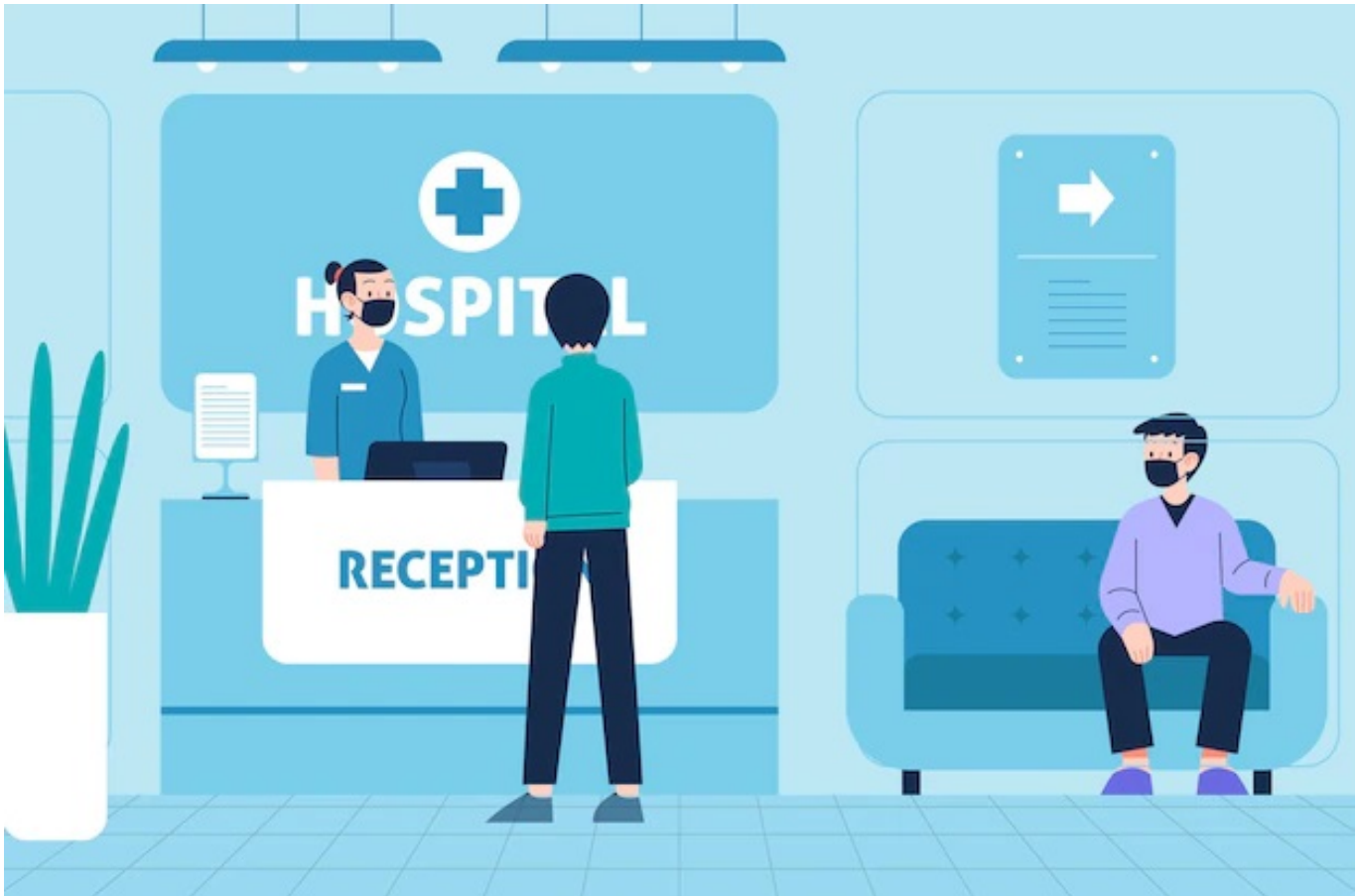


Qualification Pack



Duty Manager (Patient Relation Services)

QP Code: HSS/Q6104

Version: 4.0

NSQF Level: 6

Healthcare Sector Skill Council || 520, DLF Tower A, 5th Floor, Jasola District Centre
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Qualification Pack

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Qualification Pack

HSS/Q6104: Duty Manager (Patient Relation Services)

Brief Job Description

The individual at this job are involved in planning, organizing, directing and controlling Inpatient & outpatient services. They also collaborate with other department to design, develop and implement process & services of the center. They should be able to adapt with new advancements/software/apps in hospital management systems. Individuals would keep oneself abreast with with revision of hospital billing structure, government schemes and policies related to TPA and insurance services.

