Qualification Pack

Phlebotomist

QP Code: HSS/Q0501

Version: 3.0

NSQF Level: 4

Healthcare Sector Skill Council || 520, DLF Tower A, 5th Floor, Jasola District Centre New Delhi – 110025 || email:megha.aggarwal@healthcare-ssc.in

Contents

Qualification Pack

HSS/Q0501: Phlebotomist

Brief Job Description

A Phlebotomist draws blood samples from patients for laboratory testing and analysis and also guides patients in collection of other type of samples like urine, stool, sputum, etc. This may be done at the laboratory, collection centre, or at the client site. The incumbent also ensures availability and suitability of supplies to be used in the process. The person is also responsible for other activities such as labelling, record keeping and other related documentation.

Personal Attributes

The job requires individuals to have good communication and time management skills along with the ability to work in a multidisciplinary team environment. The individual should possess key qualities such as confidence, maturity, compassion, patient centricity and active listening. The person should exhibit good coordination skills, ethical behaviour and be able to empathetically deal with patients.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. HSS/N0510: Perform pre-procedural activities of sample collection

2. HSS/N0511: Perform procedural activities of sample collection

3. HSS/N0512: Perform post- procedural activities of sample collection

4. HSS/N9619: Follow etiquette for site visit

5. HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others

6. HSS/N9616: Maintain professional & medico-legal conduct

7. HSS/N9617: Maintain a safe, healthy and secure working environment

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

9. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Healthcare

Sub-Sector	Allied Health & Paramedics
Occupation	Diagnostic
Country	India
NSQF Level	4
Credits	30
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3212.0601
Minimum Educational Qualification & Experience	12th Class (Science) OR Completed 2nd year of the 3-year diploma after 10 with NA of experience OR 10th grade pass with 2 Years of experience relevant experience OR 11th grade pass with 1 Year of experience relevant experience OR Previous relevant Qualification of NSQF Level (3.5) with 1-2 Years of experience with 1.5 year relevant experience OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	29/01/2026
NSQC Approval Date	29/01/2021
Version	3.0
Reference code on NQR	QG-04-HE-00661-2023-V1.1-HSSC
NQR Version	3.0

HSS/N0510: Perform pre-procedural activities of sample collection

Description

This Occupational Standard covers verification or recording of patients identity and taking their consent for sample collection. It also covers preparation of equipment and supplies used during blood and other sample collection for testing.

Scope

The scope covers the following :

- Provide and seek information and consent
- Prepare and maintain necessary equipment and supplies
- Prepare and label the samples for test, procedures and identification purposes

Elements and Performance Criteria

Provide and seek information and consent

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

PC1. introduce themselves to the patient in a professional manner

PC2. match the patient's details with the laboratory form, to ensure accurate identification

PC3. seek patient's information with reference to the allergies, any previous experience of fainting during previous injections or blood draws, history of bleeding disorder, medications etc.

PC4. reassure the person and make them comfortable before beginning the procedure for anxious patients

PC5. provide details of procedure to be performed to the patient and obtain verbal consent to proceed

PC6. ensure informed written consent of the patient as per organizational procedure

Prepare and maintain necessary equipment and supplies

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

PC7. maintain adequate supplies of medical and diagnostic equipment

PC8. follow organizational procedures for requisitioning of supplies

PC9. handle situations of stockouts or unavailability of stocks without compromising health needs of patients/ individuals

PC10. organize all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley

PC11. ensure that the sharp disposal device is at arm's length but away from the patient avoiding any accidental injury

PC12. ensure all equipment to be used is clean, sterilized and in working condition

Prepare and label the blood samples for test, procedures and identification purposes

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

PC13. label blood sample of the patient as per standard practice

PC14. check the label and forms for accuracy ensuring both identifiers must match on the label and the requisition form

PC15. discard the used needle or blood sampling device into a puncture resistant container

PC16. discard all used items into the appropriate category of waste receptacles/bins

PC17. perform hand hygiene before and after drawing blood

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres

KU2. how to engage with the medical officer for support in case the situation is beyond ones competence

KU3. importance of the role of Phlebotomist in supporting operations of the department

KU4. how to dress appropriately as per the organizational policies

KU5. how to meet organizational expectations as defined by the Employee Standards of Performance, organizations policies and procedures, and the organization's strategic goals

KU6. employee policies and procedures applicable to own work

KU7. basic structure and function of the healthcare system in the country

KU8. features, need and usage of Laboratory Management Information System (LMIS)

KU9. how to establish a routine that is comfortable for patient in preparing him / her for blood specimen collection

KU10. how to check that the patients 2 identifiers on the ID armband match with the information on the laboratory requisition form or sample label

KU11. all protocols for establishing the identification of patient

KU12. all safety and hygiene measures applicable to blood sample collection

KU13. list of equipment required for drawing blood samples equipment such as sterile glass with rubber caps, vacuum blood collection tubes, bloodsampling devices, alcohol hand rub etc.

