

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:

Healthcare Sector Skill Council
711, 7th Floor, DLF Tower A,
Jasola Distric Centre, New
Delhi – 110025, Ph : 011
40505850
Email ID :
info@healthcare-ssc.in



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Introduction

Qualifications Pack- Medical Laboratory Technician

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Medical Laboratory Technician

REFERENCE ID: HSS/Q0301

ALIGNED TO: NCO-2004/3221.1

Medical Laboratory Technician (MLT): also referred to as Clinical Laboratory Science professional, Medical Technologist and Medical Laboratory Scientist.

Brief Job Description: The Medical laboratory technicians perform complex tests for diagnosis, treatment, and prevention of disease. These professionals are responsible for supporting and assisting doctors/ scientists in their day to day working in a variety of roles. They function as the main support to biomedical scientists in pathology laboratories.

Personal Attributes: This job requires the MLT to work in association with doctors, pathologists and scientists. Essential attributes include empathy, orientation to detail, dexterity, critical thinking, persistence and ability to work in stressful environment.

Job Details	Qualifications Pack Code	HSS/Q0301		
	Job Role	Medical Laboratory Technician		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Health	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	22/05/2013
	Occupation	Medical Laboratory Technician	Next review date	22/12/2016
	NSQC Clearance on	18/05/2016		

Job Role	Medical Laboratory Technician
Role Description	Medical laboratory Technician perform complex tests for diagnosis, treatment, and prevention of disease
NSQF level	4
Minimum Educational Qualifications	Class XII in Science Or Level 3 Phlebotomy with experience of minimum three years in the laboratory setup
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Relevant professional qualification
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HSS/N0301: Correctly collect, transport, receive, accept or reject and store blood samples 2. HSS/N0302: Conduct analysis of body fluids/ samples 3. HSS/N0303: Maintain, operate and clean laboratory equipment 4. HSS/N0304: Provide technical information about test results 5. HSS/N0305: Prepare and document medical tests and clinical results 6. HSS/N0306: Establish and monitor quality assurance programs 7. HSS/N0307: Supervise and guide other laboratory

	<p>personnel</p> <p>8. HSS/N0308: Conduct research under guidance</p> <p>9. HSS/N0409: Assist in fine needle aspiration cytology</p> <p>10. HSS/N9602: Ensure availability of medical and diagnostic supplies</p> <p>11. HSS/N9603: Act within the limits of one’s competence and authority</p> <p>12. HSS/N9604: Work effectively with others</p> <p>13. HSS/N9605: Manage work to meet requirements</p> <p>14. HSS/N9606: Maintain a safe, healthy, and secure working environment</p> <p>15. HSS/N9607: Practice Code of conduct while performing duties</p> <p>16. HSS/N9609: Follow biomedical waste disposal protocols</p> <p>17. HSS/N9610: Follow infection control policies and procedures</p> <p>18. HSS/N9611: Monitor and assure quality and authority</p> <p>Optional N.A</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Biochemist	Biochemists are scientists who are trained in biochemistry. Biochemists study chemical processes and chemical transformations in living organisms. The prefix of "bio" in "biochemist" can be understood as a fusion of "biological chemist."
Calibration	Calibration is a comparison between measurements - one of known magnitude or correctness made or set with one device and another measurement made in as similar a way as possible with a second device.
Calorimeters	A calorimeter is a device used for calorimetry, the science of measuring the heat of chemical reactions or physical changes as well as heat capacity.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working 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.
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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.

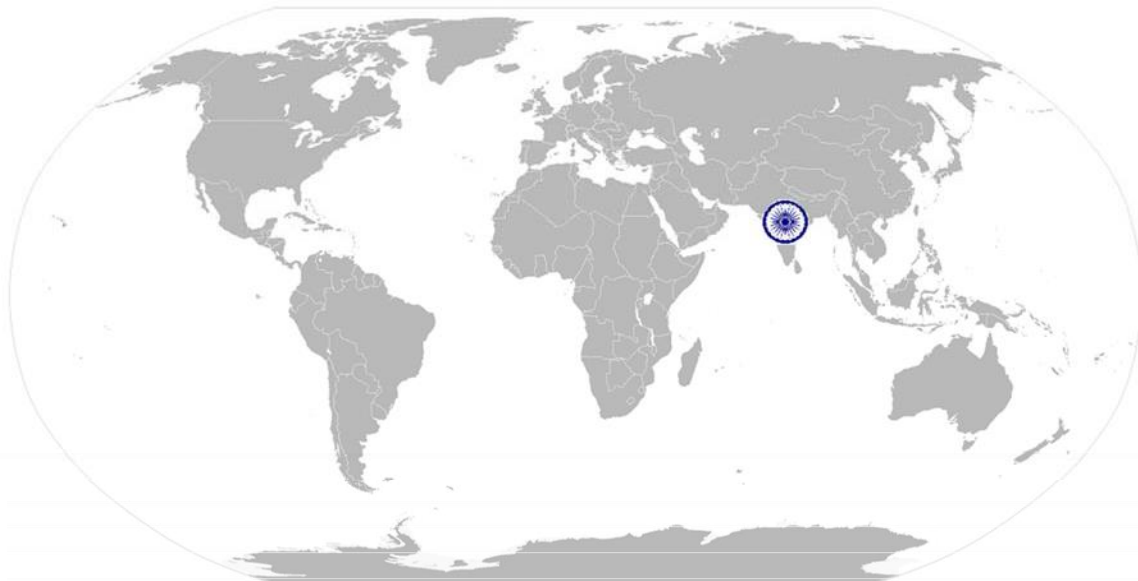
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Flame photometers	One of several types of instruments used in flame photometry, such as the emission flame photometer and the atomic absorption spectrophotometer, in each of which a solution of the chemical being analysed is vaporized; the spectral lines resulting from the light source going through the vapours enters a monochromator that selects the band or bands of interest.
Microbiologist	A scientist that studies a wide range of microorganisms in various subdisciplines of biology, such as bacteriology, mycology, parasitology, and virology.
National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
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.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Ultrasound	An ultrasound machine creates images that allow various organs in the body to be examined. The machine sends out high-frequency sound waves, which reflect off

	body structures. A computer receives these reflected waves and uses them to create a picture. This scan is well known for its use in obstetrics and gynaecology. Also used to check circulation and examine the heart
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either "O" 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
HSSC	Health Sector Skills Council
LIMS	Laboratory information management system
MHRD	Ministry of Human Resource Development
MSDS	Material safety data sheet
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standard(s)
QP	Qualification Pack
SSC	Sector Skill Council

Acronyms

HSS/N0301 Correctly collect, transport, receive, accept or reject and store blood samples

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to collect and study blood samples required in transfusions by identifying the number of cells, the cell morphology or the blood group, blood type, and compatibility with other blood types.

HSS/N0301 Correctly collect, transport, receive, accept or reject and store blood samples

National Occupational Standard

Unit Code	HSS/N0301
Unit Title	Correctly collect, transport, receive, accept or reject and store blood samples
Description	This OS unit is about collecting and studying blood samples for use in transfusions by identifying the number of cells, the cell morphology or the blood group, blood type, and compatibility with other blood types
Scope	This unit/task covers the following : <ul style="list-style-type: none"> Perform procedures to collect blood samples ,Study the samples for their use in the process of transfusion
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Perform procedures to collect blood samples ,Study the samples for their use in the process of transfusion	To be competent, the user/individual on the job must: PC1. Identify information by categorising, estimating, recognising the differences or similarities, and detecting changes in circumstances or events PC2. Have a fair knowledge of blood cell biology PC3. Perform phlebotomy effectively PC4. Respond to emergencies as they arise PC5. Apply the principles of genetics and immunology to transfusion practice PC6. Generate or use different sets of rules for combining or grouping things in different ways PC7. Be up-to-date technically and apply new knowledge to the job PC8. Know how to follow sample acceptance and rejection criteria PC9. Know how to pack, transport and store the blood samples
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Guidelines on blood transfusion KA2. The principles and processes to provide patient care, including patient need assessment, meeting quality standards for services, and evaluation of customer satisfaction KA3. The importance of minimising risk, the legal aspect of safety and responding to emergencies as they arise KA4. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Methodology of phlebotomy KB2. The basic structure and functions of the integumentary, skeletal, muscular, nervous, endocrine, cardiovascular, lymphatic, respiratory, digestive, urinary, and reproductive systems KB3. The chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo including the use of chemicals and their interactions, danger signs, production techniques, and disposal methods KB4. The cells, their development, identification and functions and the microscopic examination of blood films KB5. The basic concepts of transfusion science, including the application of genetics and immunology to transfusion practice KB6. Major blood group systems, antibody detection and identification procedures

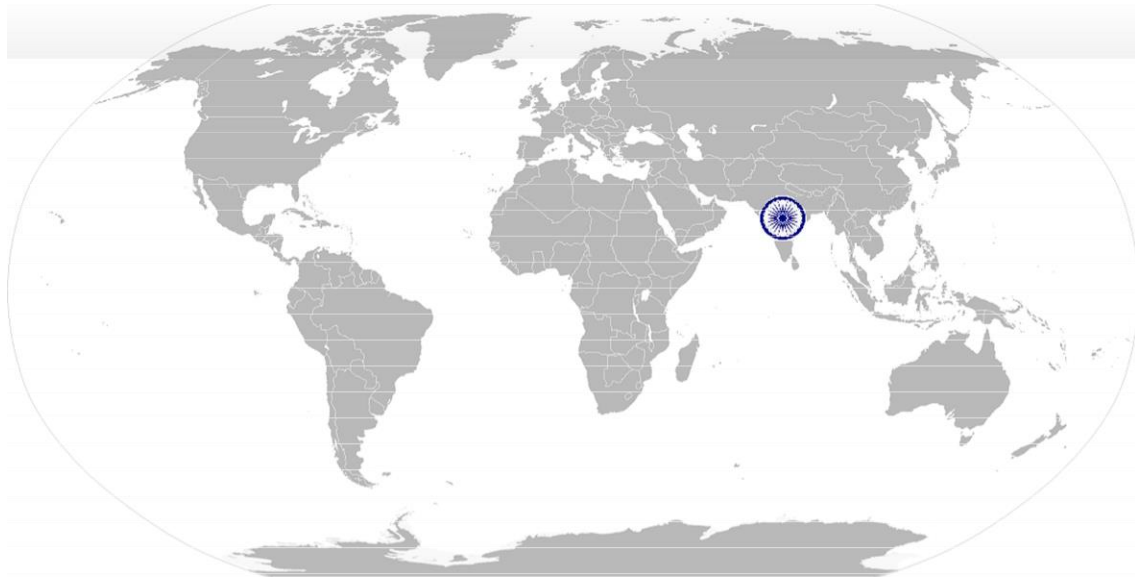
HSS/N0301 Correctly collect, transport, receive, accept or reject and store blood samples

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Communicate effectively with others in writing as needed SA2. Document and maintain records of blood collection SA3. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand information and clinical notes presented in writing
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to: SA5. Listen and understand information and ideas presented through spoken words and sentences SA6. Communicate effectively with all individuals
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide whether specimens should be kept in storage or sent to other laboratories for processing when there are equipment failures SB2. Identify characteristics of major blood group systems, detect and identify antibodies
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. Collect specimens by venipuncture and capillary puncture without causing undue discomfort to the patient SB5. Perform phlebotomy
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. Access and process routine laboratory specimens SB7. Clarify the accuracy of information with referral sources, when the information on specimen collection containers does not match that on requisition forms, and request new samples if necessary
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Use basic non-automated tests to assess blood cells SB9. See and analyse details at close range SB10. Collect, receive and conduct a pre-analytical processing of clinical laboratory specimens
Critical Thinking	
Not applicable	

HSS/N0301 Correctly collect, transport, receive, accept or reject and store blood samples