Personal Attributes

The job requires individuals to act independently to manage crisis, interpret policy and make timely decisions that directly impact patient care, ensure timely & effective communication among departments and provide operational oversight throughout the Healthcare organization. They should possess computer knowledge including scanning, Faxing & Emailing

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N6112: Supervise in house operations to meet organizational objectives](#)
2. [HSS/N6113: Redirect & allocate resources according to patient flow](#)
3. [HSS/N6114: Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules](#)
4. [HSS/N6115: Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24-hour basis](#)
5. [HSS/N9620: Comply with infection control and biomedical waste disposal policies](#)
6. [HSS/N9624: Maintain a safe and secure working environment](#)
7. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare Administration

Qualification Pack

Country	India
NSQF Level	6
Credits	20
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2263.0200
Minimum Educational Qualification & Experience	<p>Completed 4 year UG program (Completed 4th year UG (in case of 4-year UG)) with NA of experience OR Completed 3 year UG degree with 1.5 years of experience 1.5 years of experience in healthcare sector OR Previous relevant Qualification of NSQF Level (5.5) with 1.5 years of experience experience in healthcare sector OR Previous relevant Qualification of NSQF Level (5) with 3 Years of experience experience in healthcare sector OR No formal education prescribed (Service Professionals - Défense/ Armed Forces) with 10-15 Years of experience experience in healthcare sector</p>
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	08/05/2028
NSQC Approval Date	08/05/2025
Version	4.0
Reference code on NQR	QG-06-HE-04224-2025-V2-HSSC
NQR Version	2

Qualification Pack

HSS/N6112: Supervise in house operations to meet organizational objectives

Description

This OS unit is about the tasks involved in managing and coordinating the activities at Hospital Front Desk without giving any opinion / assurance on clinical matters

Scope

The scope covers the following :

- Manage, Plan and schedule work requirement at front desk
- Implement laid down processes at front desk
- Relevant rules and regulations, laws and byelaws
- Communication channel within the system
- Investigate patient/visitor concerns and implements appropriate courses of action

Elements and Performance Criteria

Manage, Plan and schedule work requirement at front desk

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

- PC1.** develop interdisciplinary care plan and other case management tools by participating in meetings
- PC2.** coordinate information and care requirements with other care providers
- PC3.** resolve issues that could affect smooth care progression
- PC4.** foster peer support
- PC5.** provide education to others regarding the case management process
- PC6.** assign duties, responsibilities and work stations to employees in accordance with work requirements
- PC7.** create work schedules for employees
- PC8.** guide, direct and motivate employees to provide quality services to customers
- PC9.** set performance standards to monitor the performance of employees

Implement laid down processes at front desk

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

- PC10.** develop a framework for evaluating and reporting on the effectiveness of policies, processes and procedures in management services
- PC11.** negotiate with client and relevant stakeholders to reach an agreement on the level of service to be delivered and record at appropriate format
- PC12.** ensure that objectives for healthcare delivery are set which are achievable and measurable
- PC13.** monitor organizational management policies, processes and procedures and identify best practice, risks and areas for improvement

Relevant rules and regulations, laws and byelaws

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

Qualification Pack

- PC14.** develop risk assessment plan of different hospital areas
- PC15.** ensure smooth patient flow within the hospital
- PC16.** evaluate continuous education to health care professionals is provided on infection control practices
- PC17.** ensure hospital environment is comfortable & pleasing to patients and employees
- PC18.** be well versed with approx. stay time of procedures conducted & accordingly align bed to patient
- PC19.** know about bed occupancy and in house internal shifts of patient & patient flow

Communication channel within the system

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

- PC20.** Identify problems & issues are put across to hospital leadership in a timely manner
- PC21.** well defined communication process of flow information in the organization
- PC22.** hospital announcement system is kept updated and set as per requirement
- PC23.** handling standard complaints / difficult situation promptly & timely

Investigate patient/visitor concerns and implements appropriate courses of action

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

- PC24.** meet patients / visitors & understand their comfort or any other expectations in terms of effective patient care services in respective areas
- PC25.** address complaints related to service provided
- PC26.** identify smooth patients flow in departments
- PC27.** analyse corrective & preventive actions are taken timely manner
- PC28.** know about the basics of Medical Case Profiling and Patient Query Processing with respect to medical tourism
- PC29.** Understand documentation and Legal/ Statutory Compliances required for the medical tourism industry

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures related to patient care services
- KU2.** legislation, standards, policies, and procedures followed in the organization
- KU3.** relevant occupational health and safety requirements applicable in the work place
- KU4.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU5.** relevant policies and protocols for Safety requirements set by accreditation agencies or statutory bodies
- KU6.** basic structure and function of the healthcare system in the country
- KU7.** hospital topography and spectrum of clients that visit the hospital
- KU8.** role and importance in supporting healthcare operations
- KU9.** organization pricing, discount policy, documentation & reporting process
- KU10.** healthcare delivery system & Universal/National Health Insurance programs

Qualification Pack

- KU11.** organization pricing, discount policy
- KU12.** service Recovery Matrix followed by Institution
- KU13.** escalation matrix and procedures for reporting related issues
- KU14.** days & timings of different services / facilities available in the hospital
- KU15.** interdepartmental & Intradepartmental process with regards to services
- KU16.** services provided by different departments of healthcare organizations
- KU17.** roles& responsibilities of clinical/paramedic/support staff
- KU18.** different categories of Services available at healthcare facility
- KU19.** about the importance of developing, reviewing and improving policies
- KU20.** service standards required in the workplace
- KU21.** application of relevant regulations and requirements including patient rights
- KU22.** different types of accommodation available in the facility
- KU23.** inpatient departmental movement records
- KU24.** special requirements of differently abled persons or special needs for others
- KU25.** service recovery matrix, corrective actions , root cause analysis
- KU26.** emergency situations to handle using emergency codes in the hospital
- KU27.** how to receive and make phone calls, including call Forward/hold/mute
- KU28.** how to send and receive e-mails
- KU29.** typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions
- KU30.** typical response times and service times for problems
- KU31.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved
- KU32.** regulatory requirements involved during registration and bill payment
- KU33.** about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing
- KU34.** how to maintain confidentiality
- KU35.** about the legal & ethical aspects in relation to following:a. rights & duties of patientsb. rights & duties of healthcare providersc. thefts, misappropriation, report mix-ups, damage to propertyd. any kind of harassment at workplacee. legal aspects of Medical Records & EMRf. hospital deaths & complications
- KU36.** basic structure and function of the body system and associated component
- KU37.** task of roles in hospital front desk office
- KU38.** analysis of patient/visitors feedback and suggest for appropriate corrections
- KU39.** preparing reports and presentation on performance of hospital front desk
- KU40.** global best practices followed for front desk management
- KU41.** the medical case profiling and patient query processing with respect to medical tourism
- KU42.** the process of medical value travel for a foreign patient in Indian Healthcare organization

