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# **APPRENTICESHIP CURRICULUM**

## **for**

### **BVoC (Healthcare Management)**

**Name of Univ/College**

**National Apprenticeship Promotion  
Scheme**

The B.Voc. Program in Healthcare Management shall be for a duration of three years consisting of six semesters and is a judicious mix of skills relating to professional education and general education on credit based system. The successful students will be awarded Certificate/Diploma/Advanced Diploma/Degree in both Skills and General education components of the Curriculum. All the candidates continuing to diploma courses or further will be treated at par from the second semester onwards.

Students may exit after six months with certificate (NSQF Level 4) or may continue for diploma or advance diploma level courses.

Cumulative credits awarded to the learners in skill based vocational courses

NSQF level	Skill Component Credits	General Education Credits	Total Credits for Award	Normal Duration	Exit Points / Awards
4	18	12	30	One Sem	Certificate
5	36	24	60	Two Sem	Diploma
6	72	48	120	Four Sem	Advanced Diploma
7	108	72	180	Six Sem	B Voc degree

#### A. Summary

<b>1</b>	<b>Program Title- B.Voc ( Healthcare Management)</b>
<b>2</b>	<b>Program Code, if any</b>
<b>3</b>	<b>Aligned NSQF approved QP/NOS and code</b>  <b>Front Line Health Worker – HSS/Q8601</b> <b>Hospital Front Desk Coordinator- HSS/Q6101</b> <b>Patient Relations Associate- HSS/Q6102</b>

**4 Duration of the program and NSQF level**

**I. Skill paper**

Semester	Credit	Duration	Skill paper (including OJT)	QP name	NSQF level
<b>First &amp; Second</b>	36	<b>One Year</b>	<b>Skill Paper1-</b> Introduction to Healthcare System <b>Skill Paper2-</b> Introduction to Front Line Health Worker <b>Skill Paper 3-</b> Fundamental Course in Nutrition, Sanitation & Counselling  <b>Second Semester:</b> 1500 Hours (On the Job Training)	Front Line Health Worker	3
<b>Third &amp; Fourth</b>	72	<b>One Year</b>	<b>Skill Paper1-</b> Introduction to Healthcare Delivery System <b>Skill Paper2-</b> Introduction to Hospital Front Desk Operations and Services <b>Skill Paper 3-</b> Patient Safety Basic & advance  <b>Fourth Semester:</b> 1500 Hours (On the Job Training)	Hospital Front Desk Coordinator	4
<b>Fifth &amp; Sixth</b>	108	<b>One Year</b>	<b>Skill Paper 1-</b> Hospital Policies and Procedures <b>Skill Paper 2-</b> Admission and Discharge Policy <b>Skill Paper 3-</b> Quality Assurance and utilization of resources  <b>Six Semester -</b> 1500Hours (On the Job Training)	Patient Relations Associate	5

**II. General paper**

Semester	Credit	Duration	General paper

	<b>First</b>	<b>24</b>	<b>One Semester</b>	Basic Communication in English-1 Introduction to Healthcare Industry Fundamentals in Computer Technology
	<b>Third</b>	<b>48</b>	<b>One Semester</b>	Fundamentals of hospital functions Foundation course in English- II Safety and Quality
	<b>Fifth</b>	<b>72</b>	<b>One Semester</b>	Social Skills Business Communication Human Resource Management Facility Planning in Healthcare
<b>5</b>	<b>Certifying Body for General component – University/ Institute</b>			
<b>6</b>	<b>Certifying body for Skill Component- Healthcare Sector Skill Council</b>			
<b>7</b>	<b>Assessment and Certification for On the Job training</b> - Assessment will be carried out by along with the industry post training, based on QP taught in the Semester and practical task done during on the job training			
<b>8</b>	<b>Any Licensing requirements, wherever applicable - NA</b>			
<b>9</b>	<b>Minimum eligibility criteria (Educationaland/ ortechical Qualification)</b>  <b>12<sup>th</sup></b>			
<b>10</b>	<b>Trainer’s Qualification and Experience</b> <b>General paper – as per the University protocol</b> <b>Skill papers-</b> Medical or Nursing Graduate with additional qualification in Hospital or Healthcare management with 4 years of working experience in healthcare management or MHA/MBA in Healthcare Management with 5 years of working experience in healthcare management			
<b>11</b>	<b>Indicative list of training tools required to deliver this qualification (detailed sheet attached)</b>  Model of Healthcare organizations with different departments, Nursing Manikin, registration desk. Counter/phone/computer/internet facility, Mock HIS software, admission counter with desk provided for keeping documents, billing counter, TPA desk, stapler, sample admission form/ requisite form/ visitor pass, intercom, telephone directory, sign boards, fire extinguisher, uniform, newspaper/magazine/hospital journal stand, Hospital front office stationery, hospital map, hospital manual			
<b>12</b>	<b>Assessment strategy-</b> Sector Skill Council, Healthcare Sector Skill Council will conduct independent assessment as per performance criteria by following steps/components 1. Theory 2. Skills Practical 3. Role Plays 4. Viva as per Job Role			

Assessment will be carried out by SSC post On the Job Training

**Total Pass marks: As per QP Assessment**

	<b>Paper</b>	<b>Pass Marks-Theory</b>	<b>Pass Marks-Practical</b>
<b>General Component</b>	Basic Communication in English-1 Introduction to Healthcare Industry Fundamentals in Computer Technology Foundation course in English Food Safety and Quality Social Skills Business Communication Human Resource Management Facility Planning	As per University	NA
<b>Skill Component</b>	Introduction to Healthcare System Introduction to Front Line Health Worker Fundamental Course in Personal Hygiene, Sanitation & Counselling Introduction to Healthcare Delivery System Introduction to Hospital Front Desk Operations and Services Patient Safety Hospital Policies and Procedures Admission and Discharge Policy Quality Assurance and utilization of resources		

**13 Job description-**

**Front Line Health Worker-**

Individuals in this job provide support to Allied health workers engaged in National health programmes, act as health counsellors to local communities and provide healthcare services

**Hospital Front Desk Coordinator-**

The job requires individuals to have good communication skills and ability to handle a high level of stress and activity while managing fast paced office duties. They must be computer savvy. They must be skilled to interact with a wide range of personality types in both pleasant and difficult situations. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening circumstances.