KU14. labelling procedures and related standard practice

KU15. process to discard biomedical waste as per pollution control guidelines

KU16. measures to ensure stock availability

KU17. significance of various tube color caps for distinguishing which tube to use as per the test requested

KU18. guidelines related to tube mixing and transportation

KU19. the hazards and risks associated with handling medical samples, precautions to be taken while handling samples and reporting in case of emergency

KU20. basic structure and function of the body system

KU21. process, condition & resources required by the body to support healthy functioning

KU22. bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure

KU23. measures and process of protection from infection

Generic Skills (GS)

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

GS1. document patient related information under guidance

GS2. file patients information as per the organizational protocols

GS3. complete all written communications

GS4. label all collected samples clearly

GS5. read written instructions to follow all procedures related to sample collection

GS6. read internal communications and legal framework changes related to roles and responsibilities to keep abreast of the latest knowledge

GS7. be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures

GS8. match required paperwork

GS9. maintain interpersonal relationships

GS10. distinguish between ways of communication when communicating with patients of all ages, supervisors, and peers/coworkers

GS11. interact with a supervisor in clear terms following professional protocols

GS12. avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer

GS13. interact with the patient clearly and reassure them

GS14. ask questions to collect all necessary information regarding the patients condition and other personal details like his/her address, DOB

GS15. make decisions to ensure consistent quality

GS16. make decisions on good laboratory practices without making errors during phlebotomy

GS17. use resources effectively when carrying out work

GS18. communicate effectively with patients of all ages, supervisors, and peers/co-workers

GS19. maintain patients confidentiality

GS20. follow practices that respect the rights of the patient(s)

GS21. identify immediate or temporary solutions to resolve delays

GS22. identify appropriate solutions to patients problems

GS23. analyze patients behaviour to identify their state of mind

GS24. analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Provide and seek information and consent	**18**	**20**	**10**	**15**
PC1. introduce themselves to the patient in a professional manner	-	-	-	-
PC2. match the patient's details with the laboratory form, to ensure accurate identification	-	-	-	-
PC3. seek patient's information with reference to the allergies, any previous experience of fainting during previous injections or blood draws, history of bleeding disorder, medications etc.	-	-	-	-
PC4. reassure the person and make them comfortable before beginning the procedure for anxious patients	-	-	-	-
PC5. provide details of procedure to be performed to the patient and obtain verbal consent to proceed	-	-	-	-
PC6. ensure informed written consent of the patient as per organizational procedure	-	-	-	-
Prepare and maintain necessary equipment and supplies	**18**	**30**	**10**	**10**
PC7. maintain adequate supplies of medical and diagnostic equipment	-	-	-	-
PC8. follow organizational procedures for requisitioning of supplies	-	-	-	-
PC9. handle situations of stockouts or unavailability of stocks without compromising health needs of patients/ individuals	-	-	-	-
PC10. organize all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley	-	-	-	-
PC11. ensure that the sharp disposal device is at arm's length but away from the patient avoiding any accidental injury	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure all equipment to be used is clean, sterilized and in working condition	-	-	-	-
Prepare and label the blood samples for test, procedures and identification purposes	**17**	**20**	**6**	-
PC13. label blood sample of the patient as per standard practice	-	-	-	-
PC14. check the label and forms for accuracy ensuring both identifiers must match on the label and the requisition form	-	-	-	-
PC15. discard the used needle or blood sampling device into a puncture resistant container	-	-	-	-
PC16. discard all used items into the appropriate category of waste receptacles/bins	-	-	-	-
PC17. perform hand hygiene before and after drawing blood	-	-	-	-
NOS Total	**53**	**70**	**26**	**25**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N0510
NOS Name	Perform pre-procedural activities of sample collection
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Diagnostic
NSQF Level	4
Credits	6.5
Version	2.0
Last Reviewed Date	29/01/2021
Next Review Date	29/01/2026
NSQC Clearance Date	29/01/2021

HSS/N0511: Perform procedural activities of sample collection

Description

This Occupational Standard describes the knowledge, understanding and skills required for preparing a venipuncture site that is appropriate for obtaining blood samples and to draw blood samples from patients using correct techniques

Scope

The scope covers the following :

- Prepare an appropriate venipuncture site for blood collection
- Use correct techniques for blood collection
- Provide information and support for special procedures
- Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.

Elements and Performance Criteria

Prepare an appropriate venipuncture site for blood collection

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

PC1. extend the patient's arm and inspect the ante-cubital fossa or forearm for locating a vein

PC2. ask the patient to form a fist so the veins are more prominent

PC3. locate a vein suitable for venipuncture with least chance of damaging an artery or a nerve

PC4. apply the tourniquet about 4-5 finger widths above the venipuncture site and re-examine the vein

PC5. clean the venipuncture site with isopropyl alcohol as per institutional guidelines

Use correct techniques for blood collection

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

PC6. anchor the vein by holding the patient's arm and placing a thumb below the venipuncture site

PC7. insert the needle as per the guidelines depending upon the type of device (straight or a winged) used for sample collection

PC8. enter the vein swiftly at an angle of less than/equal to 30-degrees

PC9. release the tourniquet when the blood starts flowing in the first tube or syringe

PC10. follow standard processes as appropriate to various types of samples collection such as order of draw, mixing of sample etc.