Generic Skills (GS)

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

Qualification Pack

- GS1.** read about services offered with reference to the organization and also from external forums such as websites and blogs
- GS2.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS3.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS4.** interpret and follow operational instructions and prioritize work
- GS5.** read doctors prescriptions / orders
- GS6.** discuss task lists, schedules, and work-loads with co-worker
- GS7.** question customers appropriately in order to understand the nature of the problem and assist accordingly
- GS8.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS9.** communicate in respectful form and manner in line with organizational protocol
- GS10.** discuss task lists, schedules, and work-loads with co-workers
- GS11.** make decisions pertaining to the concerned area of work
- GS12.** make decisions to follow standards for efficient patient care delivery
- GS13.** type of work decisions which can be taken by the individual within the job responsibilities
- GS14.** to plan and organize service feedback files/documents
- GS15.** coordinate to plan duty rosters/leave/substitutions at hospital front desk
- GS16.** plan in a way to collect patient care data in a systemic and organized fashion from different sources including social support network, medical records.
- GS17.** plan allocation of resources efficiently to meet the organizational objectives
- GS18.** manage relationships with those who may be stressed, frustrated, confused, or angry
- GS19.** build customer relationships and use customer centric approach
- GS20.** uphold and protect the rights of the patient and maintain confidentiality
- GS21.** ensuring patients requirements are fulfilled
- GS22.** to take corrective and preventive actions on feedback received from the patients
- GS23.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS24.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
- GS25.** interpret errors in complaint handling process which can increase risk of adverse patient services and rectify them
- GS26.** analysis of feedbacks, complaints & grievances related to the front office
- GS27.** minimize wastage through best utilization of resources
- GS28.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS29.** service recovery skills
- GS30.** managing Key Customers/VIPs / Government officials / Police / Media
- GS31.** importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies
- GS32.** importance of following laid down rules, procedures, instructions and policies
- GS33.** importance of exercising restraint while expressing dissent and during conflict



Qualification Pack

GS34. documentations and Legal/ Statutory Compliances required for medical tourism industry

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage, Plan and schedule work requirement at front desk</i>	13	-	10	25
PC1. develop interdisciplinary care plan and other case management tools by participating in meetings	-	-	-	-
PC2. coordinate information and care requirements with other care providers	-	-	-	-
PC3. resolve issues that could affect smooth care progression	-	-	-	-
PC4. foster peer support	-	-	-	-
PC5. provide education to others regarding the case management process	-	-	-	-
PC6. assign duties, responsibilities and work stations to employees in accordance with work requirements	-	-	-	-
PC7. create work schedules for employees	-	-	-	-
PC8. guide, direct and motivate employees to provide quality services to customers	-	-	-	-
PC9. set performance standards to monitor the performance of employees	-	-	-	-
<i>Implement laid down processes at front desk</i>	21	-	15	25
PC10. develop a framework for evaluating and reporting on the effectiveness of policies, processes and procedures in management services	-	-	-	-
PC11. negotiate with client and relevant stakeholders to reach an agreement on the level of service to be delivered and record at appropriate format	-	-	-	-
PC12. ensure that objectives for healthcare delivery are set which are achievable and measurable	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. monitor organizational management policies, processes and procedures and identify best practice, risks and areas for improvement	-	-	-	-
<i>Relevant rules and regulations, laws and bylaws</i>	30	-	10	20
PC14. develop risk assessment plan of different hospital areas	-	-	-	-
PC15. ensure smooth patient flow within the hospital	-	-	-	-
PC16. evaluate continuous education to health care professionals is provided on infection control practices	-	-	-	-
PC17. ensure hospital environment is comfortable & pleasing to patients and employees	-	-	-	-
PC18. be well versed with approx. stay time of procedures conducted & accordingly align bed to patient	-	-	-	-
PC19. know about bed occupancy and in house internal shifts of patient & patient flow	-	-	-	-
<i>Communication channel within the system</i>	33	-	20	30
PC20. Identify problems & issues are put across to hospital leadership in a timely manner	-	-	-	-
PC21. well defined communication process of flow information in the organization	-	-	-	-
PC22. hospital announcement system is kept updated and set as per requirement	-	-	-	-
PC23. handling standard complaints / difficult situation promptly & timely	-	-	-	-
<i>Investigate patient/visitor concerns and implements appropriate courses of action</i>	35	30	15	30
PC24. meet patients / visitors & understand their comfort or any other expectations in terms of effective patient care services in respective areas	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. address complaints related to service provided	-	-	-	-
PC26. identify smooth patients flow in departments	-	-	-	-
PC27. analyse corrective & preventive actions are taken timely manner	-	-	-	-
PC28. know about the basics of Medical Case Profiling and Patient Query Processing with respect to medical tourism	-	-	-	-
PC29. Understand documentation and Legal/ Statutory Compliances required for the medical tourism industry	-	-	-	-
NOS Total	132	30	70	130