**Patient Relations Associate-**

	Individuals in this job are responsible for assisting and supporting patients & visitors as per their needs along with effectively managing front desk services in a healthcare setup without giving any opinions / assurances on clinical matters. They perform certain administrative task such as maintenance of records, paperwork, billing, basic management concepts & computer knowledge etc. They also supervise hospital front desk coordinators.
<b>14</b>	<b>Employment avenues/opportunities-Hospital/Clinics/Diagnostic Labs/ Community Mobilizers</b>
<b>15</b>	<b>Curriculum version and date – 26/12/2018</b>
<b>16</b>	<b>Curriculum revision date- 25/12/2022</b>

## B. Curriculum

<b>First Semester</b>						
<b>Detailed Syllabus - General Education</b>						
<b>General Education Paper-1: Basic Communication in English-I</b>						
<b>Nos code</b>	<b>Component</b>	<b>Unit (Module)</b>	<b>Subunit (Session)</b>	<b>Learning objective</b>	<b>Duration in hour</b>	<b>Credit</b>
HSS/N 9603 and HSS/N 9607	<b>Theory</b>	Communication	Definition Process Importance of communication Types of communication	To explain process of communication and the importance of effective communication	10	8
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	<b>Theory</b>	Basic Etiquettes	Greeting and meeting Introducing self Personal hygiene Grooming and body language Telephone etiquettes Maintain health & hygiene Follow gender & age service practices.	To develop grooming, social and communication etiquette expected of a professional working in the healthcare industry	30	
HSS/N 9603 and HSS/N 9607	<b>Theory</b>	English	Essential qualities of a good speaker Speech improvement- pronunciation Stress in speech Intonation and modulation	To develop ability to speak in correct English as is needed in the healthcare industry	20	

			Common phonetics-difficulties			
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**General Education Paper-2: Introduction to Healthcare Industry**

Introductory	<b>Theory</b>	Introduction to Healthcare Sector	Meaning of health and disease Significance of health Millennium Development Goals National Health Programs public health Communication and its importance Concept of National Rural Health Mission and National Urban Health Mission Basic understanding of Healthcare Service Providers/Facilities (primary, secondary & tertiary) Explain the role of the other community health workers to include; Anganwadi worker, Village dai, ANM, Traditional birth attendant, Male swasthyakarmi, & other healers	To Introduce the healthcare Industry	60	8
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**General Education Paper-3: Fundamentals in Computer Technology**

Introductory	<b>Theory</b>	Elements of Computer System	Definition of a computer Classification of Computers Functions of Computer	To explain the functions of a computer	10	8
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	<b>Theory</b>	Hardware Features and Its Uses	Physical components of a computer Different generations of a Computer Storage Types Input & Output Devices	To explain different hardware features and uses of computer	10	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616,	<b>Theory</b>	Microsoft Office	MS Word document- entering text, saving, editing and printing the document, formatting a document, special effects, shortcut	To demonstrate use of MS Word and MS Excel and its various features	90	

HSS/N9617, HSS/N9618			keys, creating tables MS Excel document- parts of worksheet, creating a spreadsheet, simple formulas, editing data, saving and exiting a worksheet, aligning text, making graphs/charts, printing and page adjustments			
HSS/N6101, HSS/N6102, HSS/N6103,HS S/N9615,HSS/ N9616, HSS/N9617, HSS/N9618	<b>Theory</b>	Internet and Email	How to search for a webpage Creating an email account Sending/receiving an email Online banking	To demonstrate how to create an email account and use online banking functions	10	

**Skill Paper-1: Introduction to Healthcare System**

Introductory	<b>Theory</b>	Introduction to Healthcare System	Definition, concepts, background and scope of Community health. Definition, concepts, background and scope of public Health. Explain the public health communication and its importance. Describe the audience centered philosophy.	To understand the healthcare system	10	4
Introductory	<b>Theory</b>	National Rural Health Mission	Explain the concept of NRHM Identify the objectives of NRHM Basic understanding of Healthcare Service Providers/Facilities (primary, secondary & tertiary) Discuss the concept of ASHA	To understand the concept and objectives of NRHM	15	
HSS/N 8601	<b>Theory</b>	National Health Programs	Explain various National Health Programs against the pervasive deadly diseases like RNTCP, National Anti-Malaria Program, National AIDS Control Program, National Program for Control of Blindness, National	To understand the national health programs	15	



			<p>Mental Health Program, National program for Prevention and Control of Diabetes, Cardiovascular Diseases and Stroke, various National Vector Borne Disease Control Programs, etc.</p> <p>Educate the community on how to prevent these diseases</p> <p>Motivate community for early diagnosis, early treatment and identification of complications for various diseases covered under National Health Programmes.</p> <p>Follow up during &amp; after treatment like DOTS, etc.</p> <p>Recognize the roles and responsibilities of FHW in implementation of national health programs.</p> <p>Monitor &amp; Report the incidence and prevalence of disease outbreaks</p>		
HSS/N 8612	<b>Theory</b>	Primary Care with AYUSH	<p>Describe the concept of AYUSH</p> <p>Understand the objective of AYUSH medicine.</p> <p>Discuss the various curative aspect and remedies in AYUSH.</p> <p>Explain the importance of Yoga in augmenting health.</p>		

**Skill Paper- 2: Introduction to Frontline Health worker**

HSS/N 8611, HSS/N 8614, HSS/N 8615, HSS/N 8616, HSS/N 8617, HSS/N 8618	Theory	Roles and responsibilities of frontline health worker	<p>Elicit the role of FHW as a health- activist</p> <p>Exhibit the values being FHW</p> <p>Perform the key activities of FHW like home visits, attending VHND, visits to healthcare facility, holding VHSNC meetings, maintain records, etc.</p> <p>Understand the local</p>	<p>To understand the range of duties perform in various departments</p> <p>To develop the village health plan</p> <p>To communicate health behavior changes with the help of various communication</p>	10	4
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			<p>community &amp; develop relations for their upliftment</p> <p>Understanding the human rights and the fundamental rights.</p> <p>Preserve women’s right to health</p> <p>Explain the general standards relating to FHW</p> <p>Explain the professional standards relating to FHW</p> <p>Explain the additional skills that a FHW could do with experience</p> <p>Identify the medicines and supplies available with FHW</p> <p>Dispense the medication in the community according to schedule and requirement</p> <p>Develop the knowledge of diagnosing pregnancy using Nischay kit.</p> <p>Determine the Last Menstrual Period (LMP) and Expected Date of Delivery (EDD)</p> <p>Understand group or individual instruction on nutrition, family planning, self-care, delivery and parenthood.</p> <p>Provide appropriate care for anaemia.</p> <p>Describe care of vulnerable mothers like cases of pre-eclampsia, obesity, or any other disease.</p> <p>Develop plans for birth preparedness</p> <p>Explain key points which need to be taken care of during delivery</p>	<p>methods like BCC/IEC</p> <p>Explain the role of the other community health workers to include; Anganwadi worker, Village dai, ANM, Traditional birth attendant, Male swasthyakarmi, &amp; other healers.</p> <p>To counsel the community regarding various health related programmes and issues.</p> <p>To illustrate the proper referral and escorting patient to the medical facility.</p> <p>To provide primary medical care to the local community</p> <p>To act as depot holders for Outline the activities of FHW especially</p>	
HSS/N8619	Theory	Introduction to records and registration	<p>Explain various types of records used in the community.</p> <p>Assess the importance of maintaining records.</p> <p>Explain various types of registers used in the community like Birth</p>	<p>To demonstrate use of different records used in community</p> <p>To demonstrate the use of different types of registers</p> <p>To explain advantages</p>	15