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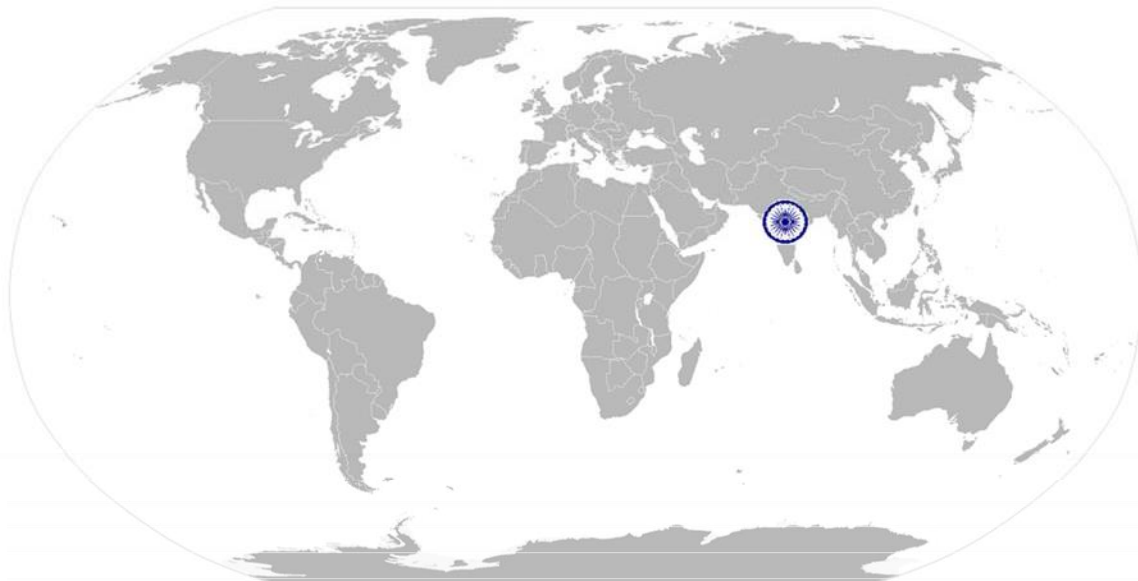
NOS Code	HSS/N0301		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	24/12/16



HSS/N0302

Conduct analysis of body fluids/ samples

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to conduct the chemical analysis of body fluids, including blood, urine, spinal fluid, or tissue samples, to determine the presence of normal or abnormal components.

HSS/N0302

Conduct analysis of body fluids/ samples

National Occupational Standard

Unit Code	HSS/N0302
Unit Title (Task)	Conduct analysis of body fluids/ sample s
Description	This OS unit is about conducting the chemical analysis of body fluids, including blood, urine, spinal fluid, or tissue samples, to determine the presence of normal or abnormal components.
Scope	This unit/task covers the following : <ul style="list-style-type: none"> Conducting the chemical analysis of body fluids , Determine the presence of normal or abnormal components
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Conducting the chemical analysis of body fluids , Determine the presence of normal or abnormal components	To be competent, the user/individual on the job must be able to: PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in components of body fluids PC2. Understand how samples of body fluids are collected and analysed PC3. Know what is implied by the presence of abnormal constituents in body fluids
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Procedures for chemical analysis of body fluids as per organisational protocol KA2. Procedures for the reporting of abnormal constituents in body fluids to the right concerned person as per the organisational policy KA3. Relevant legislation, standards, policies, and procedures followed in the hospital KA4. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The chemical composition, structure, and properties of substances KB2. The chemical processes and transformations that they undergo including the use of chemicals and their interactions, danger signs, production techniques, and disposal methods
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record the unusual findings SA2. Communicate effectively with others in writing as needed SA3. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand information and clinical notes presented in writing SA5. Read and understand handling and storage instructions on the labels of laboratory materials such as reagents, dyes, preservatives and cleaners SA6. Read the MSDS
	Oral Communication (Listening and Speaking skills)

HSS/N0302

Conduct analysis of body fluids/ samples

	The user/individual on the job needs to know and understand how to: SA7. Listen to and understand information and ideas presented through spoken words and sentences SA8. Communicate the important information to patient and co-workers effectively
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide which laboratory can provide the relevant components when required, based on their professional knowledge and factors such as budgets and the types of anticipated demand for laboratory analyses
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Develop specific goals and plans to prioritize, organize, and accomplish work
	Customer Centricity
	Not Applicable
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. Determine when specimens received are unsuitable for analysis and contact referral sources, to report the nature of inadequacies and request the collection of new specimens, if possible
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. Use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB5. Assess patients' hospital care records or medical files for information which validates or explains test result	

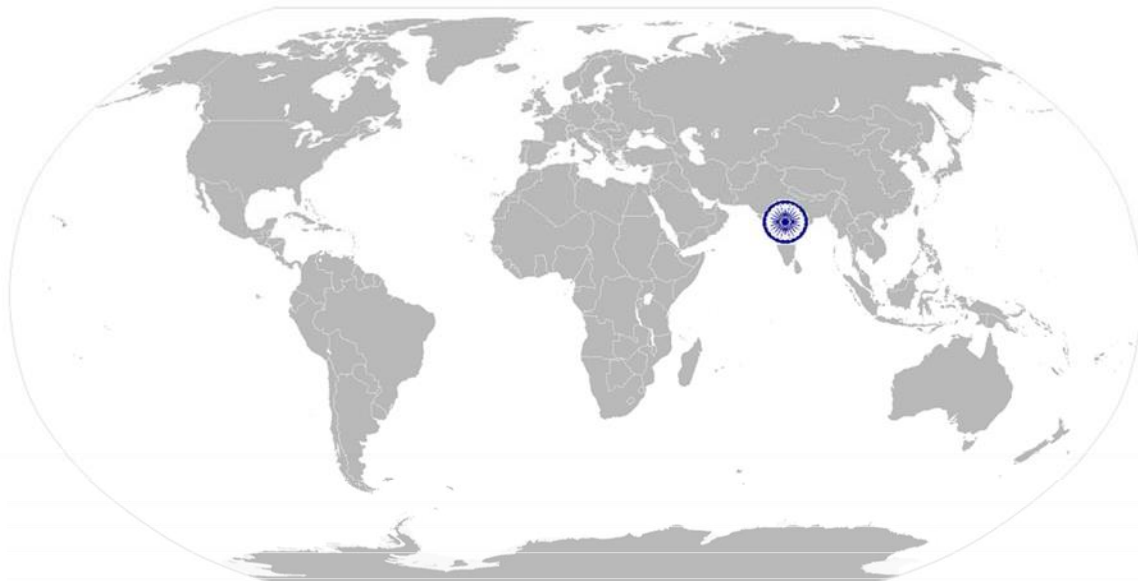
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NOS Code	HSS/N0302		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/12/16

HSS/N0303

Maintain, operate and clean laboratory equipment

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to set up, calibrate, operate, clean and maintain equipment used in quantitative or qualitative analysis, such as spectrophotometers, calorimeters, flame photometers and computer-controlled analysers.

HSS/N0303

Maintain, operate and clean laboratory equipment

National Occupational Standard

Unit Code	HSS/N0303
Unit Title (Task)	Maintain, operate and clean laboratory equipment
Description	This OS unit is about the setting up, calibrating, operating, cleaning and maintaining equipment used in quantitative or qualitative analysis, such as spectrophotometers, Calorimeters, flame photometers and computer-controlled analysers.
Scope	This unit/task covers the following : <ul style="list-style-type: none"> Performing the standard procedure for cleaning the different parts using appropriate cleaning agents, Performing procedures to keep the unit sterile and functional
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Performing the standard procedure for cleaning the different parts using appropriate cleaning agents, Performing procedures to keep the unit sterile and functional	To be competent, the user/individual on the job must be able to: PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects PC2. Concentrate on a task over a period of time without being distracted PC3. Have sound knowledge of the functioning of lab equipment's and protocols for their cleaning and calibration
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The use of scientific rules and methods to solve problems KA2. What are the standard procedures for cleaning and sterilization of the machine/unit KA3. Where to obtain supplies of cleaning agents and reusable parts KA4. About the servicing policies adopted by the organisation KA5. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Procedures to handle different laboratory apparatus KB2. The cleaning and maintenance procedures of the machine KB3. Which parts need replacement and how to do it KB4. How to undertake sterilization of the unit
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Communicate effectively with others in writing as indicated by the needs of the task SA2. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Read and understand information and clinical notes presented in writing SA4. Read and comprehend user manuals to ensure familiarity with the functioning of laboratory equipment

HSS/N0303

Maintain, operate and clean laboratory equipment

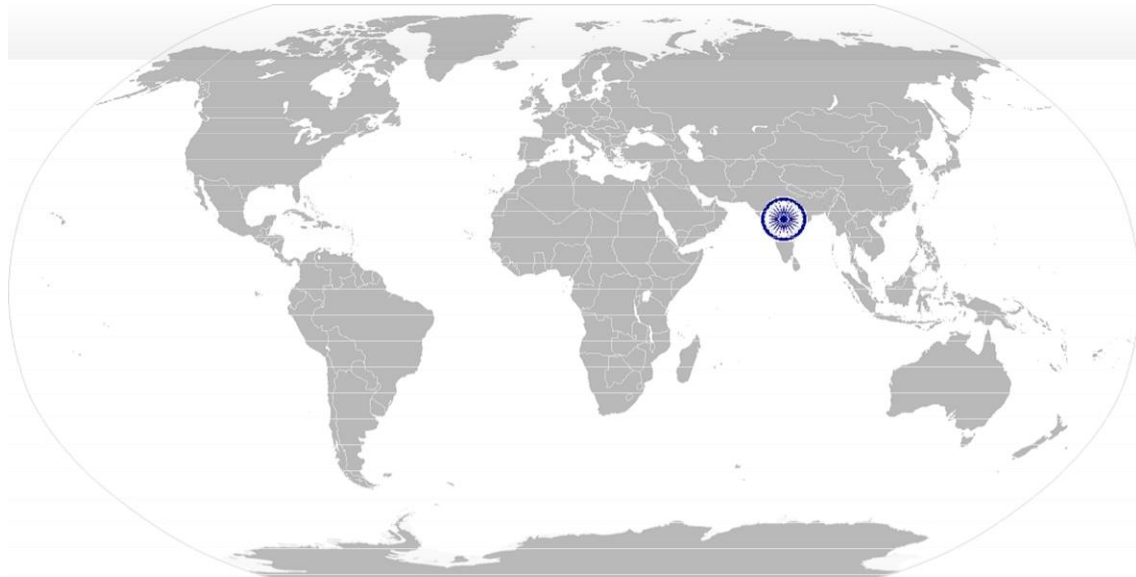
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to: SA5. Listen and understand information and ideas presented through spoken words and sentences SA6. Communicate the information effectively to patient and co-workers
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Watch gauges, dials, or other indicators to ensure that a machine is working properly SB2. Decide whether specimens should be kept in storage or sent to other laboratories for processing when there are equipment failures
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Develop specific goals and plans to priorities, organize, and accomplish work
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. Provide a clean and good patient care by maintaining and sterilising the equipment so as to prevent the spread of infection and maintain hygiene
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Deal with equipment failures which may adversely affect the timely delivery of laboratory analysis SB6. Refer to user manuals to troubleshoot equipment and describe the failures and repairs in maintenance logs
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Analyse needs and product requirements to create a design and use new equipment
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Evaluate the effectiveness, efficiency and quality of laboratory equipment on an ongoing basis

HSS/N0303

Maintain, operate and clean laboratory equipment

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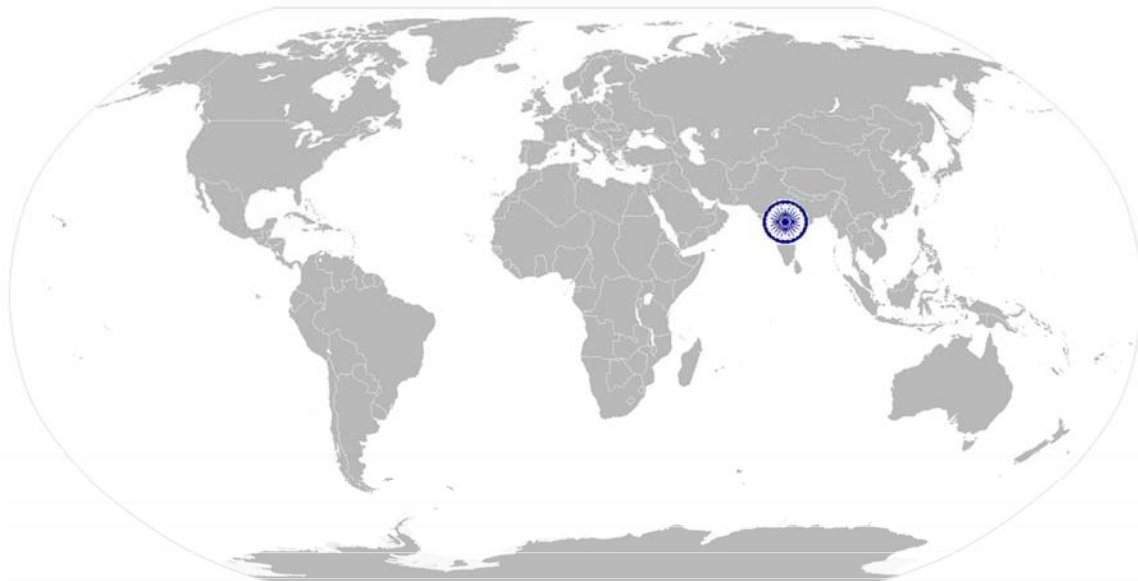
NOS Code	HSS/N0303		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/12/16



HSS/N0304

Provide information about test results

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to provide technical information about the test results to physicians, family members, or researchers.