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6112
NOS Name	Supervise in house operations to meet organizational objectives
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
Credits	6
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

HSS/N6113: Redirect & allocate resources according to patient flow

Description

This OS unit is about the tasks involved in allocating resources as per the needs arising from patient flow in the hospital

Scope

The scope covers the following :

- Effective unit process flow of various departments and effective utilization of resources at each level
- Patient safety & Employee safety

Elements and Performance Criteria

Effective unit process flow of various departments and effective utilization of resources at each level

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

- PC1.** cater to patient / visitor requirements in various hospital areas
- PC2.** maintain smooth inventory flow in departments
- PC3.** ensure inventory maintenance and no out of stock situations is faced by the departments
- PC4.** avoid losses from inventory obsolescence and reduce financial investments in inventories
- PC5.** identify safety and risk management issues & intervene accordingly

Patient safety & Employee safety

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

- PC6.** address patient / employee safety standards in different hospital areas
- PC7.** ensure adequate & proper signages are placed at various key positions in hospitals
- PC8.** develop & ensure maintenance of various hospital security system
- PC9.** ensure risk management protocol is followed throughout in the hospital and updating it regularly
- PC10.** ensure hospital announcement is updated regularly
- PC11.** analyze incident reporting channel

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures related to patient care services
- KU2.** legislation, standards, policies, and procedures followed in the organization
- KU3.** relevant occupational health and safety requirements applicable in the work place
- KU4.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU5.** relevant policies and protocols for Safety requirements set by accreditation agencies or statutory bodies

Qualification Pack

- KU6.** basic structure and function of the healthcare system in the country
- KU7.** hospital topography and spectrum of clients that visit the hospital
- KU8.** role and importance in supporting healthcare operations
- KU9.** organization pricing, discount policy, documentation & reporting process
- KU10.** healthcare delivery system & Universal/National Health Insurance programs
- KU11.** organization pricing, discount policy
- KU12.** service Recovery Matrix followed by Institution
- KU13.** escalation matrix and procedures for reporting related issues
- KU14.** days & timings of different services / facilities available in the hospital
- KU15.** interdepartmental & Intradepartmental process with regards to services
- KU16.** services provided by different departments of healthcare organizations
- KU17.** roles& responsibilities of clinical/paramedic/support staff
- KU18.** different categories of Services available at healthcare facility
- KU19.** about the importance of developing, reviewing and improving policies
- KU20.** service standards required in the workplace including rights & duties of healthcare providers
- KU21.** inventory management techniques
- KU22.** changing needs and expectations of the patients
- KU23.** things critical to quality as per patient perspective for smooth patient flow
- KU24.** current process of each department and at every level resource required by the care provider
- KU25.** application of relevant regulations and requirements including patient rights
- KU26.** different types of accommodation available in the facility
- KU27.** inpatient departmental movement records
- KU28.** special requirements of differently abled persons or special needs for others
- KU29.** service recovery matrix, preventive actions, corrective actions , root cause analysis
- KU30.** emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital
- KU31.** how to receive and make phone calls, including call forward, call hold, and call mute
- KU32.** how to send and receive e-mails
- KU33.** typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions
- KU34.** typical response times and service times for problems
- KU35.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved
- KU36.** regulatory requirements involved during registration and bill payment
- KU37.** about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing
- KU38.** how to maintain confidentiality
- KU39.** about the legal & ethical aspects in relation to following:a. rights & duties of patientsb. rights & duties of healthcare providersc. thefts, misappropriation, report mix-ups, damage to propertyd. any kind of harassment at workplacee. legal aspects of Medical Records & EMRf. hospital deaths & complications

Qualification Pack

- KU40.** basic structure and function of the body system and associated component
- KU41.** task of roles in hospital front desk office
- KU42.** analysis of patient/visitors feedback and suggest for appropriate corrections
- KU43.** preparing reports and presentation on performance of hospital front desk
- KU44.** global best practices followed for front desk management

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** complete appropriate documentation
- GS4.** fill registration form by getting details form visitors/patient
- GS5.** write instructions and directions for subordinates
- GS6.** document and complete reports related to organizational needs
- GS7.** read about services offered with reference to the organization and also from external forums such as websites and blogs
- GS8.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS9.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS10.** interpret and follow operational instructions and prioritize work
- GS11.** read doctors prescriptions / orders
- GS12.** discuss task lists, schedules, and work-loads with co-worker
- GS13.** question customers appropriately in order to understand the nature of the problem and assist accordingly
- GS14.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS15.** communicate in respectful form and manner in line with organizational protocol
- GS16.** discuss task lists, schedules, and work-loads with co-workers
- GS17.** make decisions pertaining to the concerned area of work
- GS18.** make decisions to follow standards for efficient patient care delivery
- GS19.** type of work decisions which can be taken by the individual within the job responsibilities
- GS20.** to plan and organize service feedback files/documents
- GS21.** coordinate to plan duty rosters/leave/substitutions at hospital front desk
- GS22.** plan in a way to collect patient care data in a systemic and organized fashion from different sources including social support network, medical records.
- GS23.** plan allocation of resources efficiently to meet the organizational objectives
- GS24.** manage relationships with those who may be stressed, frustrated, confused, or angry
- GS25.** build customer relationships and use customer centric approach
- GS26.** uphold and protect the rights of the patient and maintain confidentiality
- GS27.** ensuring patients requirements are fulfilled
- GS28.** to take corrective and preventive actions on feedback received from the patients