PC11. withdraw the needle gently and apply gentle pressure to the site with a clean gauze as per institutional guidelines

PC12. ask the patient to press the venipuncture site gently with a gauze, with the arm extended and raised

PC13. use appropriate equipment if required for difficult venous access

PC14. perform hand hygiene (if using soap and water, dry hands with single-use towels) and follow PPE protocols

Provide information and support during special procedures

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

PC15. prepare patient for the special procedure and take consent as required

PC16. inform the patient about the special procedure and confirm understanding

PC17. calm down anxious patients by providing necessary information and reassurance

PC18. prepare the equipment for the special procedure to be performed by the clinician

Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.

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

PC19. provide information about the sequence of activities involved in sample collection to the patient prior to the sample collection

PC20. identify the appropriate sample collection equipment as per the test request form

PC21. provide procedural information to the patient for collecting samples of urine, stool, sputum, etc. including precautions of sample collection

PC22. label the sample following standard protocols after collection

PC23. handle, transfer and store the sample safely following standard protocols

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. importance of health, safety, and security protocols followed by the health care provider

KU2. relevant information on health, safety, and security at the healthcare provider

KU3. relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres

KU4. how to engage with the medical officer for support in case the situation is beyond ones competence

KU5. basic structure and function of the healthcare system in the country

KU6. features, need and usage of Laboratory Management Information System (LMIS)

KU7. how to locate and determine a site suitable for venipuncture

KU8. how to clean and prepare the suitable site for venipuncture

KU9. angle of needle insertion when using a straight needle or a winged device

KU10. how blood collection needles are used to perform a venipuncture

KU11. how tourniquets are used to make the vein prominent for collection

KU12. how to use needle holders that attaches the needle to a vacuum tube

KU13. how to use vacuum tubes or vials that have different color caps

KU14. how to place gauze on the site of the blood draw

KU15. how to apply pressure on the venipuncture site

KU16. how to prevent hemolysis

KU17. how to mix tubes with additives as per the recommendations

KU18. the order of draw for open and closed collection

KU19. inappropriate sites for venipuncture

KU20. how to avoid pre-analytical errors and complications during sample collection

KU21. how to make sure the venipuncture site is dry

KU22. how to avoid a probing, traumatic venipuncture

KU23. how to avoid prolonged tourniquet application or fist clenching

KU24. purpose of special procedures and preparation required for these

KU25. special procedures: e.g. FNAC, PAP smear, bone marrow, scraping and environmental monitoring, etc.

KU26. importance and procedures of collection of urine, sputum, stool or semen samples for examination purpose

KU27. importance of safe transfer and storing of samples

KU28. basic structure and function of the body system

KU29. process, condition & resources required by the body to support healthy functioning

KU30. bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure

Generic Skills (GS)

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

GS1. write labels accurately on the samples

GS2. write records of sample collected and tests to be conducted

GS3. read materials to be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures

GS4. read and correctly interpret internal communications

GS5. maintain interpersonal relationships

GS6. distinguish between ways of communication when communicating with patients of all ages, supervisors, and peers/coworkers

GS7. discuss requirements with colleagues

GS8. interact with a supervisor in clear terms following professional protocols

GS9. avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer

GS10. interact with the patient clearly and reassure them

GS11. ask questions to collect all necessary information regarding the patients condition and other personal details like his/her address, DOB

GS12. make decisions on good laboratory practices without making errors during phlebotomy

GS13. use resources effectively when carrying out work

GS14. maintain patients confidentiality

GS15. follow practices that respect the rights of the patient(s)

GS16. identify immediate or temporary solutions to resolve delays

GS17. identify appropriate solutions to patient problems

GS18. analyze patients behaviour to identify their state of mind

GS19. analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare an appropriate venipuncture site for blood collection	**15**	**20**	**5**	**15**
PC1. extend the patient's arm and inspect the ante-cubital fossa or forearm for locating a vein	-	-	-	-
PC2. ask the patient to form a fist so the veins are more prominent	-	-	-	-
PC3. locate a vein suitable for venipuncture with least chance of damaging an artery or a nerve	-	-	-	-
PC4. apply the tourniquet about 4-5 finger widths above the venipuncture site and re-examine the vein	-	-	-	-
PC5. clean the venipuncture site with isopropyl alcohol as per institutional guidelines	-	-	-	-
Use correct techniques for blood collection	**28**	**20**	**15**	**15**
PC6. anchor the vein by holding the patient's arm and placing a thumb below the venipuncture site	-	-	-	-
PC7. insert the needle as per the guidelines depending upon the type of device (straight or a winged) used for sample collection	-	-	-	-
PC8. enter the vein swiftly at an angle of less than/equal to 30-degrees	-	-	-	-
PC9. release the tourniquet when the blood starts flowing in the first tube or syringe	-	-	-	-
PC10. follow standard processes as appropriate to various types of samples collection such as order of draw, mixing of sample etc.	-	-	-	-
PC11. withdraw the needle gently and apply gentle pressure to the site with a clean gauze as per institutional guidelines	-	-	-	-
PC12. ask the patient to press the venipuncture site gently with a gauze, with the arm extended and raised	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. use appropriate equipment if required for difficult venous access	-	-	-	-
PC14. perform hand hygiene (if using soap and water, dry hands with single-use towels) and follow PPE protocols	-	-	-	-
Provide information and support during special procedures	**20**	**20**	**10**	**15**
PC15. prepare patient for the special procedure and take consent as required	-	-	-	-
PC16. inform the patient about the special procedure and confirm understanding	-	-	-	-
PC17. calm down anxious patients by providing necessary information and reassurance	-	-	-	-
PC18. prepare the equipment for the special procedure to be performed by the clinician	-	-	-	-
Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.	**20**	**20**	**12**	**15**
PC19. provide information about the sequence of activities involved in sample collection to the patient prior to the sample collection	-	-	-	-
PC20. identify the appropriate sample collection equipment as per the test request form	-	-	-	-
PC21. provide procedural information to the patient for collecting samples of urine, stool, sputum, etc. including precautions of sample collection	-	-	-	-
PC22. label the sample following standard protocols after collection	-	-	-	-
PC23. handle, transfer and store the sample safely following standard protocols	-	-	-	-
NOS Total	**83**	**80**	**42**	**60**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N0511
NOS Name	Perform procedural activities of sample collection
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Diagnostic
NSQF Level	4
Credits	5
Version	2.0
Last Reviewed Date	29/01/2021
Next Review Date	29/01/2026
NSQC Clearance Date	29/01/2021