HSS/N0304

Provide information about test results

National Occupational Standard

Unit Code	HSS/N0304
Unit Title	Provide technical information about test results
Description	This OS unit is about providing technical information about test results to physicians, family members, or researchers.
Scope	This unit/task covers the following : <ul style="list-style-type: none"> Providing information to the people , Providing appropriate and relevant information about the tests he conducts as and when required
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Providing information to the people & appropriate and relevant information about the tests he conducts as and when required	To be competent, the user/individual on the job must: PC1. Be service oriented PC2. Combine separate pieces of information, or specific answers to problems, to interpret test results in a logical manner
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Policies and practices involved in personnel/human resource functions KA2. Administrative and clerical procedures and systems KA3. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to deal with various people KB2. Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Provide information to supervisors, co-workers, and subordinates in written form SA2. Communicating effectively with others in writing as needed SA3. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand information and ideas presented in writing SA5. Read and understand patients' hospital care records or medical files for information which validates or explains test results
	Oral Communication (Listening and Speaking skills)

HSS/N0304

Provide information about test results

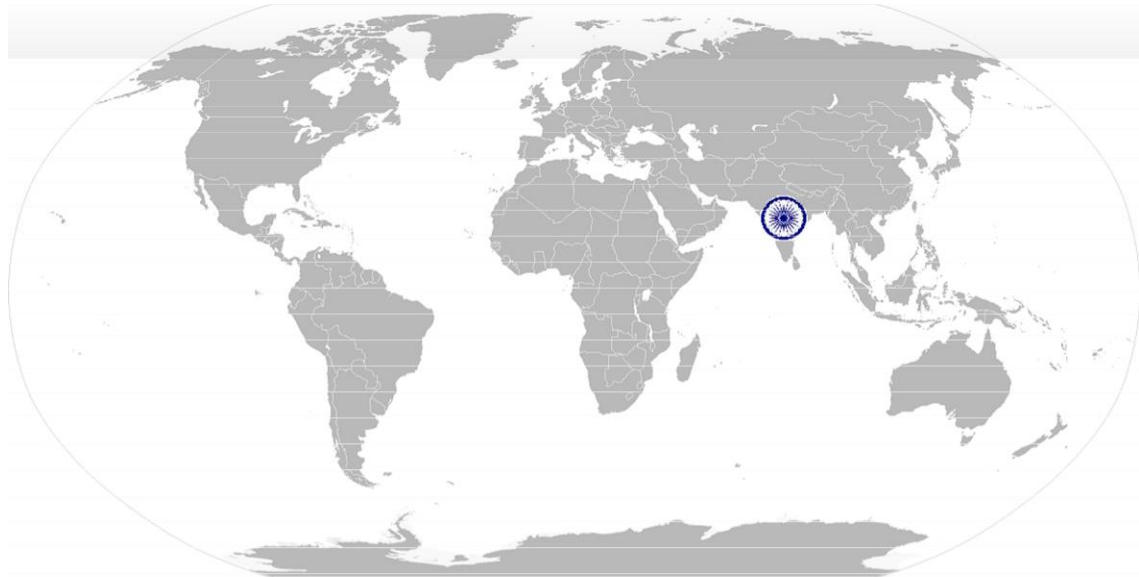
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Provide information to supervisors, co-workers, and subordinates by telephone, or in person</p> <p>SA7. Listen to and understand information and ideas presented through spoken words and sentences</p> <p>SA8. Communicate information and ideas in speaking so others will understand</p> <p>SA9. Answer questions that patient may have</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Find ways to structure or classify multiple pieces of information</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. How to plan and schedule day-to-day laboratory operations and may contribute to long-term and strategic planning for their organizations</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Be courteous to patients</p> <p>SB4. Answer queries as needed</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Identify complex problems and review related information to develop and evaluate options and implement solutions</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Use computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information</p>
Critical Thinking	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Evaluate the completeness and clarity of procedures they have just written for the collection, identification, transportation, preparation, storage and analysis of specimens</p> <p>SB8. Ensure that crucial information has not been omitted and use the appropriate words to avoid misinterpretation</p>	

HSS/N0304

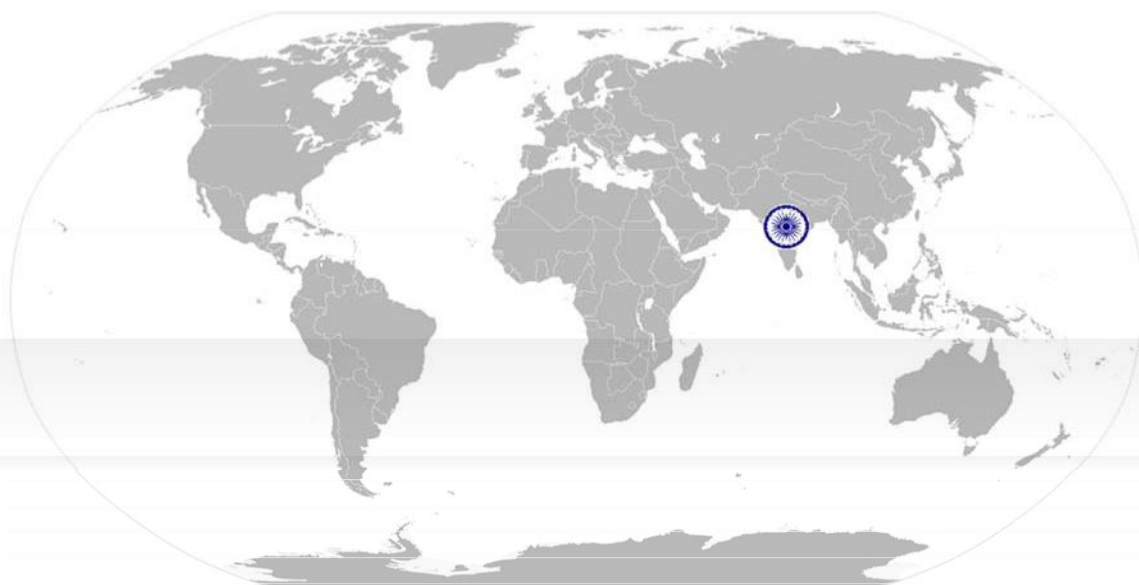
Provide information about test results

NOS Version Control

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Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to document the data and analysis of medical tests and clinical results into a patient's medical record/ computer for storage.

HSS/N0305

Prepare and document medical tests and clinical results

National Occupational Standard

Unit Code	HSS/N0305
Unit Title (Task)	Prepare and document medical tests and clinical results
Description	This OS unit is about the documentation of data and analysis of medical tests and clinical results into a patient's medical record/ computer for storage.
Scope	The unit/task covers the following: <ul style="list-style-type: none"> Documenting and entering all test-related data into an electronic storage system
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Documenting and entering all test-related data into an electronic storage system	To be competent, the user/individual on the job must be able to: PC1. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data PC2. Generate or use different sets of rules for combining or grouping things in different way PC3. Concentrate on a task over a period of time without being distracted
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The standard protocol for documenting the data in the patient's files and in the computer for future records KA2. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to evaluate the likely success of an idea in relation to the demands of the situation KB2. How to reorganising information to get a better approach to problems or tasks KB3. How to process information by compiling, coding, categorising, calculating, tabulating, auditing or verifying data
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Enter, transcribe, record, store, or maintain information in written or electronic / magnetic form SA2. Record information in LMIS
	Reading Skills The user/individual on the job needs to know and understand how to: SA3. Read and understand information and ideas presented in writing SA4. Read and understand patients' hospital care records or medical files for information which validates or explains test results
	Oral Communication (Listening and Speaking skills)

HSS/N0305

Prepare and document medical tests and clinical results

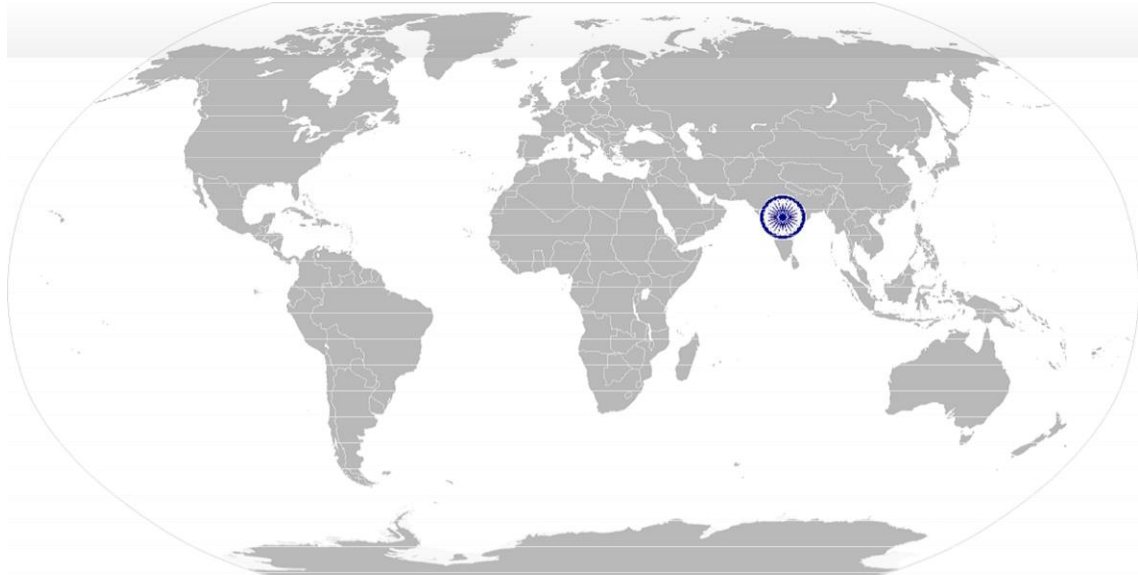
	<p>The user/individual on the job needs to:</p> <p>SA5. Listen and understand information and ideas presented through spoken words and sentences</p> <p>SA6. Communicate information and ideas in speaking so others will understand</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide which procedure to follow when carrying out their tasks</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Keep up-to-date technically and apply new knowledge to the job</p> <p>SB3. Develop specific goals and plans to prioritize, organise, and accomplish work</p>
	Customer Centricity
	<p>The user/individual on the job should:</p> <p>SB4. Keep the test reports and results confidential</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Face equipment failures which may adversely affect the timely delivery of laboratory analyses</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Use computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information</p>
Critical Thinking	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Evaluate the completeness of patient data</p> <p>SB8. Monitor quality control data to rapidly identify analytical deficiencies</p> <p>SB9. Document errors and note the remedial actions they have taken</p>	

