI and private portals and their usage.</li> <li>Research and prepare a note on different industries, trends, required skills and the available opportunities.</li> </ul>	3
2.	Constitutional values - Citizenship	<ul style="list-style-type: none"> <li>Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen.</li> <li>Demonstrate how to practice different environmentally sustainable practices.</li> </ul>	1.5
3.	Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> <li>Discuss relevant 21st century skills required for employment.</li> <li>Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.</li> <li>Create a pathway for adopting a continuous learning mindset for personal and professional development.</li> </ul>	5
4.	Basic English Skills	<ul style="list-style-type: none"> <li>Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone.</li> <li>Read and understand text written in basic English.</li> <li>Write a short note/paragraph / letter/e -mail using correct basic English.</li> </ul>	10
5.	Career Development & Goal Setting	<ul style="list-style-type: none"> <li>Create a career development plan.</li> <li>Identify well-defined short- and long-term goals.</li> </ul>	4
6.	Communication Skills	<ul style="list-style-type: none"> <li>Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.</li> <li>Write a brief note/paragraph on a familiar topic.</li> <li>Explain the importance of communication etiquette including active listening for effective communication.</li> <li>Role plays a situation on how to work collaboratively with others in a team.</li> </ul>	10
7.	Diversity & Inclusion	<ul style="list-style-type: none"> <li>Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD.</li> <li>Discuss the significance of escalating sexual harassment issues as per POSH act.</li> </ul>	2.5

8.	Financial and Legal Literacy	<ul style="list-style-type: none"> <li>Discuss various financial institutions, products, and services.</li> </ul>	10
		<ul style="list-style-type: none"> <li>Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement.</li> <li>Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions.</li> <li>Calculate income and expenditure for budgeting</li> <li>Discuss the legal rights, laws, and aids.</li> </ul>	
9.	Essential Digital Skills	<ul style="list-style-type: none"> <li>Describe the role of digital technology in day-to-day life and the workplace.</li> <li>Demonstrate how to operate digital devices and use the associated applications and features, safely and securely.</li> <li>Demonstrate how to connect devices securely to the internet using different means.</li> <li>Follow the dos and don'ts of cyber security to protect against cyber-crimes.</li> <li>Discuss the significance of displaying responsible online behavior while using various social media platforms.</li> <li>Create an e-mail id and follow e-mail etiquette to exchange e-mails.</li> <li>Show how to create documents, spreadsheets and presentations using appropriate applications.</li> <li>Utilize virtual collaboration tools to work effectively.</li> </ul>	20
10.	Entrepreneurship	<ul style="list-style-type: none"> <li>Explain the types of entrepreneurship and enterprises.</li> <li>Discuss how to identify opportunities for potential business, sources of funding and associate financial and legal risks with its mitigation plan.</li> <li>Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement.</li> <li>Create a sample business plan for the selected business opportunity.</li> </ul>	7
11	Customer Service	<ul style="list-style-type: none"> <li>Classify different types of customers.</li> <li>Demonstrate how to identify customer needs and respond to them in a professional manner</li> <li>Discuss various tools used to collect customer feedback.</li> <li>Discuss the significance of maintaining hygiene and dressing appropriately.</li> </ul>	9
12	Getting Ready for Apprenticeship & Jobs	<ul style="list-style-type: none"> <li>Draft a professional Curriculum Vitae (CV).</li> <li>Use various offline and online job search sources to find and apply for jobs.</li> <li>Discuss the significance of maintaining hygiene and dressing appropriately for an interview.</li> <li>Role plays a mock interview.</li> <li>List the steps for searching for and registering for apprenticeship opportunities</li> </ul>	8

LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS		
S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be the latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required

*Note: Above Tools & Equipment is not required if Computer LAB is available in the institute.*

<b>Mandatory Duration:</b> 90:00
<b>Module Name:</b> On-the-Job Training
<b>Location:</b> On Site
<p><b>Terminal Outcomes</b></p> <ul style="list-style-type: none"> <li>• Carry out proper and secure filing of accounts, funds and other related documents physically and electronically.</li> <li>• Demonstrate the skills required for maintaining balance sheet and cashflow.</li> <li>• Prepare a sample report on various national and international accreditation guidelines.</li> <li>• Preparing a sample report on NABH standards.</li> <li>• Demonstrate the use of Hospital Information System (HIS) to prepare a sample record on client dietetic information. Demonstrate the techniques to extract patient information and credentials from HMIS.</li> <li>• Demonstrate the technique to store patient data / medical records in HMIS.</li> <li>• Enter data in various forms and format according to the standard guidelines.</li> <li>• Create a sample set of documents to record procedure related information of client.</li> <li>• Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client.</li> <li>• Demonstrate management skills while promoting and branding of healthcare organization.</li> <li>• Prepare sample leaflets, flyers etc. for promotion and branding.</li> <li>• Prepare a report addressing the complaints and their management.</li> <li>• Demonstrate the skills required in the management of complaints and conflicts.</li> <li>• Prepare a sample report of internal audit and their quality indicators.</li> <li>• Prepare a sample report on organizational policy and protocols.</li> <li>• Demonstrate the steps of spillmanagement.</li> <li>• Demonstrate the procedures of handhygiene.</li> <li>• Demonstrate the process of donning anddoffing of PPE.</li> <li>• Select different types of waste and various types of color-coded bins/containers used for disposal of waste.</li> </ul>

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	(Any)	3	3 years of working experience in healthcare management	1		
Postgraduate	MHA in Healthcare Management Administration	1	1 years of working experience in healthcare management	1		
Post Graduate Diploma	Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration	1	1 years of working experience in healthcare management	1		
Masters	MBA ( MBA/MHA (Masters in Hospital/Healthcare Administration )	1	1 years of working experience in healthcare management	1		

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Duty Manager- Patient Relation Services" mapped to the Qualification Pack: "HSS/Q6104 v4.0" with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0" with minimum score of 80%.

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	(Any)	5	5 years of working experience in healthcare management	2		
Postgraduate	MHA in Healthcare Management Administration	2	2 years of working experience in healthcare management	2		
Post Graduate Diploma	Post Graduate Diploma in Management (PGDM) in Healthcare Management Administration	2	2 years of working experience in healthcare management	2		
Masters	MBA (MBA/MHA (Masters in Hospital/Healthcare Administration)	2	2 years of working experience in healthcare management	2		

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Duty Manager- Patient Relation Services” mapped to the Qualification Pack: “HSS/Q6104 v4 .0” with minimum score of 80%	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, v2.0” with minimum score of 80%.

## Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in the qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments' papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools and equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

**1. Practical Assessment:** This comprises of the creation of a mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. are ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

**2. Viva/Structured Interview:** This tool is used to assess conceptual understanding and the behavioral aspects regarding the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.

**3. Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of the following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions.
- iv. Fill in the blanks.
- v. Scenario based Questions.
- vi. Identification Questions

### QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by HSSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency-based assessments, assessors guide etc. HSSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by the assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

## References

## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	The sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.

## Acronyms and Abbreviations

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>PPE</b>	Personal Protective Equipment
<b>SOP</b>	Standard Operating Procedure