HSS/N0512: Perform post- procedural activities of sample collection

Description

This OS unit is about transporting samples to the laboratory once they are collected from the patient and updating the records.

Scope

The scope covers the following :

- Transport and store samples
- Update patient's records
- Ensure restocking of supplies

Elements and Performance Criteria

Transport and store samples

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

PC1. transport the samples to the laboratory in time

PC2. handle, transfer and store samples safely to avoid leakage and spilling

PC3. maintain an appropriate temperature as per standards while transporting and storing samples

PC4. use one requisition form for each blood culture set indicating the site used and time of sample collection

PC5. use appropriate format to complete documentation for transporting and storing samples

Update Patient's records

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

PC6. check labels of samples for clarity, accuracy and completeness

PC7. keep track of patient's data and information

PC8. maintain patient's record accurately and updated as per institutional protocol

Ensure restocking of supplies

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

PC9. determine demand of diagnostic and other medical supplies accurately

PC10. ensure stocks are replenished as per anticipated need

PC11. ensure the stocks are stored safely, securely and as per organizational standard practices

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres

KU2. how to engage with the medical officer for support in case the situation is beyond ones competence

KU3. importance of the role of Phlebotomist in supporting operations of department

KU4. how to dress appropriately as per the organizational policies

KU5. organizational expectations as defined by the employee standards of performance, organizations policies and procedures, and the organization's strategic goals

KU6. relevant employee policies and procedures applicable to own work and employment

KU7. basic structure and function of the healthcare system in the country features, need and usage of Laboratory Management Information System (LMIS)

KU8. protocols for sample transport such as following laboratory requirements, complete documentation, leak proofing, appropriate temperature, sample storage protocol and guidelines, safety and hygiene measures

KU9. basic medical terms and principles related to phlebotomy

KU10. critical values in the blood reports, their interpretation and significance

KU11. elements in patient reports and their purpose

KU12. data entry process for updating patient records and related precautions

KU13. importance and methods of keeping track of patient data and information

KU14. hazards and risks associated with handling medical samples, precautions to be taken while handling samples and reporting in case of emergency

KU15. basic structure and function of the body system and associated component

KU16. process, condition & resources required by the body to support healthy functioning

KU17. bodily processes such as maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure

KU18. measures and process of protection from infection

KU19. acceptable assumptions, data sources and models to calculate anticipate future demand and various contributing factors

Generic Skills (GS)

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

GS1. update patient medical records

GS2. label blood and serum samples clearly

GS3. maintain safety and sanitation records

GS4. record information in LMIS

GS5. read to be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures

GS6. read and correctly interpret internal communications

GS7. maintain interpersonal relationships

GS8. distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/coworkers

GS9. discuss requirements with colleagues

GS10. interact with a supervisor in clear terms following professional protocols

GS11. avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer

GS12. interact with the patient clearly and reassure them

GS13. ask questions to collect all necessary information regarding the patients condition and other personal details like his/her address, DOB

GS14. make decisions to ensure consistent quality, favourable revenues and the desired patient's outcome

GS15. make decisions on good laboratory practices without making errors during phlebotomy

GS16. use resources effectively when carrying out work

GS17. maintain patients confidentiality

GS18. follow practices that respect the rights of the patient(s)

GS19. identify immediate or temporary solutions to resolve delays

GS20. identify appropriate solutions to patient problems

GS21. analyze patients behaviour to identify their state of mind

GS22. analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Transport and store samples	**25**	**30**	**15**	**-**
PC1. transport the samples to the laboratory in time	-	-	-	-
PC2. handle, transfer and store samples safely to avoid leakage and spilling	-	-	-	-
PC3. maintain an appropriate temperature as per standards while transporting and storing samples	-	-	-	-
PC4. use one requisition form for each blood culture set indicating the site used and time of sample collection	-	-	-	-
PC5. use appropriate format to complete documentation for transporting and storing samples	-	-	-	-
Update Patient's records	**17**	**20**	**10**	**5**
PC6. check labels of samples for clarity, accuracy and completeness	-	-	-	-
PC7. keep track of patient's data and information	-	-	-	-
PC8. maintain patient's record accurately and updated as per institutional protocol	-	-	-	-
Ensure restocking of supplies	**14**	**30**	**8**	**5**
PC9. determine demand of diagnostic and other medical supplies accurately	-	-	-	-
PC10. ensure stocks are replenished as per anticipated need	-	-	-	-
PC11. ensure the stocks are stored safely, securely and as per organizational standard practices	-	-	-	-
NOS Total	**56**	**80**	**33**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N0512
NOS Name	Perform post- procedural activities of sample collection
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Diagnostic
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	29/01/2021
Next Review Date	29/01/2026
NSQC Clearance Date	29/01/2021