Qualification Pack

- GS29.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS30.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
- GS31.** interpret errors in complaint handling process which can increase risk of adverse patient services and rectify them
- GS32.** analysis of feedbacks, complaints & grievances related to the front office
- GS33.** minimize wastage through best utilization of resources
- GS34.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS35.** service recovery skills
- GS36.** managing Key Customers/VIPs / Government officials / Police / Media
- GS37.** importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies
- GS38.** importance of following laid down rules, procedures, instructions and policies
- GS39.** importance of exercising restraint while expressing dissent and during conflict situations

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effective unit process flow of various departments and effective utilization of resources at each level</i>	32	20	15	30
PC1. cater to patient / visitor requirements in various hospital areas	-	-	-	-
PC2. maintain smooth inventory flow in departments	-	-	-	-
PC3. ensure inventory maintenance and no out of stock situations is faced by the departments	-	-	-	-
PC4. avoid losses from inventory obsolescence and reduce financial investments in inventories	-	-	-	-
PC5. identify safety and risk management issues & intervene accordingly	-	-	-	-
<i>Patient safety & Employee safety</i>	35	20	15	30
PC6. address patient / employee safety standards in different hospital areas	-	-	-	-
PC7. ensure adequate & proper signages are placed at various key positions in hospitals	-	-	-	-
PC8. develop & ensure maintenance of various hospital security system	-	-	-	-
PC9. ensure risk management protocol is followed throughout in the hospital and updating it regularly	-	-	-	-
PC10. ensure hospital announcement is updated regularly	-	-	-	-
PC11. analyze incident reporting channel	-	-	-	-
NOS Total	67	40	30	60

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6113
NOS Name	Redirect & allocate resources according to patient flow
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
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/N6114: Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules

Description

This OS unit is about the tasks involved in understanding of hospital administrative policy to undertake corrective action in case of non-compliances

Scope

The scope covers the following :

- Hospital policy, administration and work rules
- Processes to continuously improve patient care quality

Elements and Performance Criteria

Hospital policy, administration and work rules

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

- PC1.** address the concerns as per the set TAT (Turn Around Time) criteria for the area involved
- PC2.** set different goals for patient care keeping in mind the hospitals policy
- PC3.** implement criteria of monitoring processes of various departments as per the hospital policy
- PC4.** set & define checklist for various functions and indicators to evaluate their progress

Processes to continuously improve patient care quality

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

- PC5.** manage communications across stakeholders, subject matter experts, executives and other internal groups
- PC6.** plan and manage the business change management and user acceptance of new tools and processes
- PC7.** analyse business functional requirements to ascertain required information, procedures and decision flows
- PC8.** recognize and document the current working process in details

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures related to patient care services
- KU2.** legislation, standards, policies, and procedures followed in the organization
- KU3.** relevant occupational health and safety requirements applicable in the work place
- KU4.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU5.** relevant policies and protocols for Safety requirements set by accreditation agencies or statutory bodies

Qualification Pack

- KU6.** basic structure and function of the healthcare system in the country
- KU7.** hospital topography and spectrum of clients that visit the hospital
- KU8.** role and importance in supporting healthcare operations
- KU9.** organization pricing, discount policy, documentation & reporting process
- KU10.** healthcare delivery system & Universal/National Health Insurance programs
- KU11.** organization pricing, discount policy
- KU12.** service Recovery Matrix followed by Institution
- KU13.** escalation matrix and procedures for reporting related issues
- KU14.** days & timings of different services / facilities available in the hospital
- KU15.** interdepartmental & Intradepartmental process with regards to services
- KU16.** services provided by different departments of healthcare organizations
- KU17.** roles& responsibilities of clinical/paramedic/support staff
- KU18.** different categories of Services available at healthcare facility
- KU19.** about the importance of developing, reviewing and improving policies
- KU20.** service standards required in the workplace including rights & duties of healthcare providers
- KU21.** inventory management techniques
- KU22.** changing needs and expectations of the patients
- KU23.** things critical to quality as per patient perspective for smooth patient flow
- KU24.** current process of each department and at every level resource required by the care provider
- KU25.** application of relevant regulations and requirements including patient rights
- KU26.** different types of accommodation available in the facility
- KU27.** inpatient departmental movement records
- KU28.** special requirements of differently abled persons or special needs for others
- KU29.** service recovery matrix, preventive actions, corrective actions , root cause analysis
- KU30.** emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital
- KU31.** how to receive and make phone calls, including call forward, call hold, and call mute
- KU32.** how to send and receive e-mails
- KU33.** typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions
- KU34.** typical response times and service times for problems
- KU35.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved
- KU36.** regulatory requirements involved during registration and bill payment
- KU37.** about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing
- KU38.** how to maintain confidentiality
- KU39.** about the legal & ethical aspects in relation to following:a. rights & duties of patientsb. rights & duties of healthcare providersc. thefts, misappropriation, report mix-ups, damage to propertyd. any kind of harassment at workplacee. legal aspects of Medical Records & EMRf. hospital deaths & complications

Qualification Pack

- KU40.** basic structure and function of the body system and associated component
- KU41.** task of roles in hospital front desk office
- KU42.** analysis of patient/visitors feedback and suggest for appropriate corrections
- KU43.** preparing reports and presentation on performance of hospital front desk
- KU44.** global best practices followed for front desk management