HSS/N0305

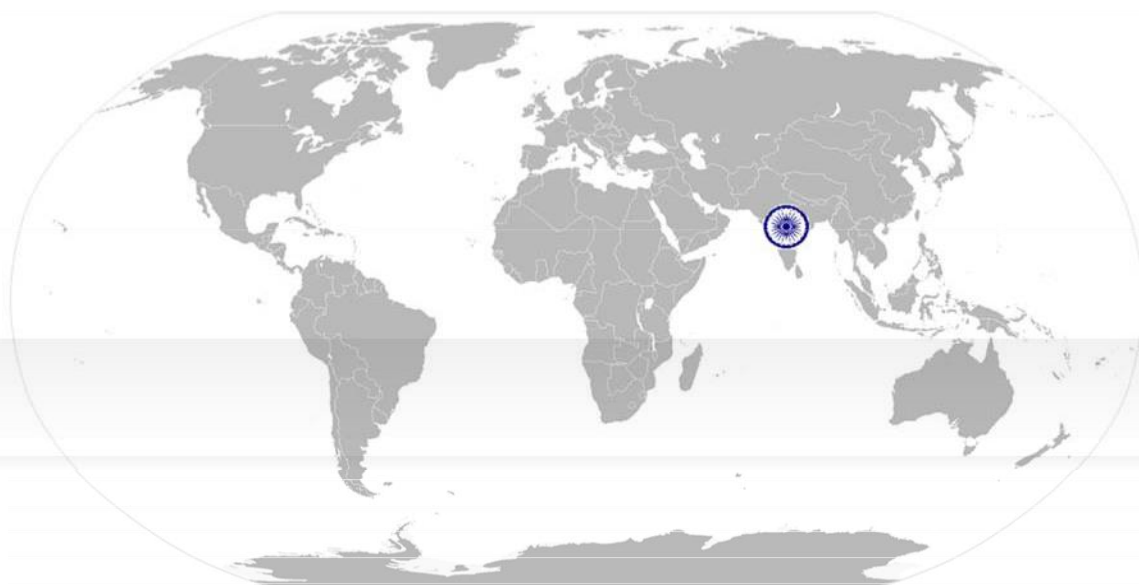
Prepare and document medical tests and clinical results

NOS Version Control

NOS Code	HSS/N0305		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to establish and monitor quality assurance programs or activities to ensure the accuracy of laboratory results.

HSS/N0306

Establish and monitor quality assurance program

National Occupational Standard

Unit Code	HSS/N0306
Unit Title (Task)	Establish and monitor quality assurance programs
Description	This OS unit is about establishing and monitoring quality assurance programs or activities to ensure the accuracy of laboratory results.
Scope	The unit/task covers the following: <ul style="list-style-type: none"> Periodically monitoring the practices of laboratory, Maintaining a comparable quality among competitors of the laboratory test results
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Periodically monitoring the practices of laboratory, Maintaining a comparable quality among competitors of the laboratory test results	To be competent, the user/individual on the job must be able to: PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects PC3. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data PC4. Apply general rules to specific problems to produce answers that make sense PC5. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Procedures for conducting tests and inspections of products, services, or processes to evaluate quality or performance KA2. Methods to identify complex problems and review related information to develop and evaluate options and implement solutions KA3. The organisations' policies and commitments towards quality assurance KA4. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The process of generating or using different sets of rules to combine or group things in different ways
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Enter, transcribe, record, store, or maintain information in written or electronic/ magnetic form SA2. Provide information to supervisors, co-workers, and subordinates in written form SA3. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand information and clinical notes presented in writing SA5. Read and comprehend standards of practice, laboratory policies and procedures, health and safety guidelines and other regulations and standards to ensure processes,

HSS/N0306

Establish and monitor quality assurance program

	<p>procedures and practices are compliant with industry standards and institutional requirements</p> <p>SA6. Read and comprehend manuals and internal reports to evaluate their accuracy and quality</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Provide information to supervisors, co-workers, and subordinates by telephone, or in person</p> <p>SA8. Listen to and understand information and ideas presented through spoken words and sentences</p> <p>SA9. Communicate information and ideas in speaking so others will understand</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Consider the relative costs and benefits of potential actions to choose the most appropriate one</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Keep up-to-date technically and apply new knowledge to the job</p> <p>SB3. Develop specific goals and plans to prioritize, organise, and accomplish work</p> <p>Customer Centricity</p> <p>Not Applicable</p> <p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Monitor/Assess one's own performance or that of other individuals, or organisations to make improvements or take corrective action</p> <p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Analyse information and evaluate results to choose the best solution and solve problems</p> <p>SB6. Use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards</p> <p>SB7. Use computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information</p> <p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Evaluate the effectiveness, efficiency and quality of laboratory services on an ongoing basis</p> <p>SB9. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems</p>

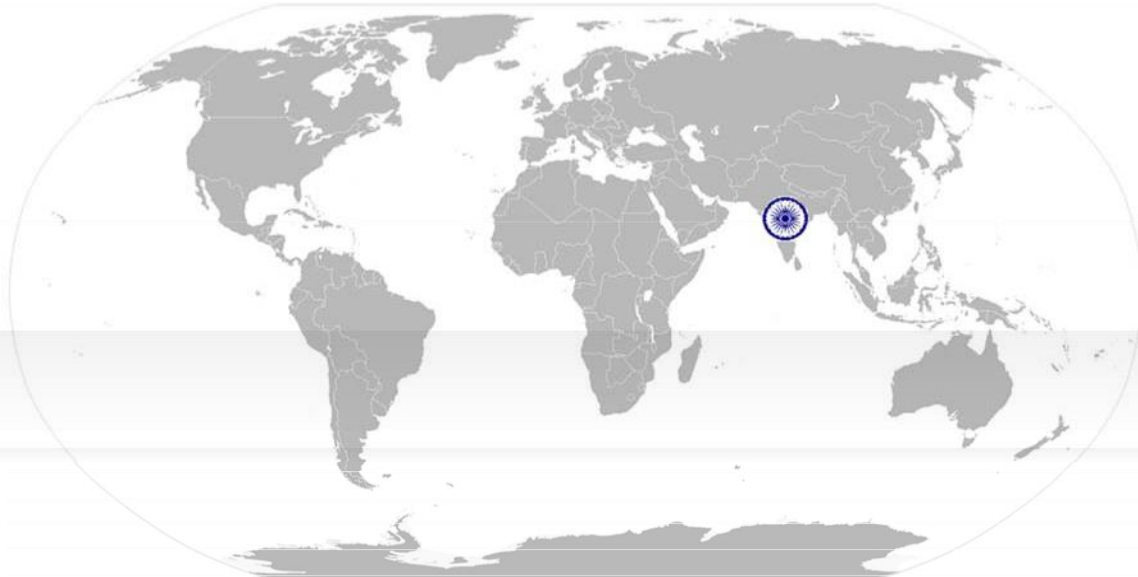
HSS/N0306

Establish and monitor quality assurance program

NOS Code	HSS/N0306		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to supervise, train and/or direct Medical laboratory technicians, assistants, or other medical laboratory workers engaged in laboratory testing.

HSS/N0307 Supervise and guide other laboratory personnel

National Occupational Standard

Unit Code	HSS/N0307
Unit Title (Task)	Supervise and guide other laboratory personnel
Description	This OS unit is about supervising, training and/or directing laboratory technicians, assistants, or other medical laboratory workers engaged in laboratory testing
Scope	The unit/task covers the following: <ul style="list-style-type: none"> Managing a laboratory , Supervising, training and/or directing other laboratory personnel
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Managing a laboratory , Supervising, training and/or directing other laboratory personnel	To be competent, the user/individual on the job must be able to: PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects PC2. Generate or use different sets of rules for combining or grouping things in different ways PC3. Deal with people at junior levels to effectively direct their work towards optimum output
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. The relevant policies and procedures followed in the organisation KA2. The role and importance of assisting other healthcare providers KA3. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to manage people/patient effectively as per the guidelines KB2. The principles of leadership and guidance
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Enter, transcribe, record, store, or maintain information in written or electronic/ magnetic form SA2. Provide information to supervisors, co-workers, and subordinates in written form SA3. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand information and clinical notes presented in writing
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to: SA5. Provide information to supervisors, co-workers, and subordinates by telephone, or in person

HSS/N0307

Supervise and guide other laboratory personnel

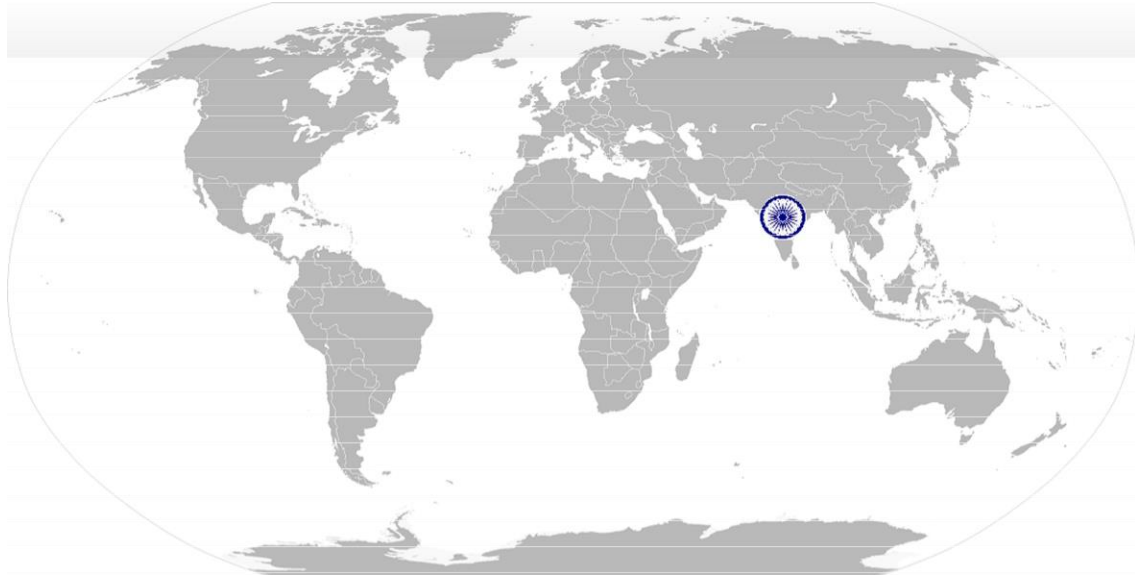
	<p>SA6. Listen and understand information and ideas presented through spoken words and sentences</p> <p>SA7. Communicate information and ideas in speaking so others will understand</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide which tasks to assign to junior Technicians and other medical laboratory workers on their teams</p> <p>SB2. Choose the methods, times, locations and durations to train health care workers assigned to the collection, identification, transportation, preparation, storage and analysis of specimens</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Keep up-to-date technically and apply new knowledge to the job</p> <p>SB4. Develop specific goals and plans to prioritise, organise, and accomplish work</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to:</p> <p>SB5. Tell other laboratory personnel the importance of patient care and confidentiality</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Monitor/Assess one's own performance or that of other individuals, or organisations to make improvements or take corrective action</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Use computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Evaluate the performance of other Technicians and laboratory employees</p> <p>SB9. Determine the extent to which employees have met the various work objectives and adhered to laboratory policies and procedures, lead to recommendations for new job assignments and further training</p>