			registers, Death registers, Marriage registers, Epidemic registers, etc. Assess the importance of maintaining registers Register all the new cases whether of any disease outbreak, ante- natal check-ups, immunization of the pregnant women, immunization and vaccination of children, newborns. Practice records maintenance	of maintain records and reports		
HSS/N 9601	Theory	Collate and Communicate Health Information	Comprehend the importance of co-coordinating among fellow health care professionals in decreasing the time, energy and material of execution of services. Interpolate about networking with the various health workers present in the village. Explain the process of effective reporting to the concerned person in order to avoid duplication of data, omission of data. Determine the concept of health communication. Discuss various issues in health communication. Discuss the opportunities in the domain of health communication	To maintain community centricity	5	
	Practical		To practice various practical	To practice the various procedures in community	60	2
<b>Skill Paper -3: Fundamental Course in Hygiene, Sanitation &amp; Counselling</b>						
HSS/N 8613	Theory	Total Sanitation Program	Outline the concept of Total Sanitation Program Describe the strategy of Total Sanitation Program Discuss the aims of TSP. Interpret the	To state the importance of total sanitation in community	10	4

			implementation process of the TSP including formation of toilets at home.		
HSS/N 8602	Theory	Family Planning, RTI/STI and HIV/AIDS and ARSH	<p>Discuss the concept of family planning.</p> <p>Explain elaborately the various methods of family planning including temporary and permanent methods.</p> <p>Describe the merits of adopting family planning.</p> <p>Elicit the various Reproductive Tract Infections and Sexually Transmitted Infections frequently seen in men and Women.</p> <p>Conceptualize various preventive methods of various RTIs/STIs.</p> <p>Perform the roles and responsibilities of FHW in taking care of the STIs/RTIs.</p> <p>Describe HIV/ AIDS in detail.</p> <p>Illustrate the basic difference between HIV and AIDS.</p> <p>Understand the various modes of transmission of the HIV infection.</p> <p>Discuss the various ways by which HIV infection is not transmitted.</p> <p>Perform the roles and responsibilities of an FHW related to prevention of HIV/AIDS.</p>	To explain the concept, need and advantage of family planning in community	30
HSS/N 8610	Theory	Management of Minor Ailments and Minor Injuries	<p>Explain the principle of primary care and its components.</p> <p>Discuss various minor illnesses and their management.</p> <p>Describe various viral illnesses and their management.</p> <p>Describe various ways by which injuries can occur</p> <p>Explain how injuries can be prevented</p>	To explain the management of major and minor ailments.	5

			<p>Outline the first aid management of the minor injuries.</p> <p>Explain basic care and treatment for wounds, bites, burns</p> <p>Describe the importance and maintenance of Home Medicine Box.</p>			
HSS/N 9606	Theory	Personal Hygiene	<p>To develop understanding of the concept of healthy living</p> <p>To develop understanding &amp; procedures of hand hygiene</p> <p>To develop a mind-set about environmental hygiene and safe sanitary practices, constructing home toilets, proper disposal of domestic wastes.</p> <p>To develop techniques of grooming</p> <p>To ensure vaccination against common Infectious Diseases</p>	To maintain healthy lifestyle and hygiene	5	
HSS/N 8607	Theory	Immunization, Diarrhea and Acute Respiratory Infection	<p>Explain the importance of immunization.</p> <p>Decipher a standard national immunization schedule for children and pregnant women.</p> <p>Operationalize &amp; promote universal immunization program as an FHW.</p> <p>Determine the methods of prevention and early diagnosis, treatment and detection of complications for diseases like diarrhea, acute respiratory infections and fever etc.</p> <p>Underline the nutritional practices in infants and young child.</p> <p>Describe the standard practices of breastfeeding and weaning.</p> <p>Prevent, identify and encourage early treatment of malnutrition.</p> <p>Recognize the role and responsibilities of FHW in</p>	To explain the importance of immunization and prevention of killer diseases	5	

			taking care of nutrition in children.			
HSS/N 8607 HSS/N 9606	Practical		Basic procedures perform in community	To practice the procedures involve in community	20	2

## Second Semester- On the Job Training Front Line Health Worker

- The students will need to undergo on job training in healthcare organization or community
- They must submit the logbook for attendance and Project Work by the end of the semester.
- The report will be evaluated by the Supervisor at the university premise.

**Training:** During training, the student must observe and learn:

### **BRIEFING POINTS FOR SIX MONTH Apprenticeship TRAINING**

- Every fortnightly send an e-mail at college (training coordinator) to apprise progress about your training & guidance needed for making Training Report (2 copies). On off days you are advised to see your training coordinator.
- Departmental appraisal to be made. Request the department head or training manager to prepare it as soon as particular department training is over.
- In order to get own area of interest; please work hard in exemplary manner to get that. Prepare accordingly so that you get enough data, information, and feedback.
- Your Industrial Training report will be evaluated based on its quality of content and objectivity towards learning. Emphasis should be given to operation/ task you are involved/ assigned with.
- To achieve your objectives, you are directed to make serious efforts towards learning during training & your Training Report should reflect your knowledge so that this is going to give you dividends in future interviews for career growth.
- During Training you will be following directions given by your supervisor or training department or supervisor and you must conform to the policies of the hotel.
- Any matter related to misconduct & absenteeism will be viewed seriously by the college and you will be responsible for the repercussions.
- You are going to Industry as Brand Ambassador of the college so that in future we can reap the benefit from your performance for your placement.
- Training will be done majorly in Community.

### **GUIDE LINES**

- Each student will maintain logbook.
- Log book will be written twice weekly.
- Log book will be checked by head of department periodically and before leaving the department.
- Performance report is to be collected on the prescribed format.
- Logbook must be submitted at the end of the semester.

### **Training report**

Students are required to make a training report. The report should be submitted at the end of II semester giving details of your property of training, department wise details, material used, forms and formats used, inventory control, patient profile, procedures and systems, equipment used,

The training report in duplicate along with the log book, certificate of completion of training and appraisals duly signed and stamped must be submitted by the last week of training (Date) at the Institute.

The Performa of training report should include student's name enrollment number and the semester of training, journal certificate, contents, department wise details as mentioned above along with the details of what have you learned specifically, finishing the training report with the conclusion about the learning experience.

### **Semester Presentation**

Students from the same project/location of OJT will make a 10 minutes presentation in front of the university panel on power point stating key points of the above report.

Guidelines for making presentation

- Wear your uniform and be well groomed
- Plan your presentation
- Introduce your group
- Introduction to the topic highlighting key areas
- Report matter should be informative backed by statistics, flow chart, organization chart and lay out
- Use power point to make your main presentation
- Create and maintain interest. Make eye contact with everyone in the audience
- Be creative in your approach
- Keep time for answering the audience's queries.
- Wind up by giving suggestions.