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** complete appropriate documentation
- GS4.** fill registration form by getting details from visitors/patient
- GS5.** write instructions and directions for subordinates
- GS6.** document and complete reports related to organizational needs
- GS7.** read about services offered with reference to the organization and also from external forums such as websites and blogs
- GS8.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS9.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS10.** interpret and follow operational instructions and prioritize work
- GS11.** read doctors prescriptions / orders
- GS12.** discuss task lists, schedules, and work-loads with co-worker
- GS13.** question customers appropriately in order to understand the nature of the problem and assist accordingly
- GS14.** avoid using jargon, slang or acronyms when communicating with a customer, unless it is required
- GS15.** communicate in respectful form and manner in line with organizational protocol
- GS16.** discuss task lists, schedules, and work-loads with co-workers
- GS17.** make decisions pertaining to the concerned area of work
- GS18.** make decisions to follow standards for efficient patient care delivery
- GS19.** type of work decisions which can be taken by the individual within the job responsibilities
- GS20.** to plan and organize service feedback files/documents
- GS21.** coordinate to plan duty rosters/leave/substitutions at hospital front desk
- GS22.** plan in a way to collect patient care data in a systemic and organized fashion from different sources including social support network, medical records.
- GS23.** plan allocation of resources efficiently to meet the organizational objectives
- GS24.** manage relationships with those who may be stressed, frustrated, confused, or angry
- GS25.** build customer relationships and use customer centric approach
- GS26.** uphold and protect the rights of the patient and maintain confidentiality
- GS27.** ensuring patients requirements are fulfilled
- GS28.** to take corrective and preventive actions on feedback received from the patients

Qualification Pack

- GS29.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
- GS30.** tackle complaints / grievances from internal & external clients and referring to the other department, if & when required
- GS31.** interpret errors in complaint handling process which can increase risk of adverse patient services and rectify them
- GS32.** analysis of feedbacks, complaints & grievances related to the front office
- GS33.** minimize wastage through best utilization of resources
- GS34.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS35.** service recovery skills
- GS36.** managing Key Customers/VIPs / Government officials / Police / Media
- GS37.** importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies
- GS38.** importance of following laid down rules, procedures, instructions and policies
- GS39.** importance of exercising restraint while expressing dissent and during conflict

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Hospital policy, administration and work rules</i>	25	-	15	30
PC1. address the concerns as per the set TAT (Turn Around Time) criteria for the area involved	-	-	-	-
PC2. set different goals for patient care keeping in mind the hospitals policy	-	-	-	-
PC3. implement criteria of monitoring processes of various departments as per the hospital policy	-	-	-	-
PC4. set & define checklist for various functions and indicators to evaluate their progress	-	-	-	-
<i>Processes to continuously improve patient care quality</i>	32	40	15	30
PC5. manage communications across stakeholders, subject matter experts, executives and other internal groups	-	-	-	-
PC6. plan and manage the business change management and user acceptance of new tools and processes	-	-	-	-
PC7. analyse business functional requirements to ascertain required information, procedures and decision flows	-	-	-	-
PC8. recognize and document the current working process in details	-	-	-	-
NOS Total	57	40	30	60

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6114
NOS Name	Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
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/N6115: Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24-hour basis

Description

This OS unit is about the tasks to conduct tasks involved in seamless functioning of clinical, operational and facility services on 24 hours basis

Scope

The scope covers the following :

- Clinical, Operational & Facility Services with effective utilization and allocation of resources

Elements and Performance Criteria

Clinical, Operational & Facility Services with effective utilization and allocation of resources

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

- PC1.** provide regular & timely support to Clinical, Operational & Facility services requirements arising in the respective departments
- PC2.** meet the demands raised by the various operational heads
- PC3.** cater to facility services for smooth patient flow
- PC4.** maintain inventory and ensure that no out of stock situations is faced by the departments
- PC5.** ensure requirement request raised by different departments is addressed in a timely manner
- PC6.** ensure effective utilization of resources

• Understand and apply basic accounting principles in healthcare settings

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

- PC7.** Apply basic accounting principles while managing funds
- PC8.** Assist in budgeting, cost control, and financial planning.
- PC9.** Ensure compliance with financial regulations and reporting standards
- PC10.** Analyze financial reports to make data-driven decisions
- PC11.** support revenue cycle management, including billing and collections

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures related to patient care services
- KU2.** legislation, standards, policies, and procedures followed in the organization
- KU3.** relevant occupational health and safety requirements applicable in the work place
- KU4.** reporting structure, inter-dependent functions, lines and procedures in the work area
- KU5.** relevant policies and protocols for Safety requirements set by accreditation agencies or statutory bodies