HSS/N0307

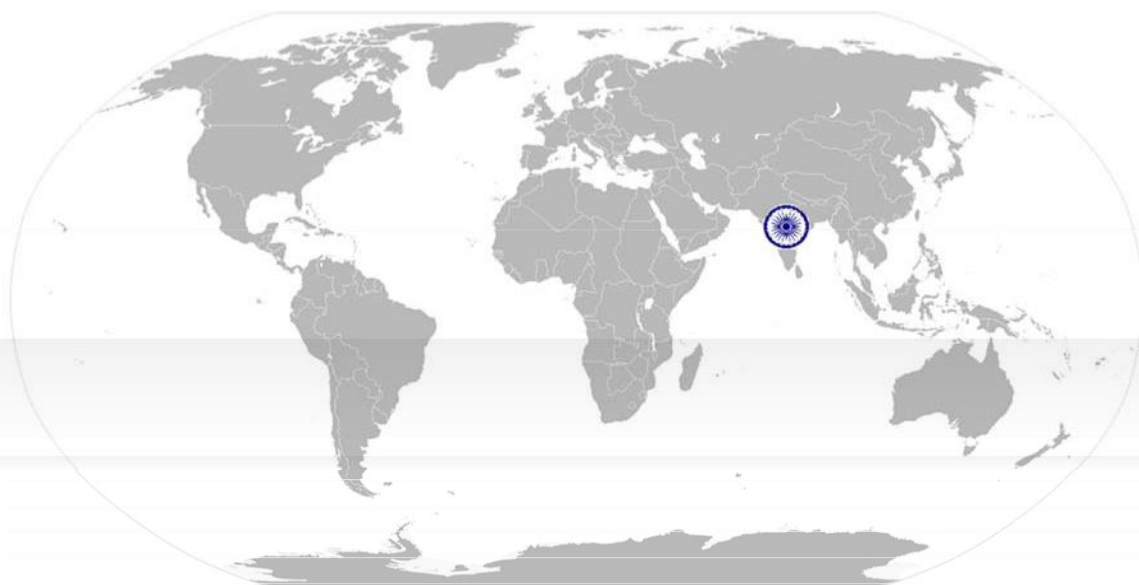
Supervise and guide other laboratory personnel

NOS Version Control

NOS Code	HSS/N0307		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to conduct research under the direction of Microbiologist or Biochemist.

HSS/N0308

Conduct research under guidance

National Occupational Standard

Unit Code	HSS/N0308
Unit Title (Task)	Conducts research under guidance
Description	This OS unit is about the research component of a Technician's job.
Scope	The unit/task covers the following: <ul style="list-style-type: none"> Conducting research under the direction and guidance of Microbiologist or Biochemist
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Conducting research under the direction and guidance of Microbiologist or Biochemist	To be competent, the user/individual on the job must be able to: PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects PC3. Apply general rules to specific problems to produce answers that make sense PC4. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events) PC5. Concentrate on a task over a period of time without being distracted PC6. Understand the need and importance of research and the protocols for conducting the same
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Research procedures and protocol KA2. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The process of generating or using different sets of rules to combine or group things in different ways
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Enter, transcribe, record, store, or maintain information in written or electronic/ magnetic form SA2. Provide information to supervisors, co-workers, and subordinates in written form SA3. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand information and clinical notes presented in writing SA5. Read and understand handling and storage instructions on the labels of laboratory materials such as reagents, dyes, preservatives and cleaners

HSS/N0308

Conduct research under guidance

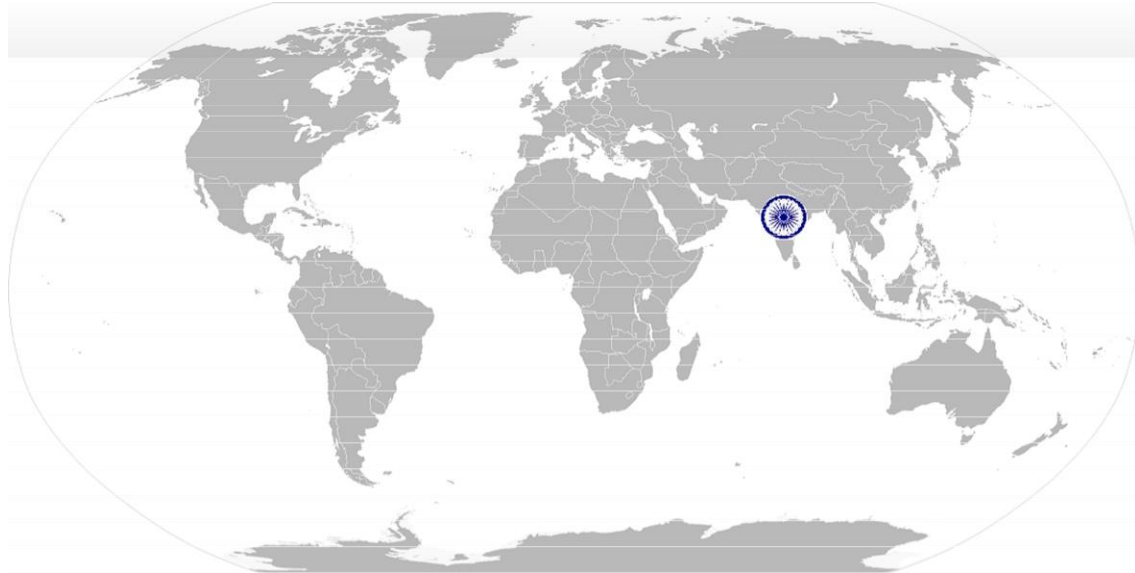
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to:</p> <p>SA6. Provide information to supervisors, co-workers, and subordinates by telephone, or in person</p> <p>SA7. Listen and understand information and ideas presented through spoken words and sentences</p> <p>SA8. Communicate information and ideas in speaking so others will understand</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide which laboratory supplies to order, based on their professional knowledge and factors such as budgets and the types of anticipated demand for laboratory analyses</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Keep up-to-date technically and apply new knowledge to the job</p> <p>SB3. Develop specific goals and plans to priorities, organize, and accomplish work</p>
	<p>Customer Centricity</p> <p>Not Applicable</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Identify the source of errors in data and develop appropriate strategies for improvement</p> <p>SB5. Identify safe alternatives to hazardous practices</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Analyse information and evaluate results to choose the best solution and solve problems</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems</p>

HSS/N0308

Conduct research under guidance

NOS Version Control

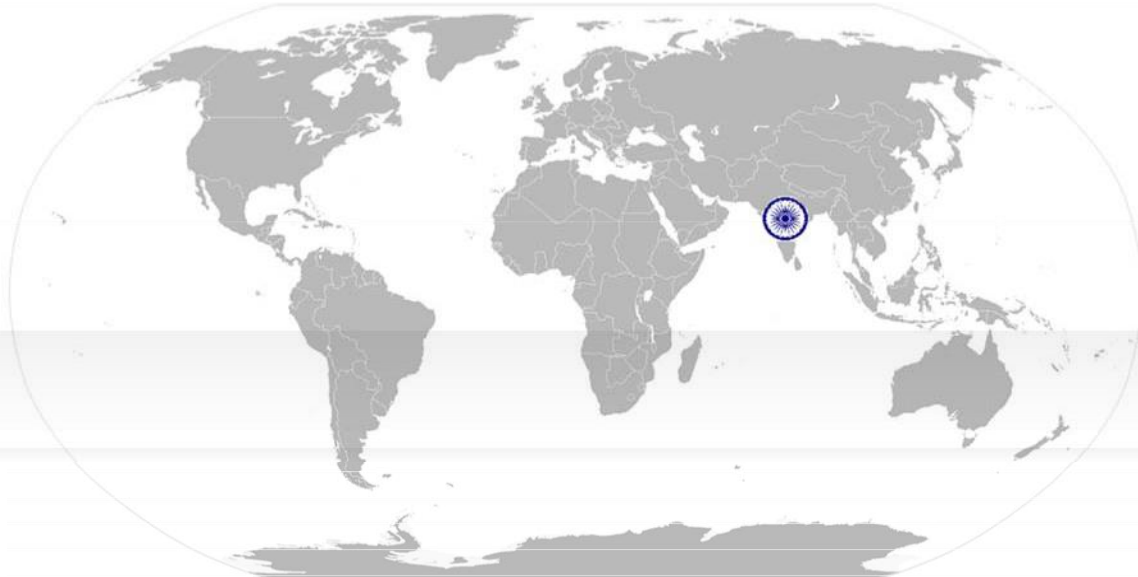
NOS Code	HSS/N0308		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/12/16



HSS/N0409

Assist in fine needle aspiration cytology

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a technician to assist in fine needle aspiration cytology.

HSS/N0409

Assist in fine needle aspiration cytology

National Occupational Standard

Unit Code	HSS/N0409
Unit Title (Task)	Assist in fine needle aspiration cytology
Description	This OS unit is about the technician assisting to investigate superficial (just under the skin) lumps or masses. In this technique, a thin, hollow needle is inserted into the mass to extract cells that, after being stained, will be examined under a microscope
Scope	The unit/task covers the following: <ul style="list-style-type: none"> Assist in examining the mass
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist in examining the mass	To be competent, the user/individual on the job must be able to: PC1. Swab the skin with an antiseptic solution PC2. Prepare the needle of very fine diameter for the process PC3. Take and record the vitals (pulse, blood pressure, temperature, etc.) before the procedure is started PC4. Prepare the equipment and slides for examining the sample
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to refer to any other grossing procedure as may be required for specific tissue types KA5. Follows established protocols as defined in policy and procedure manuals KA6. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	The user/individual on the job needs to know and understand : KB1. In case of infection treat the person with antibiotics KB2. How to prepare for the procedure KB3. How to educate the patient about procedure KB4. How to calm down the anxious patients
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write clearly and concisely SA2. Use effective written communication strategies SA3. Record the significant changes and process while performing the procedure SA4. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation SA5. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to: SA6. Read and understand information and clinical notes presented in writing
	Oral Communication (Listening and Speaking skills)

HSS/N0409

Assist in fine needle aspiration cytology

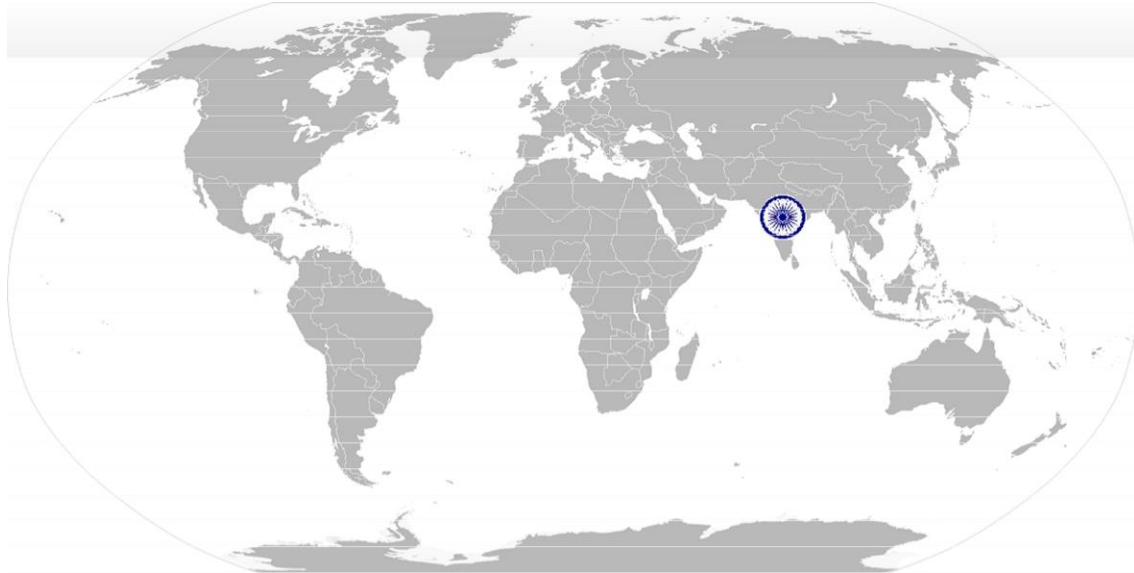
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude</p> <p>SA8. Seek out and listen to colleagues and other health professionals</p> <p>SA9. Listen and understand information and ideas presented through spoken words and sentences</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Setup the work area to facilitate the treatment process</p> <p>SB2. Ensure all the instruments, equipment and materials are available and ready for use</p> <p>SB3. Decide on materials to order</p> <p>SB4. Decide whether specimens should be kept in storage or sent to other laboratories for processing when there are equipment failures</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB5. Plan and organize activities required to prepare work area for scheduled procedures</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Maintain patient confidentiality</p> <p>SB7. Respect the rights of the patient(s)</p>
	Problem Solving
	<p>The user/individual on the job needs to:</p> <p>SB8. Identify source of error and initiates corrective action</p> <p>SB9. Identify source of interference and initiates corrective action as applicable</p> <p>SB10. Assess the quality of the preparation and initiates corrective action as required</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Assess results to initiate follow-up testing</p> <p>SB12. Differentiate between clinically significant and insignificant findings</p> <p>SB13. Assess the quality of the preparation</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p> <p>SB15. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations; retains composure in stressful situations; applies existing skills to new situations</p>