## **Third Semester**

### **Detailed Syllabus - General Education**

#### **General Education Paper- 1 Foundation Course in English**

HSS/N 9603 and HSS/N 9607	<b>Theory</b>	Style & Structure	<ul style="list-style-type: none"><li>• Aspects of effective style</li><li>• Patterning your text</li><li>• Editing your own writing</li><li>• The mechanics of writing</li></ul>	To demonstrate mechanics of writing	15	8
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HSS/N 9603 and HSS/N 9607	<b>Theory</b>	Letters	<ul style="list-style-type: none"> <li>• Formal letters</li> <li>• Informal letters</li> </ul>	To demonstrate how to write a letter, formal and informal.	2
HSS/N 9603 and HSS/N 9607	<b>Theory</b>	Conversation	<ul style="list-style-type: none"> <li>• Formal conversation</li> <li>• Informal conversation</li> <li>• Discussions</li> <li>• Telephone conversation</li> </ul>	To develop formal and informal conversation skills.	3
HSS/N6 101, HSS/N6 102, HSS/N6 103, HSS/N9 615, HSS/N9 616, HSS/N9 617, HSS/N9 618	<b>Theory</b>	The Skills of Good Communicator	<ul style="list-style-type: none"> <li>• The art of conversation</li> <li>• How to run a meeting</li> <li>• Job interviews</li> <li>• Dealing with boss and subordinates</li> <li>• Negotiating and selling</li> </ul>	To develop good speaking skill to cope in a work environment an at a job interview.	25
HSS/N 9603 and HSS/N 9607		The Building Blocks of good English	<ul style="list-style-type: none"> <li>• The words we use</li> <li>• Improve your vocabulary</li> <li>• Mastering grammar</li> </ul>	To build and improve vocabulary	15

### General Education Paper 2 - Food Safety and Quality - Basics

Introductory	<b>Theory</b>	Basic Introduction	<ul style="list-style-type: none"> <li>• Food safety</li> <li>• Food hazards</li> <li>• Contaminants and food hygiene</li> </ul>	To explain the importance of food safety, causes food hazards and contaminants of food hygiene	8	8
Introductory	<b>Theory</b>	Micro Organisms in Food	<ul style="list-style-type: none"> <li>• General characteristics of micro-organisms based on their occurrence and structure</li> <li>• Factors affecting their growth in food</li> <li>• Common food borne micro-organisms</li> </ul>	To sensitize on food borne microorganisms	10	



Introductory	<b>Theory</b>	Food Spoilage and Food Borne Diseases	<ul style="list-style-type: none"> <li>• Types and causes of food spoilage</li> <li>• Sources of contamination</li> <li>• Spoilage of different products</li> <li>• Infections and intoxications</li> <li>• Common diseases caused by food borne pathogens and preventive measures</li> </ul>	To sensitize on food spoilage and food borne diseases	12	
<b>General Paper 3- Food Safety and Quality</b>						
Introductory	<b>Theory</b>	Food Preservation and Food Additives	<ul style="list-style-type: none"> <li>• Basic principles of food preservation, methods of food preservation</li> <li>• Types of food additives</li> </ul>	To explain the principles of food preservation, methods of food preservation and types of food additives	15	
Introductory	<b>Theory</b>	Food Contaminants & Adulterants	<p>Introduction to food Standards</p> <p>Types of food contaminants</p> <p>Common adulterants in food</p>	To identify food contaminants and adulterants	15	

## Third Semester

### Detailed Syllabus - Skill Papers

#### Skill Paper-1: Introduction to Healthcare Delivery System

Introductory	Theory	Basic Introduction to Healthcare Systems	Introduction to Healthcare Systems	<p>Understanding the Healthcare Service Providers (primary, secondary &amp; tertiary)</p> <p>Understanding the various services offered to patients in a hospital</p> <p>Understanding various departments in the hospital</p>	10	4
Introductory	Theory	Hierarchy, Layout and Sections of Healthcare Organization	<p>Organizational structure for primary, secondary &amp; tertiary healthcare facilities</p> <p>Organizational structure of various departments a hospital</p> <p>Duties &amp; responsibilities of staff</p>	<p>To explain the hierarchy and different departments of a hotel</p> <p>To state the duties, responsibilities, attributes of a steward</p>	20	

			Attributes of a Hospital Front Desk Coordinator Medical terminologies relevant to the role Inter and Intra Departmental relationships Health, Safety & Security			
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Front Desk Setup	Furniture Telephone Internet connectivity Intercom CCTV Fire Safety Equipment	To explain their uses To demonstrate use of various equipment used at front desk Learn actions to be initiated in case of fire or any institutional emergency Describe how to use fire extinguisher Understand suspicious behaviour of individuals and tracking the same	20	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Introduction to Medical Terminology required related to front desk functioning	Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family Understand about hospital departments/diagnostic's available with HCO/services available and direct patient to accurate unit Able to identify medical terms and related tariffs/discounts/promotions which can be advised to relevant patients/carer's	To identify & use the medical terminologies to work on hospital front desk to provide services to the patients To explain their uses	20	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Rights & Responsibilities of Patients	Describe various patient rights and responsibilities applicable to work area Describe self-role in maintaining patient's rights Escalate to competent authority in case of any deviation or non conformance as per organizational policies and procedures	To identify other miscellaneous equipment To explain their uses. To demonstrate use of equipment	20	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616,	Practical	Maintain conducive Environment	Describe things necessary to make the patient feel safe and comfortable Describe impact of comfort on one's health	To practice maintaining conducive environment	45	2

HSS/N9617, HSS/N9618			Describe importance and methodology of cleanliness, and hygiene environment Describe variation of patients environment according to settings: road, home, ambulance, hospital, etc.			
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**Skill Paper 2: Introduction to Hospital Front Desk Operations and Services**

HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Introduction to functions of Hospital Front Desk Coordinator	Different functions performed by hospital front desk coordinator	Describe the functions of Hospital Front Desk Coordinator such as:- Help desk management, Call centre / appointment handling/ front office data management Describe about preventive health program management Describe report delivery process Describe employees responsibilities e.g. punctuality, discipline, integrity, grievance redressal process Discuss handling different categories of patients - paid / nonpaid, emergency, VIPs etc. Describe handling of irate customers and patient attendees Ensuring patient satisfaction - contribution of the front office Understand the basic components required for comfort of patient/carer's/visitors at healthcare organization Present a positive personal image Define quality improvement process Discuss OPD Management: OPD timings, schedule, registration, billing etc	60	6
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HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Practical		Reports & records maintenance Billing process grievance redressal process handling different categories of patients - paid / nonpaid, emergency, VIPs etc. report delivery process			
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**Skill Paper 3 – Patient Safety**