HSS/N9619: Follow etiquette for site visit

Description

This Occupational Standard describes the knowledge, understanding and skills required by an allied health professional for making site visits and following related etiquette

Scope

The scope covers the following :

- Prepare for site visits
- Follow visit etiquette

Elements and Performance Criteria

Prepare for site visits

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

PC1. follow telephone etiquette while talking to client/patient

PC2. confirm purpose, time and site information for making the site visit

PC3. ensure that adequate required material and equipment are carried as per organizational procedures for required on-site activities

PC4. plan route for site visit and determine travel time for arriving on time at the site

PC5. carry requisite identification documents for introduction to the client on-site

Follow visit etiquette

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

PC6. introduce oneself and purpose for arrival to the client

PC7. ensure not to soil or litter the facility at any time

PC8. seek prior permission while accessing the premises

PC9. request the client to make necessary adjustments to the space for carrying out required activities as per standard

PC10. inform the client about the procedure and sequence of activities to be carried out

PC11. provide information on next steps and respond to related queries

PC12. complete billing procedures and other documentation as required

PC13. dispose any waste as per waste disposal guidelines

PC14. address any delays, accidents or errors to ensure client/patient satisfaction

PC15. obtain feedback from the client as per organizational procedures

PC16. ensure all the belongings are being collected before leaving the site

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures for off-site visits

KU2. layout of the area where visits are likely to be scheduled

KU3. service timelines of the organization

KU4. documentation requirements for carrying out the service request as per company procedures

KU5. features, need and usage of Laboratory Management Information System (LMIS)

KU6. importance of being on time

KU7. telephone etiquette

KU8. importance and element of preparation before a site-visit

KU9. sources of information about routes and local area layout

KU10. privacy needs of clients and related etiquette

KU11. importance of carrying identification documents and introducing oneself to the client on arrival

KU12. points to be taken care of while visiting clients residential facilities

KU13. common access procedures in office buildings

KU14. correct waste disposal procedures

KU15. importance of seeking necessary permissions before accessing and using client facilities, resources and areas

KU16. importance of setting correct expectations for follow-up action with the client

KU17. steps to ensure that client facilities are not soiled or littered, and its importance

KU18. importance of communicating needs and expectation from the client to ensure good quality service at the site

KU19. procedure to follow if client is not available at site on visiting

KU20. procedure to follow in case of delay in reaching client site

KU21. procedure to follow in case there is an accident or mis-happening on clients premises

KU22. the prevalent market charges for providing sample collection and diagnosis services

KU23. correct procedure for preparing the bill including the breakup of GST

KU24. various methods of collecting payment from the client

Generic Skills (GS)

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

GS1. write in least one local/official language used in the local community

GS2. record availability of supplies

GS3. provide written requests for additional supplies when required

GS4. read and correctly interpret records and registers for medical supplies

GS5. read instructions and pamphlets provided as part of training for ordering or maintaining

GS6. communicate effectively to request additional supplies

GS7. decide on the level of anticipated demand

GS8. decide when to procure additional supplies

GS9. decide quantities of medical supplies to request

GS10. how to plan availability of medical supplies

GS11. cater to the need of patients/ individuals for specific medical supplies

GS12. handle nonavailability of medical supplies or diagnostic kits when required

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for site visits	**20**	**20**	**12**	**20**
PC1. follow telephone etiquette while talking to client/patient	-	-	-	-
PC2. confirm purpose, time and site information for making the site visit	-	-	-	-
PC3. ensure that adequate required material and equipment are carried as per organizational procedures for required on-site activities	-	-	-	-
PC4. plan route for site visit and determine travel time for arriving on time at the site	-	-	-	-
PC5. carry requisite identification documents for introduction to the client on-site	-	-	-	-
Follow visit etiquette	**45**	**20**	**15**	**25**
PC6. introduce oneself and purpose for arrival to the client	-	-	-	-
PC7. ensure not to soil or litter the facility at any time	-	-	-	-
PC8. seek prior permission while accessing the premises	-	-	-	-
PC9. request the client to make necessary adjustments to the space for carrying out required activities as per standard	-	-	-	-
PC10. inform the client about the procedure and sequence of activities to be carried out	-	-	-	-
PC11. provide information on next steps and respond to related queries	-	-	-	-
PC12. complete billing procedures and other documentation as required	-	-	-	-
PC13. dispose any waste as per waste disposal guidelines	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. address any delays, accidents or errors to ensure client/patient satisfaction	-	-	-	-
PC15. obtain feedback from the client as per organizational procedures	-	-	-	-
PC16. ensure all the belongings are being collected before leaving the site	-	-	-	-
NOS Total	**65**	**40**	**27**	**45**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9619
NOS Name	Follow etiquette for site visit
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Diagnostic
NSQF Level	4
Credits	2.5
Version	2.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2029
NSQC Clearance Date	31/01/2024

HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others

Description

This OS unit is about effective communication and exhibiting professional behaviorwith co-workers, patients & their family members in response to queries or as part ofhealth advice and counseling. It also describes the skills required for meeting workrequirements by allied health professionals working in a team or collaborativeenvironment.