HSS/N0409

Assist in fine needle aspiration cytology

NOS Version Control

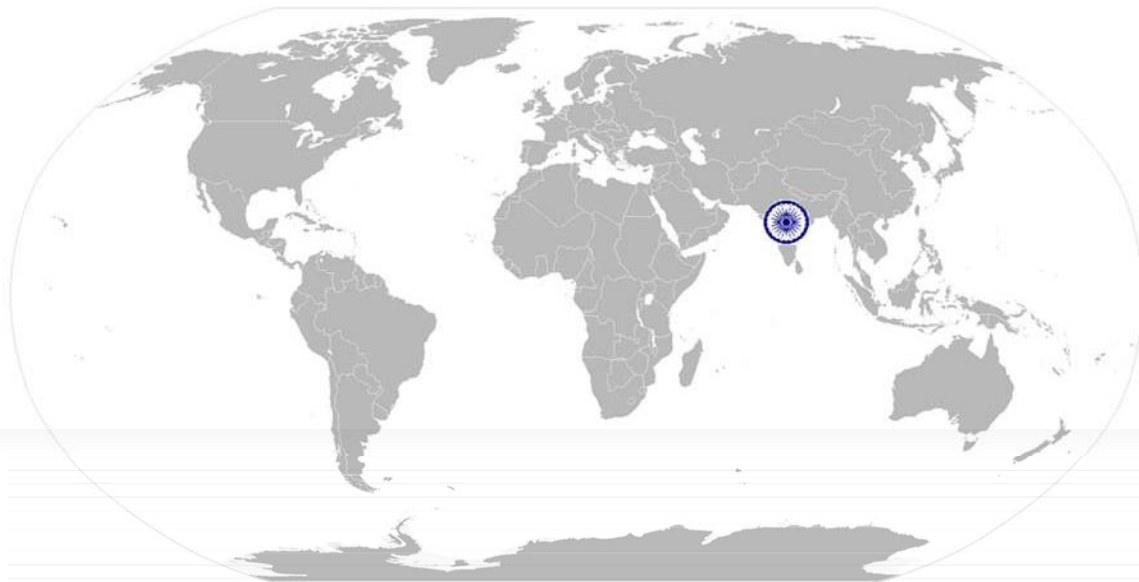
NOS Code	HSS/N0409		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/12/16



HSS/N9602

Ensure availability of medical and diagnostic supplies

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an allied health professional to ensure adequate availability of diagnostic kits, primary care medicines, treatment and other medical supplies at all times.

HSS/N9602

Ensure availability of medical and diagnostic supplies

National Occupational Standard

Unit Code	HSS/N9602
Unit Title (Task)	Ensure availability of medical and diagnostic supplies
Description	This OS unit is about ensuring availability of medical and diagnostic supplies to meet actual and anticipated demand. This OS unit is applicable to all allied health professionals required to maintain a supply of medical or diagnostic materials
Scope	This unit/task covers the following : <ul style="list-style-type: none"> Anticipating demand and ensuring availability of adequate medical and diagnosticsupplies
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Maintain adequate supplies of medical and diagnostic supplies PC2. Arrive at actual demand as accurately as possible PC3. Anticipate future demand based on internal, external and other contributing factors as accurately as possible PC4. Handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Centres for restocking supplies KA2. Guidelines on anticipating demand for medical and diagnostic supplies KA3. Contents of all diagnostic and medical kits KA4. Guidelines on procurement and storage of medical and diagnostic kits
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to arrive at actual demand for medical and diagnostic supplies KB2. How to anticipate demand KB3. How to maintain/ safely store existing supplies KB4. How to maintain records of available supplies KB5. How to request additional supplies
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write at least one local/ official language used in the local community SA2. Write well enough to be classified as literate SA3. Record availability of supplies SA4. Provide written requests for additional supplies when required
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read well enough to be classified as literate SA6. Read records and registers for medical supplies SA7. Read instructions and pamphlets provided as part of training for ordering or

HSS/N9602

Ensure availability of medical and diagnostic supplies

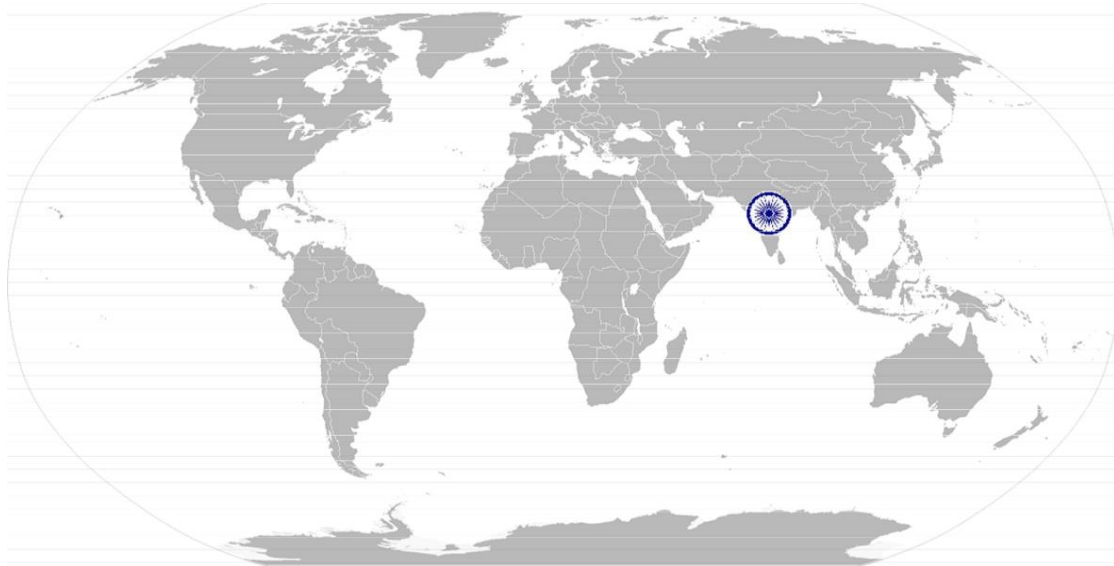
	maintaining
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Speak at least one local language SA9. Communicate effectively to request additional supplies when required
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide on the level of anticipated demand SB2. Decide when to procure additional supplies SB3. Decide quantities of medical supplies to request
	Plan and Organize
	The user/individual on the job needs to know and understand: SB4. How to plan availability of medical supplies SB5. How to place requests for supplies ahead of time in order to have adequate supplies at all times
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. Cater to the need of patients/ individuals for specific medical supplies
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Handle non-availability of medical supplies or diagnostic kits when required
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

NOS Version Control

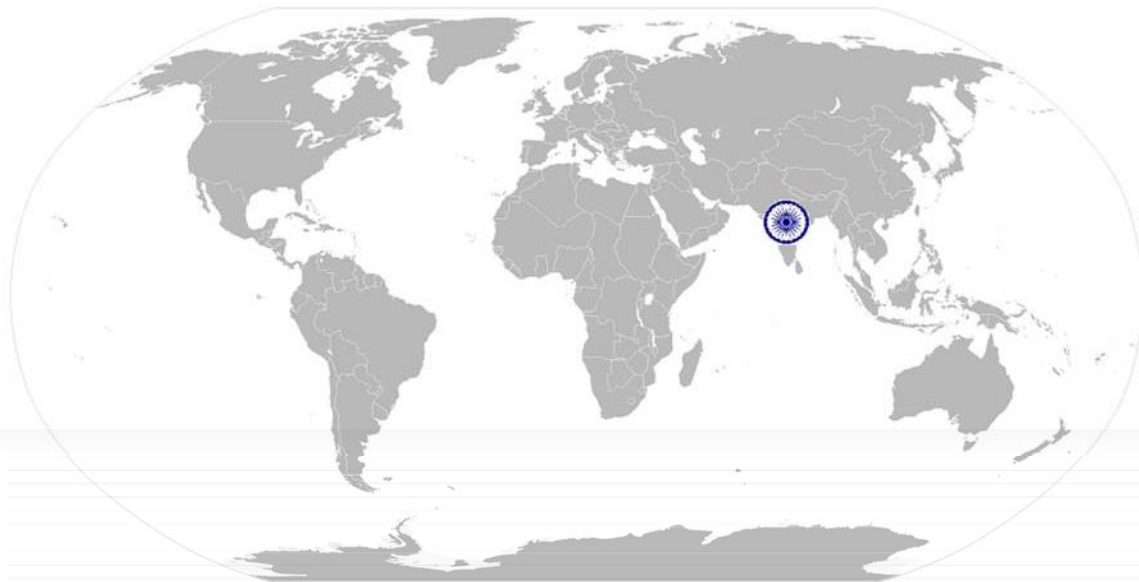
NOS Code	HSS/N9602		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Cardiac Care Technician	Next review date	24/12/16

HSS/N9602

Ensure availability of medical and diagnostic supplies



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to recognise the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N9603

Act within the limits of one's competence and authority

National Occupational Standard

Unit Code		HSS/N9603
Unit Title		Act within the limits of one's competence and authority
(Task)		
Description	<p>This OS unit is about recognizing the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines</p> <p>This is applicable to all Allied Health Professionals working in an organised, regulated environment</p>	
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one's competence and authority; <ul style="list-style-type: none"> ○ Knowing one's job role ○ Knowing one's job responsibility ○ Recognizing the job role and responsibilities of co workers <p>Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their Permission'.</p>	
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to one's role</p> <p>PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC4. Maintain competence within one's role and field of practice</p> <p>PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC8. Evaluate and reflect on the quality of one's work and make continuing improvements</p>	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The relevant legislation, standards, policies, and procedures followed in the organization</p> <p>KA2. The medical procedures and functioning of required medical equipment</p> <p>KA3. Role and importance of assisting other healthcare providers in delivering care</p>	

HSS/N9603

Act within the limits of one's competence and authority

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The boundaries of one's role and responsibilities and other team members KB2. The reasons for working within the limits of one's competence and authority KB3. The importance of personally promoting and demonstrating good practice KB4. The legislation, protocols and guidelines effecting one's work KB5. The organisational systems and requirements relevant to one's role KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances KB8. The risks to quality and safety arising from:</p> <ul style="list-style-type: none"> ○ Working outside the boundaries of competence and authority ○ Not keeping up to date with best practice ○ Poor communication ○ Insufficient support ○ Lack of resources <p>KB9. The importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements KB10. How to Report and minimise risks KB11. The principle of meeting the organisation's needs, and how this should enable one to recognise one's own limitations and when one should seek support from others KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation KB14. 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</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules SA2. Prepare status and progress reports SA3. Record daily activities SA4. Update other co-workers</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about changes in legislations and organizational policies SA6. Keep updated with the latest knowledge</p> <p>Oral Communication (Listening and Speaking skills)</p>