HSS/N9617, HSS/N9618	Theory	Infection Control	To understand about infection control policies & procedure To protect those rights and to work accordingly	Understanding of Adjunctive and Prophylactic Use of Antibacterial Agents in EMS Understanding of Administrative Controls and Work Restrictions Understanding of Clinical Practice Guidelines for an Infection Control/Exposure Control Program in the Emergency setting Understanding of Guidelines for Infection Control in emergency Settings Understanding of Hand Hygiene: Infection Control/Exposure Control Issues for EMS Workers Understanding of Hazard Communications & Hazardous Waste Regulations for emergency situations/settings Understand hospital/ emergency borne infections Understanding of Hepatitis: Infection Control/Exposure	6	5
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				Control Issues for EMS Workers Understanding of HIV: Infection Control/Exposure Control Issues for Oral Healthcare Workers Understanding of HSV and VZV: Infection Control/Exposure Control Issues for Oral Healthcare Workers Understanding of Influenza Facts and the Healthcare Worker Understanding of Introduction to Preventing Transmission of Infectious Agents in Healthcare Settings Understanding of Maskcessorize: The Art of Choosing the Proper Face Mask for the Task Understanding of Measles, Mumps and Rubella: Infection Control/Exposure Control Issues for Oral Healthcare Workers Understanding of Mercury in Dentistry: The Facts Understanding of Mycobacterium Tuberculosis: Infection Control/Exposure Control Issues for Oral Healthcare Workers Understanding of New Elements of Standard Precautions and Essential Elements of Transmission- based Precautions Understanding of Sterilization and Disinfection of Patient-care Items in Oral Healthcare Settings		
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				<p>Understand practices to curb infection</p> <p>Understand prevention and treatment of needle stick injury</p> <p>Understand management of blood and body substance spills in the Oral Healthcare setting</p>		
HSS/N9617, HSS/N9618	Theory	First Aid and prevention of patient fall	<p>Provide effective first aid</p> <p>Handle various types of customers – business, leisure, pleasure, family, individuals</p> <p>Handle complaints related to service or any other aspect in terms of business</p> <p>Manage incidents and emergencies within the premise – fire, safety, medical</p> <p>Provide special needs to differently able customers, pregnant women, child, senior citizen</p>	<ul style="list-style-type: none"> <li>• Describe common emergency conditions and what to do in medical emergencies</li> <li>• Describe basics of first aid</li> <li>• To develop understanding and precautions to ensure self safety</li> <li>• Provide care to the patients while moving.</li> <li>• Demonstrate the use of protective devices (restraints, safety devices)</li> <li>• Practice safe methods while using medical gases in hospital (if any)</li> </ul>	8	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Conflict Resolution, Team Player, Goal Setting, Gender Sensitivity	<ul style="list-style-type: none"> <li>• Resolve &amp; manage conflicts within the team and other employees</li> <li>• Work in effective manner to contribute to the team</li> <li>• To achieve individual &amp; organizational goals</li> </ul>	To demonstrate resolution of conflicts, and soft skills needed	8	

			<ul style="list-style-type: none"> <li>To understand age &amp; gender sensitivity with colleagues &amp; customers</li> </ul>			
HSS/N9618	<b>Theory</b>	Bio Medical Waste Management	<p>To learn about different types of waste</p> <p>To know how to recycle different wastes</p> <p>To know how to segregate the different types of waste as standards &amp; protocol</p> <p>To know how to transport &amp; treatment of waste</p>	<p>To gain understanding of importance of proper and safe disposal of bio-medical waste &amp; treatment</p> <p>To gain understanding of categories of bio-medical waste</p> <p>To learn about disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc.</p> <p>To gain broad understanding of standards for bio-medical waste disposal</p> <p>To gain broad understanding of means of bio-medical waste treatment</p>	8	
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	<b>Practical</b>		<p>Infection Control</p> <p>First Aid and prevention of patient fall</p> <p>Conflict Resolution, Team Player, Goal Setting, Gender Sensitivity</p> <p>Bio Medical Waste Management</p>		30	1





### **Fourth Semester- On the Job Training (Hospital Front Desk Coordinator)**

- The students will need to undergo on job training in Hospitals/ Healthcare Organizations.
- They must submit the logbook for attendance and Project Work by the end of the semester.
- The report will be evaluated by the Supervisor at the university premise.

### **BRIEFING POINTS FOR SIX MONTH INDUSTRIAL TRAINING**

- Every fortnightly send an e-mail at college (training coordinator) to apprise progress about your training & guidance needed for making Training Report (2 copies). On off days you are advised to see your training coordinator.
- Departmental appraisal to be made. Request the department head or training manager to prepare it as soon as particular department training is over.
- In order to get own area of interest; please work hard in exemplary manner to get that. Prepare accordingly so that you get enough data, information, and feedback.
- Your Industrial Training report will be evaluated based on its quality of content and objectivity towards learning. Emphasis should be given to operation/ task you are involved/ assigned with.
- To achieve your objectives, you are directed to make serious efforts towards learning during training & your Training Report should reflect your knowledge so that this is going to give you dividends in future interviews for career growth.
- During Training you will be following directions given by your supervisor or training department or supervisor and you must conform to the policies of the healthcare organization.
- Any matter related to misconduct & absenteeism will be viewed seriously by the college and you will be responsible for the repercussions.
- You are going to Industry as Brand Ambassador of the college so that in future we can reap the benefit from your performance for your placement.
- Training will be done majorly in Front Desk Department, but orientation will be done in all other major departments of Healthcare Organization.

### **GUIDE LINES**

- Each student will maintain logbook.
- Log book will be written twice weekly.
- Log book will be checked by head of department periodically and before leaving the department.
- Performance report is to be collected on the prescribed format.
- Logbook must be submitted at the end of the semester.

### **Training report**

Students are required to make a training report. The report should be submitted at the end of III semester giving details of your property of training, number of rooms, tariff, department wise details- layout, material used, forms

and formats used, inventory control, menus, turnover, client profile, room to staff ratio, procedures and systems, equipment used, etc.

The training report in duplicate along with the log book, certificate of completion of training and appraisals duly signed and stamped must be submitted by the last week of training (Date) at the Institute.

The Performance of training report should include name of the healthcare organization, student's name enrollment number and the semester of training, journal certificate, contents, history of the hospital/ healthcare group, hierarchy of the hospital, department wise details as mentioned above along with the details of what have you learned specifically, finishing the training report with the conclusion about the learning experience.

### **Semester Presentation**

Students from the same hospital will make a 10 minutes presentation in front of the university panel on power point stating key points of the above report.

Guidelines for making presentation

- Wear your uniform and be well groomed
- Plan your presentation
- Introduce your group
- Introduction to the topic highlighting key areas
- Report matter should be informative backed by statistics, flow chart, organization chart and lay out
- Use power point to make your main presentation
- Create and maintain interest. Make eye contact with everyone in the audience
- Be creative in your approach
- Keep time for answering the audience's queries.
- Wind up by giving suggestions.

### **What to observe**

1. Organization chart
2. Staffing, supervision
3. Public area Maintenance
4. Front Desk handling
5. Various reports and forms used in the department
6. Coordination with other departments

## Fifth Semester

### Detailed Syllabus - General Education

#### General Education Paper- 1: Social Skills

Nos code	Component	Unit (Module)	Subunit (Session)	Learning objective	Duration in hour	Credit
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Handling Patient/ Visitors' Complaints	The LAST Approach (Listen, Apologize, Sorry and Thank You) Dealing with negative feedback Some common Complaints- case study/role plays	To study about how to handle guest complaints Identify needs of the patients/carers to find resolution Acquire adequate knowledge about internal process /promotions/tariffs/schemes/benefits which can be provided to patients Build empathetic relationship with the patient's/ visitors and others Employ appropriate language and tone and listen carefully to the queries and provide solutions accordingly Display sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc. Obtain feedback from visitors and suggest for amendment's in protocol & policies accordingly	30	6
HSS/N 9615	Theory	Telephone etiquettes	Communication in social gathering Handling telephone calls Using correct phraseology Speaking Styles and tone Do's and Don'ts	To be able to understand telephone etiquettes.	10	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617,	Theory	<b>Professional Behavior at work settings</b>	Professional etiquettes within the organizational hierarchy	Describe the factors to establish and maintain peaceful environment Learn general and specific etiquettes to be observed while working Understand need for compliance of organizational hierarchy and reporting Understand the legal and ethical	20	