Scope

The scope covers the following :

- Communicating and maintaining professional behavior with co-workers and patients & their families
- Working with other people to meet requirements
- Establishing and managing requirements, planning and organizing work, ensuring accomplishment of the requirements

Elements and Performance Criteria

Communicating & maintaining professional behaviorwith co-workers andpatients & theirfamilies

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

PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them

PC2. utilize all training and information at ones disposal to provide relevantinformation to the individual

PC3. confirm that the needs of the individual have been met

PC4. respond to queries and information needs of all individuals

PC5. adhere to guidelines provided by ones organization or regulatory body relating to confidentiality

PC6. respect the individuals need for privacy

PC7. maintain any records required at the end of the interaction

Working with otherpeople to meetrequirements

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

PC8. integrate ones work with other peoples work effectively

PC9. utilize time effectively and pass on essential information to other people on timely basis

PC10. work in a way that shows respect for other people

PC11. carry out any commitments made to other people

PC12. reason out the failure to fulfill commitment

PC13. identify any problems with team members and other people and take the initiative to solve these problems

Establishing andmanagingrequirements

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

PC14. clearly establish, agree, and record the work requirements

PC15. ensure his/her work meets the agreed requirements

PC16. treat confidential information correctly

PC17. work in line with the organizations procedures and policies and within the limits of his/her job role

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. guidelines on communicating with patients and other individuals

KU2. guidelines on maintaining confidentiality and respecting need for privacy

KU3. the business, mission, and objectives of the organization

KU4. the scope of work of the role

KU5. the responsibilities and strengths of the team and their importance to the organization

KU6. the information that is considered confidential to the organization

KU7. effective working relationships with the people external to the team, with which the individual works on a regular basis

KU8. procedures in the organization to deal with conflict and poor workingrelationships

KU9. the relevant policies and procedures of the organization

KU10. how to communicate effectively (face-to-face, by telephone and in writing)

KU11. how to handle stressful or risky situations when communicating with patients and/or other individuals

KU12. when to ask for assistance when situations are beyond ones competence andauthority

KU13. how to maintain confidentiality and to respect an individuals need for privacy

KU14. how to ensure that all information provided to individuals is from reliable sources

KU15. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination

KU16. the essential information that needs to be shared with other people

KU17. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis

KU18. the importance of integrating ones work effectively with others

KU19. the types of working relationships that help people to work well together and the types of relationships that need to be avoided

KU20. the types of opportunities an individual may seek out to improve relationships with others

KU21. how to deal with difficult working relationships with other people to sort out

KU22. the importance of asking the appropriate individual for help when required

KU23. the importance of planning, prioritizing and organizing, timely work

KU24. the importance of clearly establishing work requirement

KU25. the importance of being flexible in changing priorities when the importance and urgency comes into play

KU26. how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited

KU27. the importance of keeping the work area clean and tidy

Generic Skills (GS)

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

GS1. write effective communications to share information with the team members andother people outside the team

GS2. write at least one local/ official language used in the local community

GS3. report progress and results

GS4. record problems and resolutions

GS5. read and understand work related documents and information shared bydifferent sources

GS6. read organizational policies and procedures

GS7. communicate essential information to colleagues face-to-face or throughtelecommunication

GS8. speak at least one local language

GS9. question others appropriately in order to understand the nature of the requestor compliant

GS10. report progress and results

GS11. interact with other individuals

GS12. negotiate requirements and revised agreements for delivering them

GS13. make decisions on information to be communicated based on needs of theindividual and various regulations and guidelines

GS14. plan and organize files and documents

GS15. be responsive to problems of the individuals

GS16. be available to guide, counsel and help individuals when required

GS17. be patient and non-judgmental at all times

GS18. communicate effectively with patients and their family, physicians, and othermembers of the health care team

GS19. be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern

GS20. be sensitive to potential cultural differences

GS21. maintain patient confidentiality

GS22. respect the rights of the patient(s)

GS23. understand problems and suggest an optimum solution after evaluatingpossible solutions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicating & maintaining professional behaviorwith co-workers andpatients & theirfamilies	**5**	-	-	-
PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	-	-	-	-
PC2. utilize all training and information at ones disposal to provide relevantinformation to the individual	-	-	-	-
PC3. confirm that the needs of the individual have been met	-	-	-	-
PC4. respond to queries and information needs of all individuals	-	-	-	-
PC5. adhere to guidelines provided by ones organization or regulatory body relating to confidentiality	-	-	-	-
PC6. respect the individuals need for privacy	-	-	-	-
PC7. maintain any records required at the end of the interaction	-	-	-	-
Working with otherpeople to meetrequirements	**5**	-	-	-
PC8. integrate ones work with other peoples work effectively	-	-	-	-
PC9. utilize time effectively and pass on essential information to other people on timely basis	-	-	-	-
PC10. work in a way that shows respect for other people	-	-	-	-
PC11. carry out any commitments made to other people	-	-	-	-
PC12. reason out the failure to fulfill commitment	-	-	-	-
PC13. identify any problems with team members and other people and take the initiative to solve these problems	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Establishing andmanagingrequirements	3	-	-	-
PC14. clearly establish, agree, and record the work requirements	-	-	-	-
PC15. ensure his/her work meets the agreed requirements	-	-	-	-
PC16. treat confidential information correctly	-	-	-	-
PC17. work in line with the organizations procedures and policies and within the limits of his/her job role	-	-	-	-
NOS Total	13	-	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9615
NOS Name	Maintain interpersonal relationship with client, colleagues, and others
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

HSS/N9616: Maintain professional & medico-legal conduct

Description

This OS unit is about recognizing the boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider.