HSS/N9603

Act within the limits of one's competence and authority

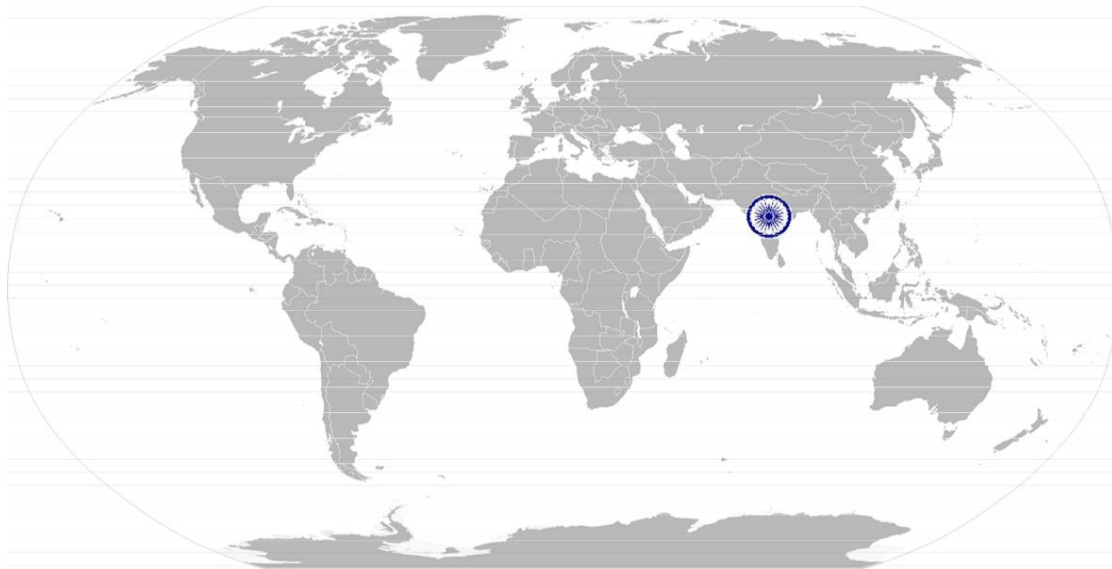
	The user/individual on the job needs to know and understand how to: SA7. Discuss task lists, schedules, and work-loads with co-workers SA8. Give clear instructions to patients and co-workers SA9. Keep patient informed about progress SA10. Avoid using jargon, slang or acronyms when communicating with a patient
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work in relation to job role
	Plan and Organize
	Not applicable
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB2. Communicate effectively with patients and their family, physicians, and other members of the health care team SB3. Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

HSS/N9603

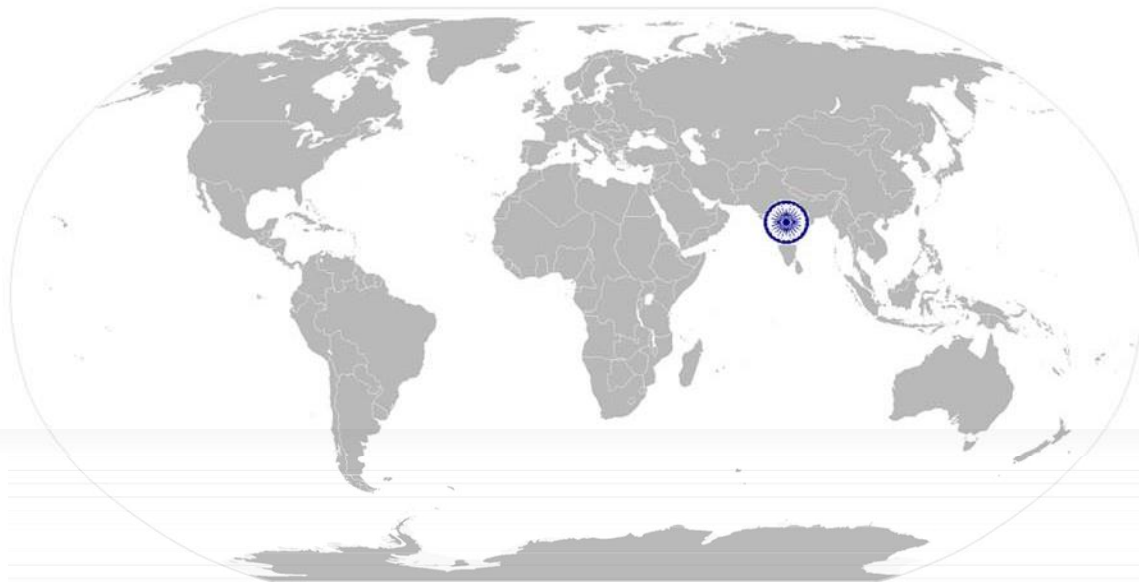
Act within the limits of one's competence and authority

NOS Version Control

NOS Code	HSS/N9603		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to work effectively with other people and integrate one's work the work of other people

HSS/N9604

Work effectively with others

National Occupational Standard

Unit Code	HSS/N9604
Unit Title	Work effectively with others
Description	This OS unit is about working effectively with other people who can be part of the immediate team, organisation or external to the team or organisation This OS unit applies to all Allied health professionals working in a team or collaborative environment
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Working with other people to meet requirements , Sharing information with others to enable efficient delivery of work , Communicating with other team members and people internal or external to the organisation
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: PC1. Communicate with other people clearly and effectively PC2. Integrate one's work with other people's work effectively PC3. Pass on essential information to other people on timely basis PC4. Work in a way that shows respect for other people PC5. Carry out any commitments made to other people PC6. Reason out the failure to fulfil commitment PC7. Identify any problems with team members and other people and take the initiative to solve these problems PC8. Follow the organisation's policies and procedures
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent the user/ individual on the job needs to know and understand: KA1. The people who make up the team and how they fit into the work of the organisation KA2. The responsibilities of the team and their importance to the organisation KA3. The business, mission, and objectives of the organisation KA4. Effective working relationships with the people external to the team, with which the individual works on a regular basis KA5. Procedures in the organisation to deal with conflict and poor working relationships
B. Technical Knowledge	To be competent the user/ individual on the job needs to know and understand: KB1. The importance of communicating clearly and effectively with other people and how to do so face-to-face, by telephone and in writing KB2. The essential information that needs to be shared with other people KB3. The importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB4. The importance of integrating ones work effectively with others KB5. The types of working relationships that help people to work well together and the types of relationships that need to be avoided KB6. The types of opportunities an individual may seek out to improve relationships with others KB7. How to deal with difficult working relationships with other people to sort out

HSS/N9604

Work effectively with others

	problems
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA1. Communicate essential information in writing SA2. Write effective communications to share information with the team members and other people outside the team
	Reading Skills
	To be competent, the user/individual on the job needs to know and understand how to: SA3. Read and understand essential information
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA4. Communicate essential information to colleagues face-to-face or through telecommunications SA5. Question others appropriately in order to understand the nature of the request or compliant
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to work
	Plan and Organize
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Customer Centricity
	To be competent, the user/ individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern SB5. Be sensitive to potential cultural differences SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB8. Identify problems while working with others and devise effective solutions
	Analytical Thinking
Not applicable	

HSS/N9604

Work effectively with others

	Critical Thinking
	Not applicable

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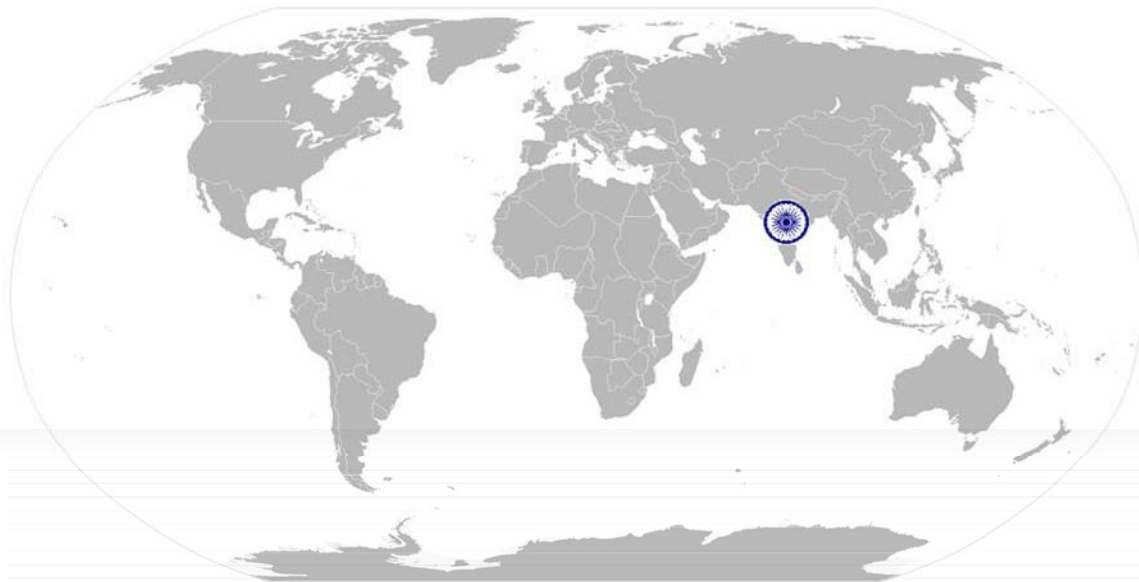
NOS Code	HSS/N9604		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



HSS/N9605

Manage work to meet requirements

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to plan and organise work to meet requirements

HSS/N9605

Manage work to meet requirements

National Occupational Standard

Unit Code	HSS/N9605
Unit Title	Manage work to meet requirements
Description	This OS unit is about planning and organising work and developing oneself further in the organisation This unit applies to all Allied Health professionals
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Establishing and managing requirements ,Planning and organising work, ensuring accomplishment of the requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: PC1. Clearly establish, agree, and record the work requirements PC2. Utilise time effectively PC3. Ensure his/her work meets the agreed requirements PC4. Treat confidential information correctly PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user / individual on the job needs to know and understand: KA1. The relevant policies and procedures of the organisation KA2. The information that is considered confidential to the organisation KA3. The scope of work of the role
B. Technical Knowledge	To be competent, the user/individual on the job needs to know and understand: KB1. The importance of asking the appropriate individual for help when required KB2. The importance of planning, prioritising and organising work KB3. The importance of clearly establishing work requirement KB4. The importance of being flexible in changing priorities when the importance and urgency comes into play KB5. How to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited KB6. The importance of keeping the work area clean and tidy KB7. Areas of work that are not a priority and why it is necessary to keep one's effort in that direction to a minimum KB8. To change work plans when necessary KB9. The importance of confidentiality KB10. The importance in completing work on time
Skills (S)	
A. Core Skills/	Writing Skills

HSS/N9605

Manage work to meet requirements

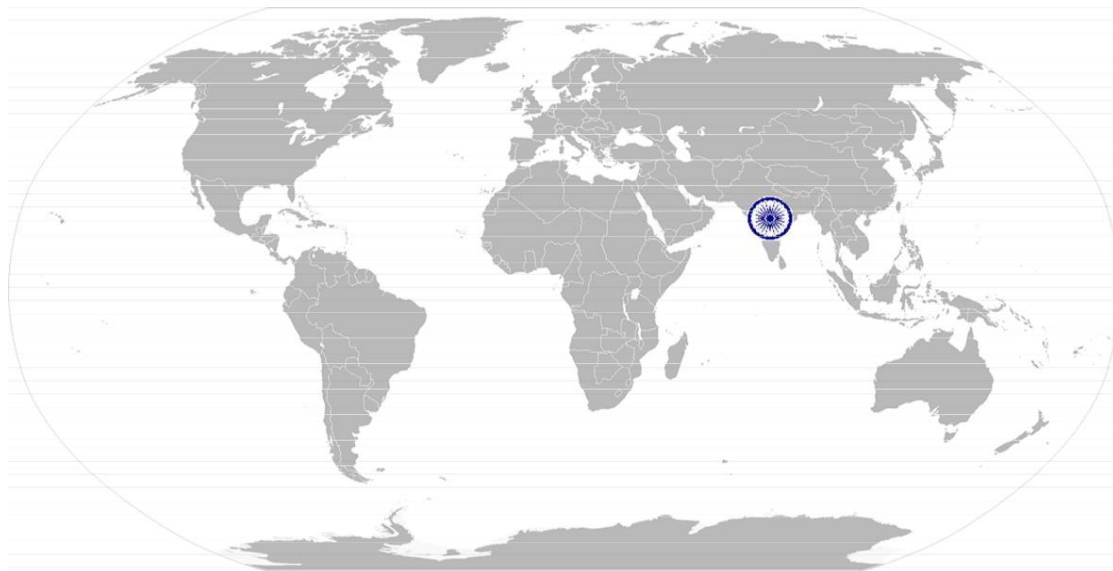
Generic Skills	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions
	Reading Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA3. Read organisational policies and procedures SA4. Read work related documents and information shared by different sources
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA5. Report progress and results SA6. Interact with other individuals SA7. Negotiate requirements and revised agreements for delivering them
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the work
	Plan and Organize
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Customer Centricity
	To be competent, the user/ individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB7. Understand problems and suggest an optimum solution after evaluating possible solutions
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