HSS/N9618				<p>issues</p> <p>Understand your boundaries, roles and responsibilities</p> <p>Understand how to use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>Understand how to promote and demonstrate good practice as an individual and as a team member and the reason for doing this.</p> <p>Understand the risks to quality and safety if you do not keep up to date with best practice</p> <p>Understand how you have to manage potential risks to the quality and safety of practice</p> <p>Understand how to evaluate and reflect on the quality of your work and made continual improvements</p> <p>Understand the importance of using the best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done</p> <p>Understand the importance of individuals or team compliance with legislation, protocols and guidelines and organisational systems and requirements</p> <p>Understand how to report and minimise risk</p> <p>Understand when to seek support from others</p>		
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**General Education Paper 2 – Business Communication**

HSS/N 9615	Theory	Formal Conversation	<p>Communicating with Colleagues</p> <p>Communicating with Seniors</p> <p>Communicating Effectively with Customers</p> <p>Handling Telephones</p>	<p>To be able to understand role of formal conversation.</p> <p>Define art of effective communication</p> <p>Handle patients &amp; family through effective and empathetic communication</p> <p>Handle effective communication with peers/ colleagues using medical terminology in</p> <p>communication Learn basic reading and writing skills Learn sentence</p>	20	6
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				formation Learn grammar and composition Learn how to enhance vocabulary Learn goal setting, team building, team work, time management, thinking and reasoning & communicating with others Learn problem solving Understand need for customer service and service excellence in medical service Learn objection handling Learn telephone and e-mail etiquettes Learn to analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently Learn identification of rapidly changing situations and adapt accordingly Learn decision making ability Learn planning and organization of work		
HSS/N 9615	Theory	Official Communications	Memoranda Writing Reports Minutes of Meeting	To be able to write reports		
HSS/N 9615	Theory	Interview and Public Speaking	Interviews Debates Speeches Discussion Seminar Talks	To study about how to face interview and public speaking		

**General Education Paper 3- Human Resource Management**

Introductory	Theory	Concept and Process of Human Resource Planning	Macro and Micro Level Scenario of Human Resource Planning in healthcare organization	Students would be able to understand the concept and work procedure of HR.	20	6
Introductory	Theory	HRD applications in healthcare Organizations	A. Relevance of HRD in healthcare sector B. Function and operations of a Personnel Office Characteristics and objectives of a personal office Patient Relation Associate's role Department of personnel in the organization	To know the importance and functions of HR  To understand human resource system, hospital environment & IPR	30	

			HRD System Importance of HRD HRD in service industry IPR			
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HS S/N9616, HSS/N9617, HSS/N9618	Theory	Collaborative Team Work	importance of individuals or team compliance	Describe the factors to establish and maintain peaceful environment in work area with all Apply etiquettes while working with team Develop skills to assist supervisors for duty roster creation Develop skills to explain policies and procedures to others including patients Learn from feedbacks about process improvement Describe about service recovery matrix Understand need for compliance of organizational hierarchy and escalation matrix Understand the legal and ethical issues and criticality of Medico Legal Cases Understand importance of best utilization and conservation of resources Understand the limits of one's and others', roles and responsibilities Understand how to use relevant research based protocols and guidelines as evidence to inform one's practice Understand of team work and how to facilitate it Understand the risks to quality and safety if you do not keep up to date with best practice Understand how you have to manage potential risks to the quality and safety of practice Understand to evaluate and reflect on the quality of your work and made continual improvements Describe the importance of using the best practice guidelines at all times, and the importance of evaluating oneself to see if any improvement needs to be done Explain the importance of individuals or team compliance with legislation, protocols and guidelines and organizational systems and requirements	40	

**General Education Paper 4- Quality in Healthcare**

HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615,HS S/N9616, HSS/N9617, HSS/N9618	Theory	Quality in Healthcare – Service and Medical Quality	Design Consideration Attractive Appearance Efficient Plan Good location Suitable material Good workmanship Sound financing Competent Management	Describe about various accreditation agencies for Healthcare organizations nationally and internationally Describe about various standards of NABH and their implications for quality control and quality assurance Describe about quality assurance and quality control Describe about quality control and assurance tools which can be utilized for effective functioning Describe about risk assessment process Describe about patient behaviour and psychology Describe about patient's rights and responsibilities applicable to work area Describe self-role in maintaining patient's rights Escalate to competent authority in case of any deviation or nonconformance as per organizational policies and procedures Liaison with healthcare team for effective care for patients	10	6
Introductory	Theory	Classification of hospitals	Criteria for classification of healthcare organizations	To be able to understand different levels of hospitals (Primary, Secondary, Tertiary)	10	
Introductory	Theory	Layout & Designing	Principles of hospital layout and design Factors that affect hospital design Placement of equipment Flow of work Space allocation Emergency service equipment Budgeting for equipment	Students would be able to understand hospital layout	20	
Introductory	Theory	Energy Conservation	Necessity for energy conservation Methods of conserving energy in different areas of operation of hospital Developing and implementing energy conservation program for a healthcare	To know the necessity and methods of energy conservation	10	

			organization.		
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Fifth Semester Detailed Syllabus- Skill Papers						
Skill Paper 1- Hospital Policies & Procedures						
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Orientation to Patient Relations Associate Key functions	Functions of Patient Relations Associate Quality Improvement Process Report Delivery Process	Describe the functions of patient relations associate Assess needs of patient and act accordingly Describe report delivery process and escalation matrix Describe employees responsibilities e.g. punctuality, discipline, integrity, grievance redressal process Describe process involved during admission and discharge of patients Manage and handle visitors of different categories such as Patients - Paid / Non-Paid, Emergency, VIPs etc. Ensure patient satisfaction contribution of the front office Understand the basic components required for comfort of patient/carer's/visitors at healthcare organization Present a positive personal image. Define quality improvement process Patient flow management in hospital area for availing services such as OPD/IPD/Diagnostics etc in coordination with Healthcare team	10	4
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616,	Theory	Introduction to Hospital Policies and Procedures	Hospital Policies & Procedures	Understand about hospital policies and procedures of healthcare organization Understand about hospital departments/diagnostic available with HCO/services available and direct patient to	20	



HSS/N9617, HSS/N9618				accurate unit. Discuss about schemes/ tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with healthcare team Understand appropriate use of related medical terminology in daily activities with colleagues, patients and family Understand about leaving policies of patient such as LAMA (Leave against medical advice etc.) Learn techniques to deal with cases such as thefts, misappropriation, report mix-ups, damage to property, abuse etc.		
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Customer Service Excellence and Patient Satisfaction	Service Excellence & Patient Satisfaction	Identify needs of the patients/carers to find resolution Acquire adequate knowledge about internal process /promotions/tariffs/schemes/benefits which can be provided to patients Build empathetic relationship with the patient's/visitors and others Employ appropriate language and tone and listen carefully to the queries and provide solutions accordingly Display sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc. Obtain feedback from visitors and suggest for amendments in protocol & policies accordingly	15	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Practical		Report submission related to patient Patient flow management Feedback from customers		30	2
Skill Paper 2- Admission & Discharge Policy						
HSS/N6104, HSS/N6105,	Theory	Hospital Information System (HIS) – Medical Software	Importance of HIS during admission &	Describe various modalities for Patient Registration in HIS	15	4

HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618		Applications	discharge of patients	Describe various characteristics of HIS Describe about important information and credentials to be captured by patient/attenders for HIS Describe basic functioning of HIS Describe escalation matrix in case of non-compliances Assess working status of HIS as and when required Maintain database of visitors/patients etc. Describe the importance of Electronic Health Records/Medical Records/Computerized Patient Record Systems		
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108,	Theory	TPA operations and Cash Management	Importance of TPA Billing Process Cash Management	Describe fundamentals of accounting Describe about finance and credit management applicable to healthcare industry Describe different modes of Payment utilized in healthcare industry and process flow of cash/payment modes Check and coordinate to determine authenticity of payment received Describe various TPA/Insurance services available in the country/ National Health Insurance Scheme and applicable beneficiaries Describe about regulatory bodies/process and compliance to receive foreign currency as a part of payment process Describe about various international currencies and their values in terms of INR	15	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	<b>Consent, Reporting &amp; Documentation</b>	Maintaining & Obtaining Records & Reports during Admission & Discharge	Define the scope of practice for Patient Relations Associate Define consent and discuss the methods of obtaining consent. Understand importance of maintaining various records & how to obtain them. Explain various types of records to be maintained by Patient Relations Associate Demonstrate essential components of various records and method of documentation and their retrieval	15	

HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Practical		HIS Records & Reports Documentation Admission & Discharge Register Maintenance Feedback Register Maintenance LAMA Register Maintenance RTA MLC Billing		30	2
<b>Skill Paper 3- Quality Assurance &amp; Utilization of Resources</b>						
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Quality in Healthcare – Service and Medical Quality	Quality Assurance in Healthcare Services	Describe about various accreditation agencies for Healthcare organizations nationally and internationally Describe about various standards of NABH and their implications for quality control and quality assurance Describe about quality assurance and quality control Describe about quality control and assurance tools which can be utilized for effective functioning Describe about risk assessment process Describe about patient behaviour and psychology Describe about patient’s rights and responsibilities applicable to work area Describe self-role in maintaining patient's rights Escalate to competent authority in case of any deviation or non conformance as per organizational policies and procedures Liaison with healthcare team for effective care for patients	15	6
HSS/N9617, HSS/N9618	Theory	Institutional Emergencies, Fire safety and & security		Comprehend actions to be initiated in case of fire or any institutional emergency Describe how to use fire extinguisher Understand suspicious behaviour of individuals and tracking the same	10	
HSS/N9617,	Theory	Safety & First Aid		Describe common emergency	15	

HSS/N9618				conditions and how to deal with it as per limits and competency Describe basics of first aid Develop understanding and precautions to ensure self-safety Provide care to the patients while moving & transferring is required Demonstrate the use of protective devices (restraints, safety devices) Seek assistance from appropriate authority in a timely manner		
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Bio Medical Waste Management		Describe importance of proper and safe disposal of bio-medical waste & treatment Explain categories of bio-medical waste Explain disposal of bio-medical waste – colour coding, types of containers, transportation of waste, etc. Explain standards for bio-medical waste disposal Understand means of bio-medical	10	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Theory	Basic Life Support	Scene Safety Assessment of Patient Compressions Mode of Breathing Reassurance Choking	Describe symptoms to identify cardiac arrest Comprehend principles of basic life support (for adults and infants) Describe the correct protocol of chest compression, ventilation and assessment steps Differentiate the single rescuer to two rescuer CPR Describe the conditions when choking occurs Describe the protocol of giving life support during choking	10	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Practical		Various emergency codes in hospital Different colour codes for waste management Cardio Pulmonary Resuscitation		60	2

### **Sixth Semester- On the Job Training (Patient Relations Associate)**

- The students will need to undergo on job training in Hospitals/ Healthcare Organizations.
- They must submit the logbook for attendance and Project Work by the end of the semester.
- The report will be evaluated by the Supervisor at the university premise.

### **BRIEFING POINTS FOR SIX MONTH INDUSTRIAL TRAINING**

- Every fortnightly send an e-mail at college (training coordinator) to apprise progress about your training & guidance needed for making Training Report (2 copies). On off days you are advised to see your training coordinator.
- Departmental appraisal to be made. Request the department head or training manager to prepare it as soon as particular department training is over.
- In order to get own area of interest; please work hard in exemplary manner to get that. Prepare accordingly so that you get enough data, information, and feedback.
- Your Industrial Training report will be evaluated based on its quality of content and objectivity towards learning. Emphasis should be given to operation/ task you are involved/ assigned with.
- To achieve your objectives, you are directed to make serious efforts towards learning during training & your Training Report should reflect your knowledge so that this is going to give you dividends in future interviews for career growth.
- During Training you will be following directions given by your supervisor or training department or supervisor and you must conform to the policies of the healthcare organization.
- Any matter related to misconduct & absenteeism will be viewed seriously by the college and you will be responsible for the repercussions.
- You are going to Industry as Brand Ambassador of the college so that in future we can reap the benefit from your performance for your placement.
- Training will be done majorly in Front Desk Department, but orientation will be done in all other major departments of Healthcare Organization.

### **GUIDE LINES**

- Each student will maintain logbook.
- Log book will be written twice weekly.
- Log book will be checked by head of department periodically and before leaving the department.
- Performance report is to be collected on the prescribed format.
- Logbook must be submitted at the end of the semester.

### **Training report**

Students are required to make a training report. The report should be submitted at the end of III semester giving details of your property of training, number of rooms, tariff, department wise details- layout, material used, forms and formats used, inventory control, menus, turnover, client profile, room to staff ratio, procedures and systems, equipment used, etc.

The training report in duplicate along with the log book, certificate of completion of training and appraisals duly signed and stamped must be submitted by the last week of training (Date) at the Institute.

The Performa of training report should include name of the healthcare organization, student's name enrollment number and the semester of training, journal certificate, contents, history of the hospital/ healthcare group, hierarchy of the hospital, department wise details as mentioned above along with the details of what have you learned specifically, finishing the training report with the conclusion about the learning experience.

### **Semester Presentation**

Students from the same hospital will make a 10 minutes presentation in front of the university panel on power point stating key points of the above report.

Guidelines for making presentation

- Wear your uniform and be well groomed
- Plan your presentation
- Introduce your group
- Introduction to the topic highlighting key areas
- Report matter should be informative backed by statistics, flow chart, organization chart and lay out
- Use power point to make your main presentation
- Create and maintain interest. Make eye contact with everyone in the audience
- Be creative in your approach
- Keep time for answering the audience's queries.
- Wind up by giving suggestions.