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- KU6.** basic structure and function of the healthcare system in the country
- KU7.** hospital topography and spectrum of clients that visit the hospital
- KU8.** role and importance in supporting healthcare operations
- KU9.** organization pricing, discount policy, documentation & reporting process
- KU10.** healthcare delivery system & Universal/National Health Insurance programs
- KU11.** organization pricing, discount policy
- KU12.** service Recovery Matrix followed by Institution
- KU13.** escalation matrix and procedures for reporting related issues
- KU14.** days & timings of different services / facilities available in the hospital
- KU15.** interdepartmental & Intradepartmental process with regards to services
- KU16.** services provided by different departments of healthcare organizations
- KU17.** roles& responsibilities of clinical/paramedic/support staff
- KU18.** different categories of Services available at healthcare facility
- KU19.** about the importance of developing, reviewing and improving policies
- KU20.** service standards required in the workplace including rights & duties of healthcare providers
- KU21.** inventory management techniques
- KU22.** changing needs and expectations of the patients
- KU23.** things critical to quality as per patient perspective for smooth patient flow
- KU24.** current process of each department and at every level resource required by the care provider
- KU25.** application of relevant regulations and requirements including patient rights
- KU26.** different types of accommodation available in the facility
- KU27.** inpatient departmental movement records
- KU28.** special requirements of differently abled persons or special needs for others
- KU29.** service recovery matrix, preventive actions, corrective actions , root cause analysis
- KU30.** emergency situations that could arise with the patient and how to handle them with knowledge of Emergency codes in the hospital
- KU31.** how to receive and make phone calls, including call forward, call hold, and call mute
- KU32.** how to send and receive e-mails
- KU33.** typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions
- KU34.** typical response times and service times for problems
- KU35.** the importance of documenting, classifying, prioritizing queries & escalate to appropriate authority if unresolved
- KU36.** regulatory requirements involved during registration and bill payment
- KU37.** about computer knowledge such as to work on MS word, excel, scanning, faxing & emailing
- KU38.** how to maintain confidentiality
- KU39.** about the legal & ethical aspects in relation to following:a. rights & duties of patientsb. rights & duties of healthcare providersc. thefts, misappropriation, report mix-ups, damage to propertyd. any kind of harassment at workplacee. legal aspects of Medical Records & EMRf. hospital deaths & complications

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- KU40.** basic structure and function of the body system and associated component
- KU41.** task of roles in hospital front desk office
- KU42.** analysis of patient/visitors feedback and suggest for appropriate corrections
- KU43.** preparing reports and presentation on performance of hospital front desk
- KU44.** global best practices followed for front desk management
- KU45.** how to develop financial decision making and reporting skills
- KU46.** the healthcare revenue cycle management

Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules with co-workers
- GS2.** prepare status and progress reports
- GS3.** complete appropriate documentation
- GS4.** fill registration form by getting details form visitors/patient
- GS5.** write instructions and directions for subordinates
- GS6.** document and complete reports related to organizational needs
- GS7.** read about services offered with reference to the organization and also from external forums such as websites and blogs
- GS8.** keep abreast with the latest knowledge by reading brochures, pamphlets, and circulars
- GS9.** read comments, suggestions, and responses to Frequently Asked Questions (FAQs)
- GS10.** interpret and follow operational instructions and prioritize work
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- GS18.** make decisions to follow standards for efficient patient care delivery
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- GS20.** to plan and organize service feedback files/documents
- GS21.** coordinate to plan duty rosters/leave/substitutions at hospital front desk
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- GS28.** to take corrective and preventive actions on feedback received from the patients
- GS29.** think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
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- GS35.** service recovery skills
- GS36.** managing Key Customers/VIPs / Government officials / Police / Media
- GS37.** importance of taking responsibility for own work outcomes Importance of adherence to work timings, dress code and other organizational policies
- GS38.** importance of following laid down rules, procedures, instructions and policies
- GS39.** importance of exercising restraint while expressing dissent and during conflict
- GS40.** importance of performance monitoring and financial decision making
- GS41.** managing the importance of patient billing processes and insurance claims management

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clinical, Operational & Facility Services with effective utilization and allocation of resources</i>	23	18	10	10
PC1. provide regular & timely support to Clinical, Operational & Facility services requirements arising in the respective departments	-	-	-	-
PC2. meet the demands raised by the various operational heads	-	-	-	-
PC3. cater to facility services for smooth patient flow	-	-	-	-
PC4. maintain inventory and ensure that no out of stock situations is faced by the departments	-	-	-	-
PC5. ensure requirement request raised by different departments is addressed in a timely manner	-	-	-	-
PC6. ensure effective utilization of resources	-	-	-	-
• <i>Understand and apply basic accounting principles in healthcare settings</i>	20	18	5	14
PC7. Apply basic accounting principles while managing funds	-	-	-	-
PC8. Assist in budgeting, cost control, and financial planning.	-	-	-	-
PC9. Ensure compliance with financial regulations and reporting standards	-	-	-	-
PC10. Analyze financial reports to make data-driven decisions	-	-	-	-
PC11. support revenue cycle management, including billing and collections	-	-	-	-
NOS Total	43	36	15	24

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6115
NOS Name	Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24-hour basis
Sector	Healthcare
Sub-Sector	Healthcare Management
Occupation	Healthcare administration
NSQF Level	6
Credits	5
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

HSS/N9620: Comply with infection control and biomedical waste disposal policies

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 :

- Management of Healthcare Waste (Biomedical and General waste)
- Infection control practices

Elements and Performance Criteria

Management of Healthcare Waste (Biomedical and General waste)

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

- PC1.** segregate healthcare waste as per the updated organizational/ state policies
- PC2.** handle, package, label, store, transport and dispose off waste appropriately as per scope of work

Infection control practices

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

- PC3.** follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required
- PC4.** identify infection risks and plan for response appropriately as per organizational policies under scope of work
- PC5.** follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.
- PC6.** follow spill management protocols

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** significance of appropriate waste disposal methods as per organizational policies and procedures
- KU2.** person(s) responsible for health, safety, and security in the organization
- KU3.** ways to handle waste appropriately to reduce the risk of contamination
- KU4.** good personal hygiene practices including hand hygiene
- KU5.** types of bio medical waste
- KU6.** different types of color codes designated for types of wastes
- KU7.** concept of segregation, disposal and treatment of bio medical waste
- KU8.** the hazards and risks associated with the waste disposal