Scope

The scope covers the following :

- Maintain professional behavior
- Acting within the limit of ones competence and authority
- Following the code of conduct and demonstrating best practices in the field

Elements and Performance Criteria

Maintain professional behavior

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

PC1. adhere to legislation, protocols and guidelines relevant to ones role and field of practice

PC2. work within organizational systems and requirements as appropriate to ones role

PC3. recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority

PC4. maintain competence within ones role and field of practice

PC5. maintain personal hygiene and contribute actively to the healthcare ecosystem

Acting within the limit of ones competence and authority

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

PC6. use relevant research based protocols and guidelines as evidence to informones practice

PC7. promote and demonstrate good practice as an individual and as a team member at all times

PC8. identify and manage potential and actual risks to the quality and safety of practice

PC9. evaluate and reflect on the quality of ones work and make continuingimprovements

PC10. use relevant research-based protocols and guidelines as evidence to inform ones practice

Following the code of conduct and demonstrating best practices in the field

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

PC11. recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority

PC12. promote and demonstrate good practice as an individual and as a team member at all times

PC13. identify and manage potential and actual risks to the quality and safety of practice

PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem

PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation, standards, policies & procedures followed in the organization

KU2. the medical procedures and functioning of required medical equipment

KU3. role and importance of assisting other healthcare providers in delivering care

KU4. how to engage and interact with other providers in order to deliver quality and maintain continued care

KU5. personal hygiene measures and handling techniques

KU6. the limitations and scope of the role and responsibilities of self and others

KU7. the importance of working within the limits of ones competence and authority

KU8. the importance of personally promoting and demonstrating good practice

KU9. The detrimental effects of non-compliance

KU10. the importance of intercommunication skills

KU11. the legislation, protocols and guidelines affecting ones work

KU12. the organizational systems and requirements relevant to ones role

KU13. the sources of information and literature to maintain a constant access to upcoming research and changes in the field

KU14. the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances

KU15. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements

KU16. how to report and minimize risks

KU17. the principle of meeting the organizations needs, and how this should enable one to recognize ones own limitations and when one should seek support from others

KU18. the processes by which improvements to protocols/guidelines andorganizational systems/requirements should be reported

KU19. the procedure for accessing training, learning and development needs for oneself and/or others within ones organization

KU20. the actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team

KU21. the risks to quality and safety arising from:o Working outside the boundaries of competence and authorityo Not keeping up to date with best practiceo Poor communicationo Insufficient support o Lack of resources

KU22. the importance of personal hygiene

Generic Skills (GS)

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

GS1. document reports, task lists, and schedules

GS2. prepare status and progress reports

GS3. record daily activities

GS4. update other co-workers

GS5.   read about changes in legislations and organizational policies

GS6.   keep updated with the latest knowledge

GS7.   discuss task lists, schedules, and work-loads with co-workers

GS8.   give clear instructions to patients and co-workers

GS9.   keep patient informed about progress

GS10.   avoid using jargon, slang or acronyms when communicating with a patient

GS11.   make decisions pertaining to the concerned area of work in relation to job role

GS12.   act decisively by balancing protocols and work at hand

GS13.   communicate effectively with patients and their family, physicians, and othermembers of the health care team

GS14.   be responsive and listen empathetically to establish rapport in a way thatpromotes openness on issues of concern

GS15.   be sensitive to potential cultural differences

GS16.   maintain patient confidentiality

GS17.   respect the rights of the patient(s)

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain professional behavior	**5**	-	-	-
PC1. adhere to legislation, protocols and guidelines relevant to ones role and field of practice	-	-	-	-
PC2. work within organizational systems and requirements as appropriate to ones role	-	-	-	-
PC3. recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority	-	-	-	-
PC4. maintain competence within ones role and field of practice	-	-	-	-
PC5. maintain personal hygiene and contribute actively to the healthcare ecosystem	-	-	-	-
Acting within the limit of ones competence and authority	**7**	-	-	-
PC6. use relevant research based protocols and guidelines as evidence to informones practice	-	-	-	-
PC7. promote and demonstrate good practice as an individual and as a team member at all times	-	-	-	-
PC8. identify and manage potential and actual risks to the quality and safety of practice	-	-	-	-
PC9. evaluate and reflect on the quality of ones work and make continuingimprovements	-	-	-	-
PC10. use relevant research-based protocols and guidelines as evidence to inform ones practice	-	-	-	-
Following the code of conduct and demonstrating best practices in the field	**7**	-	-	-
PC11. recognize the boundary of ones role and responsibility and seek supervision when situations are beyond ones competence and authority	-	-	-	-
PC12. promote and demonstrate good practice as an individual and as a team member at all times	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify and manage potential and actual risks to the quality and safety of practice	-	-	-	-
PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem	-	-	-	-
PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare	-	-	-	-
NOS Total	**19**	**-**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9616
NOS Name	Maintain professional & medico-legal conduct
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics, Social Work & Community Health, Healthcare Management
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