### **What to observe**

7. Organization chart
8. Staffing, supervision
9. Public area Maintenance
10. Front Desk handling
11. Various reports and forms used in the department
12. Coordination with other departments

## **Study & Examination Scheme**

The scheme of examination will come in to effect from 2017–18 academic years onwards. According to this scheme, the candidate will have to appear for the examinations as outlined below: -

## First Year

Course Code	Course Title	Credits	University Assessment/ Examination							Sector Skill Council Assessment
			Theory			Practical		On Job Training		Sector Skill Council, Healthcare will conduct independent assessment as per performance criteria by following steps/components
	GENERAL EDUCATION									will conduct independent assessment as per performance criteria by following steps/components 1. Theory 2. Skills 3. Role Plays 4. Viva
HSS/N9603, HSS/N9607	Basic Communication in English-1	8	70	30	100					
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Introduction to Healthcare Industry	8	70	30	100					
HSS/N9603, HSS/N9607	Fundamentals in Computer Technology	8	70	30	100					
	SKILLS									as per Job Role: Frontline Health worker Qualification Pack: HSS/ Q 8601. On successful assessment NSQF-Level 3  Certificate will be issued by NSDC & HSSC. * Assessment will be conducted after On the Job Training
Introductory	Introduction to Healthcare system	6	70	30	100	50	100			
HSS/N 8611, HSS/N 8614, HSS/N 8615, HSS/N 8616, HSS/N 8617, HSS/N 8618	Introduction to Frontline Health Worker	6	70	30	100	50	100			
HSS/N 8602, HSS/N 8606, HSS/N 8607, HSS/N 8610, HSS/N 8613, HSS/N 9606	Fundamental course in Hygiene, Sanitation and Counselling	6	70	30	100	50	100			
	ON JOB TRAINING	18						--	500	
	TOTAL		420	180	600	150	300	--	500	
	GRAND TOTAL	60	1200			450		500		

## Second Year

Course Code	Course Title	Credits	University Assessment/ Examination				Sector Skill Council Assessment
			Theory	Practical	On Job Training	Sector Skill	



	GENERAL EDUCATION		Mid-Semester	Teachers' Assessment	End-Semester	Mid-Semester	End-Semester	Mid-Semester	End-Semester	Council, Healthcare will conduct independent assessment as per performance criteria by following steps/components
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9603, HSS/N9607, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Foundation Course in English	8	70	30	100					1. Theory 2. Skills 3. Role Plays 4. Viva as per Job Role:
Introductory	Food Safety & Quality - Basics	8	70	30	100					
introductory	Food Safety & Quality	8	70	30	100					
	SKILLS									
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Basic Introduction to Healthcare Systems	6	70	30	100	50	100			Hospital Front Desk Coordinator Qualification Pack: HSS/ Q 6101. On successful assessment NSQF-Level 4
HSS/N6101, HSS/N6102, HSS/N6103, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Introduction to Hospital Front Desk Operations and Services	6	70	30	100	50	100			Certificate will be issued by NSDC & HSSC. * Assessment will be conducted after On the Job Training
HSS/N9617, HSS/N9618	Patient Safety	6	70	30	100	50	100			
	ON JOB TRAINING	18						--	500	
	TOTAL		420	180	600	150	300	--	500	
	GRAND TOTAL	60	1200			450		500		

### Third Year

Course Code	Course Title	Credits	University Assessment/ Examination				Sector Skill Council Assessment
			Theory		Practical	On Job Training	Sector Skill

	GENERAL EDUCATION		Mid-Semester	Teachers' Assessment	End-Semester	Mid-Semester	End-Semester	Mid-Semester	End-Semester	
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Social Skills	6	70	30	100					Council, Healthcare will conduct independent assessment as per performance criteria by following steps/components 1. Theory 2. Skills Practical 3. Role Plays 4. Viva
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Business Communication	6	70	30	100					as per Job Role: Patient Relations Associate Qualification Pack: HSS/ Q 6102. On successful assessment NSQF-Level 5
Introductory	Human Resource Management	6	70	30	100					Certificate will be issued by NSDC & HSSC. * Assessment will be conducted after On the Job Training
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Quality in Healthcare	6	70	30	100					
	SKILLS									
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Hospital Policies & Procedures	4	70	30	100	50	100			
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107,	Admission & Discharge Policy	5	70	30	100	50	100			

HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618									
HSS/N6104, HSS/N6105, HSS/N6106, HSS/N6107, HSS/N6108, HSS/N9615, HSS/N9616, HSS/N9617, HSS/N9618	Quality Assurance & Utilization of Resources	4	70	30	100	50	100		
	ON JOB TRAINING	18						--	500
	TOTAL		560	240	800	200	400	--	500
	GRAND TOTAL	60	1600			600		500	

**Annexure A:**  
**List of Tools and Equipment**

## **FRONT LINE HEALTH WORKER**

1. Maternal care- contraceptive devices, Nischay kit, gloves, vaginal speculum, sponge holding forceps, artery forceps, gowns, gauze, dilators, episiotomy scissors, delivery forceps, hooked forceps, mosquito forceps
2. Hand sanitizers, PPE, Hand washing techniques, steriliser, disinfectants
3. Neonatal care equipment like radiant warmer, weighing scale, pump suction, thermometer- clinical and digital, syringes, oxygen catheter, cotton.
4. Drugs- oxytocin, drotin, buscopan, perinorm, diazepam, methergin, misoprostol, Lasix, dexamethasone, vitamin- k, iron and folic acid tablets, gentamycin, ampicillin, abortifient medicines and a tray containing emergency drugs.
5. Samples of Various medicines or kits used in national health programmes like DOTS, Snellen's Chart, insulin kit, etc.
6. Various sample vaccines like TT & ice bags for storage
7. First aid box/Home medicine box/Primary care Medicine box containing samples of various medicines for minor ailments, minor injuries and AYUSH primary care
8. Others: normal delivery kit, standard surgical set, equipment for new born care and neonatal resuscitation, IUCD insertion kit, vaccines, cold- boxes, syringes (5ml, 10ml, 20ml, 50 ml.), needles of various girth, refrigerator, oxygen mask, sterile gloves, cheatle's forceps, IV cannula, phototherapy unit, stethoscope, BP Apparatus, measuring tape, weighing scale, Different coded colour bins, Community bags
9. Samples of Various types of records and registers available in the community
10. Emergency kits, mannequins, defibrillator, AED's
11. Flash cards, e- modules, flannel board, charts, Training materials
12. Class Room equipped with following arrangements:
13. Interactive lectures & Discussion
14. Brain Storming
15. Charts & Models
16. Activity
17. Video presentation
18. Visit to Primary Health Centre, Hospital set-up and homes

## **HOSPITAL FRONT DESK COORDINATOR**

- Model of Healthcare organizations with different departments,
- Nursing Manikin,
- Registration desk
- Counter/phone/computer/internet facility
- Mock HIS software
- Admission counter with desk provided for keeping documents
- Billing counter,
- TPA desk,
- Stapler,
- Sample admission form/ requisite form/ visitor pass,
- Intercom
- Telephone directory
- Sign boards
- Fire extinguisher
- Uniform
- Newspaper/magazine/hospital journal stand
- Hospital front office stationery
- Hospital map
- Hospital manual

## **PATIENT RELATIONS ASSOCIATE**

- Model of Healthcare organizations with different departments,
- Nursing Manikin,
- Registration desk
- Counter/phone/computer/internet facility
- Mock HIS software
- Admission counter with desk provided for keeping documents
- Billing counter,
- TPA desk,
- Stapler,
- Sample admission form/ requisite form/ visitor pass,
- Intercom
- Telephone directory
- Sign boards
- Fire extinguisher
- Uniform
- Newspaper/magazine/hospital journal stand
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