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- KU9.** the required actions and reporting procedures for any accidents and spillages
- KU10.** the requirements of the relevant external agencies involved in the transportation and receiving of waste
- KU11.** the impact of waste on environmental changes
- KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between oneself and others
- KU13.** management of infection risks at workplace
- KU14.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
- KU15.** difference between clean, sterile, and unsterile area
- KU16.** concept of Universal precautions
- KU17.** types of PPE used in healthcare domain such as gloves, gown, goggles etc
- KU18.** correct method of Donning and Doffing of PPE
- KU19.** steps of hand washing according to the updated guidelines
- KU20.** difference between hand rub and hand washing and indications of both
- KU21.** various types of cleaning agents and disinfectants
- KU22.** types of hazardous spills
- KU23.** concept of injection safety
- KU24.** concept of respiratory hygiene

Generic Skills (GS)

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

- GS1.** • read and understand latest guidelines on managing biomedical waste and
• infection control and prevention
- GS2.** communicate effectively with others
- GS3.** report hazards and incidents clearly with the appropriate level of urgency
- GS4.** plan for safety of the work environment
- GS5.** identify risk, evaluate possible solutions and suggest effective solutions
- GS6.** analyse the seriousness of hazards pertaining to hospital waste and related infections
- GS7.** make decisions pertaining to the area of work
- GS8.** • apply, analyze, and evaluate the information gathered from observation, experience,
• reasoning, or communication, as a guide to act

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Management of Healthcare Waste (Biomedical and General waste)</i>	9	7	2	8
PC1. segregate healthcare waste as per the updated organizational/ state policies	-	-	-	-
PC2. handle, package, label, store, transport and dispose off waste appropriately as per scope of work	-	-	-	-
<i>Infection control practices</i>	12	7	3	8
PC3. follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required	-	-	-	-
PC4. identify infection risks and plan for response appropriately as per organizational policies under scope of work	-	-	-	-
PC5. follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.	-	-	-	-
PC6. follow spill management protocols	-	-	-	-
NOS Total	21	14	5	16

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9620
NOS Name	Comply with infection control and biomedical waste disposal policies
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	12/03/2026
Next Review Date	12/03/2029
NSQC Clearance Date	12/03/2026

Qualification Pack

HSS/N9624: Maintain a safe and secure working environment

Description

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

Scope

The scope covers the following :

- Workplace safety and security

Elements and Performance Criteria

Workplace safety and security

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

- PC1.** identify potential hazards of safe work practices
- PC2.** use various hospital codes for emergency situations
- PC3.** comply with safety, and security procedures within the defined scope of competence and authority
- PC4.** provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work
- PC5.** follow organizations' procedures related to any emergency efficiently
- PC6.** report any identified breaches in health, safety, and security procedures to the designated person
- PC7.** complete any health and safety records accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of health, safety, and security in the workplace
- KU2.** how to identify safety and security hazards
- KU3.** the importance of identifying individual responsibilities in relation to maintaining workplace safety and security requirements
- KU4.** the relevant up-to-date information on safety, and security that applies to the workplace
- KU5.** how to report any emergency
- KU6.** various hospital codes for emergency situations
- KU7.** how to create safety records and maintain them
- KU8.** concept of first aid and BLS
- KU9.** the importance of raising alarm about hazards for safety of others

Generic Skills (GS)

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

Qualification Pack

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

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Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9624
NOS Name	Maintain a safe and secure working environment
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	12/03/2026
Next Review Date	12/03/2029
NSQC Clearance Date	12/03/2026

Qualification Pack

DGT/VSQ/N0103: Employability Skills (90 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.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values - Citizenship

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

- PC4.** 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.
- PC5.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC6.** recognize the significance of 21st Century Skills for employment

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- PC7.** 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
- PC8.** adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** 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:

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

Communication Skills

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** 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:

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** 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:

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

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- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

Entrepreneurship

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** 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:

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** 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

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- KU11.** components of salary and 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
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** 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 in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- 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. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC4. 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.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. 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	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. 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/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2027
NSQC Clearance Date	25/02/2026

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate/batch at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical & viva for every student at each examination/ training center based on these criteria.
5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N6112.Supervise in house operations to meet organizational objectives	132	30	70	130	362	20
HSS/N6113.Redirect & allocate resources according to patient flow	67	40	30	60	197	20
HSS/N6114.Undertake corrective action in case of non-compliances in accordance to hospital policy, administration and work rules	57	40	30	60	187	20
HSS/N6115.Support clinical, operational and facility services for smooth functioning throughout the entire organization on a 24-hour basis	43	36	15	24	118	10
HSS/N9620.Comply with infection control and biomedical waste disposal policies	21	14	5	16	56	10
HSS/N9624.Maintain a safe and secure working environment	10	10	-	10	30	10
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
Total	350	200	150	300	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
PCR	Patient Care Report
TAT	Turnaround Time
HIS	Hospital Information Systems
BMW	Bio Medical Waste Management
CGHS	Central Government Health Scheme
ECHS	Ex-Servicemen Contributory Health Scheme
TPA	Third Party Administration

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.
Casualty	The person " child or adult " who has suffered the injury or illness
Emergency	Any situation that immediately threatens the health and safety of children, staff or yourself