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

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

PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements

PC2. comply with health, safety and security procedures for the workplace

PC3. comply with health, safety and security procedures and protocols forenvironmental safety

Handling hazardous situation

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

PC4. identify potential hazards and breaches of safe work practices

PC5. identify and interpret various hospital codes for emergency situations

PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority

PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable

PC8. follow the organizations emergency procedures promptly, calmly, and efficiently

PC9. identify and recommend opportunities for improving health, safety, and security to the designated person

PC10. complete any health and safety records legibly and accurately

Reporting any hazardous situation

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

PC11. report any identified breaches in health, safety, and security procedures to the designated person

PC12. promptly and accurately report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. the basic requirements of the health and safety and other legislations andregulations that apply to the workplace

KU3. the person(s) responsible for maintaining healthy, safe, and secure workplace

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

KU5. the responsibilities of individual to maintain safe, healthy and secure workplace

KU6. how to report the hazard

KU7. requirements of health, safety and security in workplace

KU8. how to create safety records and maintaining them

KU9. the importance of being alert to health, safety, and security hazards in the work environment

KU10. the common health, safety, and security hazards that affect people working in an administrative role

KU11. how to identify health, safety, and security hazards

KU12. the importance of warning others about hazards and how to do so until the hazard is dealt with

Generic Skills (GS)

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

GS1. report and record incidents

GS2. read and understand company policies and procedures

GS3. clearly report hazards and incidents with the appropriate level of urgency

GS4. make decisions pertaining to the area of work

GS5. plan for safety of the work environment

GS6. communicate effectively with patients and their family, physicians, and othermembers of the health care team

GS7. be capable of being responsive, listen empathetically to establish rapport in away that promotes openness on issues of concern

GS8. identify hazards, evaluate possible solutions and suggest effective solutions

GS9. analyze the seriousness of hazards

GS10. analyze, evaluate and apply the information gathered from observation,experience, reasoning, or communication to act efficiently

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9617
NOS Name	Maintain a safe, healthy and secure working environment
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Classification of theWaste Generated,Segregation ofBiomedical Waste,Proper collectionand storage of Waste

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

PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release

PC2. store clinical or related waste in an area that is accessible only to authorized persons

PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter

Complying with aneffective infectioncontrol protocols

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

PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control

PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization

PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate

PC7. ollow protocols for care following exposure to blood or other body fluids as required

PC8. remove spills in accordance with the policies and procedures of the organization

PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled

PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work

PC11. confine records, materials and medicaments to a welldesignated clean zone

PC12. confine contaminated instruments and equipment to a welldesignatedcontaminated zone

PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols

PC14. replace surface covers where applicable

PC15. maintain and store cleaning equipment

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

Maintaining personalprotection andpreventing thetransmission ofinfections fromperson to person

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

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. organizations emergency procedures and responsibilities for handling hazardous situations

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

KU4. good personal hygiene practice including hand care

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

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

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

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

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

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

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

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

KU13. identification and management of infectious risks in the workplace

KU14. aspects of infectious diseases including opportunistic organisms & pathogens

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

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

KU17. how to clean and sterile techniques

KU18. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old

KU19. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill

KU20. sharps handling and disposal techniques

KU21. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed

KU22. good personal hygiene practice including hand care

KU23. how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Generic Skills (GS)

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

GS1. report and record incidents

GS2. read and understand company policies and procedures to managingbiomedical waste and infection control and prevention

GS3. listen patiently

GS4. report hazards and incidents clearly with the appropriate level of urgency

GS5. take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues

GS6. apply additional precautions when standard precautions are not sufficient

GS7. consistently ensure instruments used for invasive procedures are sterile at time ofuse (where appropriate)

GS8. consistently follow the procedure for washing and drying hands

GS9. consistently maintain clean surfaces and limit contamination

GS10. how to make exceptional effort to keep the environment and work place clean

GS11. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections

GS12. analyze the seriousness of hazards pertaining to hospital waste and relatedinfections

GS13. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act

GS14. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9618
NOS Name	Follow infection control policies & procedures including biomedical waste disposal protocols
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

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

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

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

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	1	2	-	-

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

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

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N0510.Perform pre-procedural activities of sample collection	53	70	26	25	174	10
HSS/N0511.Perform procedural activities of sample collection	83	80	42	60	265	20
HSS/N0512.Perform post-procedural activities of sample collection	56	80	33	10	179	10
HSS/N9619.Follow etiquette for site visit	65	40	27	45	177	10
HSS/N9615.Maintain interpersonal relationship with client, colleagues, and others	13	-	-	-	13	10
HSS/N9616.Maintain professional & medico-legal conduct	19	-	-	-	19	10
HSS/N9617.Maintain a safe, healthy and secure working environment	20	-	9	30	59	10
HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	13	30	64	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	**350**	**300**	**150**	**200**	**1000**	**100**

Acronyms

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

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.

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.