HSS/N9605

Manage work to meet requirements

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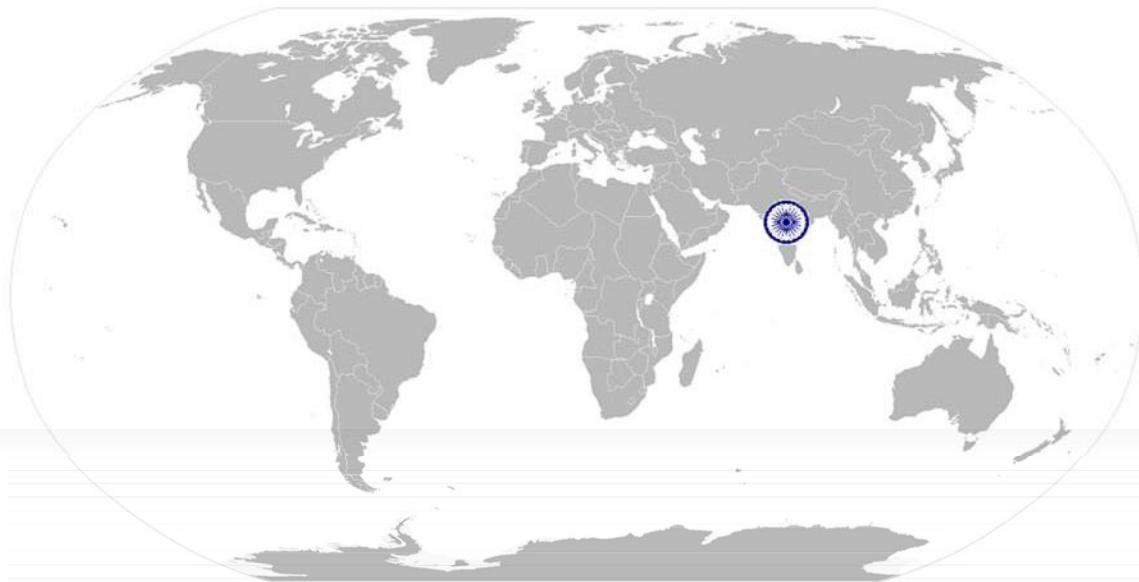
NOS Code	HSS/N9605		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



HSS/N9606

Maintain a safe, healthy, and secure working environment

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

HSS/N9606

Maintain a safe, healthy, and secure working environment

National Occupational Standard

Unit Code	HSS/N9606
Unit Title	Maintain a safe, healthy, and secure working environment
(Task)	
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions This OS unit applies to all Allied Health professionals working within an organised workplace
Scope	This unit covers the following: <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for Workplace Handling any hazardous situation with safely, competently and within the limits of authority Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	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. Report any identified breaches in health, safety, and security procedures to the designated person PC4. Identify potential hazards and breaches of safe work practices PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority PC6. 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 PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person PC9. Complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. The importance of health, safety, and security in the workplace KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace KA5. How to report the hazard KA6. The responsibilities of individual to maintain safe, healthy and secure workplace

HSS/N9606

Maintain a safe, healthy, and secure working environment

<p>B. Technical Knowledge</p>	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. Requirements of health, safety and security in workplace</p> <p>KB2. How to create safety records and maintaining them</p> <p>KB3. The importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. The common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. How to identify health, safety, and security hazards</p> <p>KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p> <p>Reading Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA3. Clearly report hazards and incidents with the appropriate level of urgency</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work</p> <p>Plan and Organize</p> <p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB2. Plan for safety of the work environment</p> <p>Customer Centricity</p> <p>To be competent, the user / individual on the job needs to know and understand:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>Problem Solving</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify hazards, evaluate possible solutions and suggest effective solutions</p>

HSS/N9606

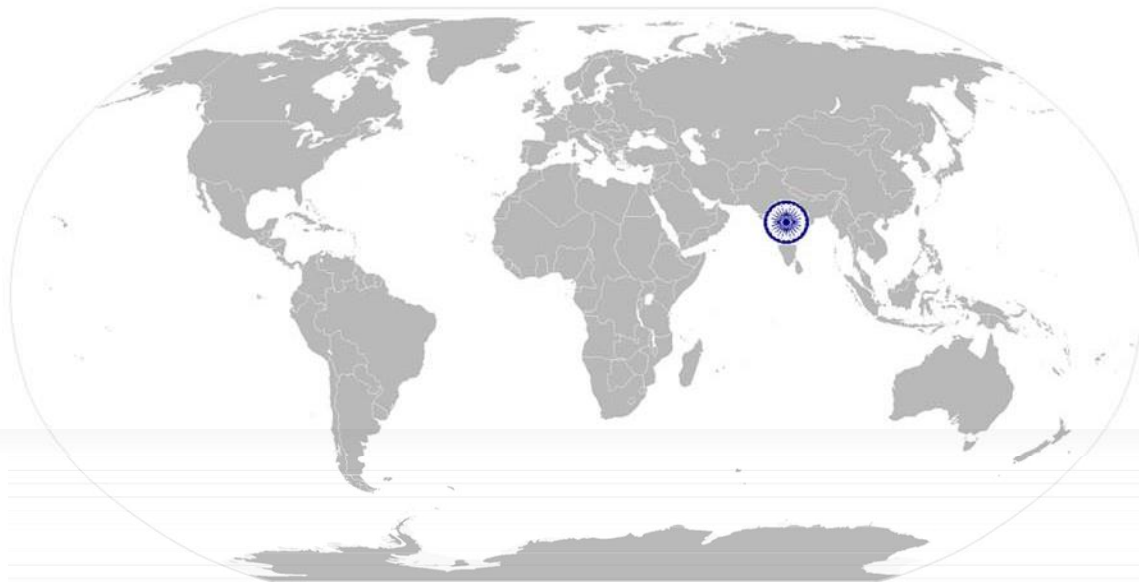
Maintain a safe, healthy, and secure working environment

	Analytical Thinking
	To be competent, the user needs to know and understand how to: SB9. Analyse the seriousness of hazards
	Critical Thinking
	To be competent, the user needs to know and understand how to: SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

NOS Version Control

NOS Code	HSS/N9606		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health professional to practice code of conduct setup by the healthcare provider.

HSS/N9607

Practice code of conduct while performing duties

National Occupational Standard

Unit Code		HSS/N9607
Unit Title		Practice code of conduct while performing duties
(Task)		
Description	<p>This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider. The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice.</p> <p>This OS unit applies to all Allied health professionals working in an organized environment and to whom specific regulations and codes of conduct apply.</p>	
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Recognizing the guidelines and protocols relevant to the field and practice <p>Following the code of conduct as described by the healthcare provider</p> <p>Demonstrating best practices while on the field</p>	
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to protocols and guidelines relevant to the role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to the role</p> <p>PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority</p> <p>PC4. Maintain competence within the role and field of practice</p> <p>PC5. Use protocols and guidelines relevant to the field of practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and patient safety</p> <p>PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem</p>	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospital</p> <p>KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA3. Personal hygiene measures and handling techniques</p>	
B. Technical Knowledge	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others</p> <p>KB2. The importance of working within the limits of one’s competence and authority</p> <p>KB3. The detrimental effects of non-compliance</p> <p>KB4. The importance of personal hygiene</p> <p>KB5. The importance of intercommunication skills</p> <p>KB6. The legislation, protocols and guidelines related to the role</p> <p>KB7. The organisational systems and requirements relevant to the role</p> <p>KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. The difference between direct and indirect supervision and autonomous</p>	

HSS/N9607

Practice code of conduct while performing duties

	<p>practice, and which combination is most applicable in different circumstances</p> <p>KB10. Implications to quality and safety arising from:</p> <ul style="list-style-type: none"> Working outside the boundaries of competence and authority not keeping up to date with best practice poor communication insufficient support lack of resources <p>KB11. The organizational structure and the various processes related to reporting and monitoring</p> <p>KB12. The procedure for accessing training, learning and development needs</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Document reports, task lists, and schedules with co-workers SA2. Prepare status and progress reports related to patient care SA3. Update the physician and the other co-workers
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA4. Read about procedures, regulations and guidelines related to the organization and the profession SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA6. Interact with patients SA7. Give clear instructions to patients, patients relatives and other healthcare providers SA8. Avoid using jargon, slang or acronyms, while communicating with a patient
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise SB2. Act decisively by balancing protocols and work at hand
	Plan and Organize
	Not applicable
	Customer Centricity
	To be competent, the user / individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Maintain patient confidentiality

HSS/N9607

Practice code of conduct while performing duties

	SB5. Respect the rights of the patient(s) SB6. Respond patients' queries and concerns SB7. Maintain personal hygiene to enhance patient safety
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

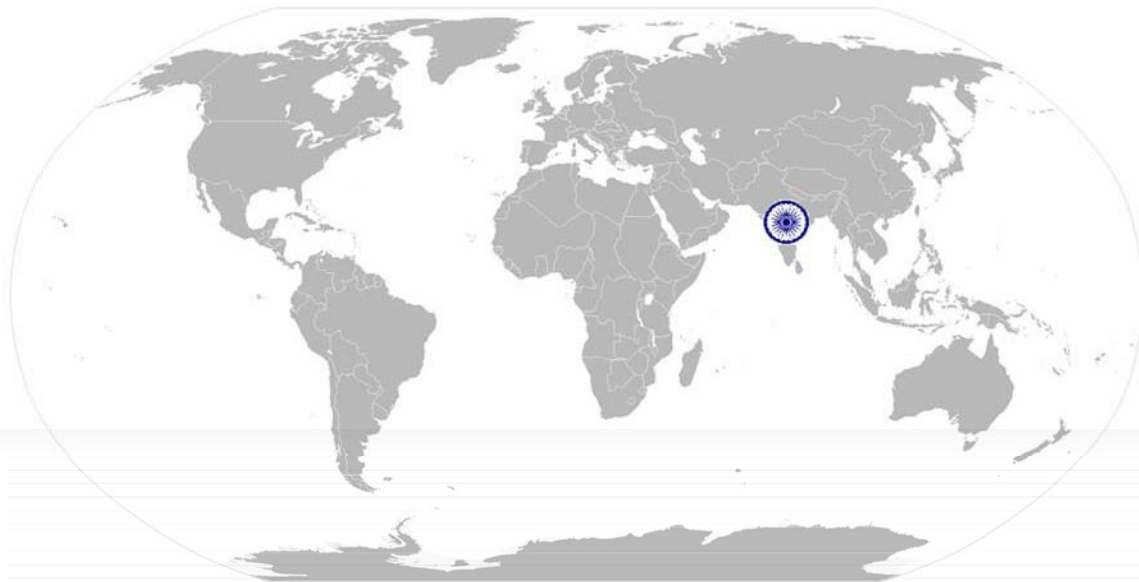
NOS Version Control

NOS Code	HSS/N9607		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

HSS/N9609

Follow biomedical waste disposal protocols

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health professional to manage biomedical waste

HSS/N9609

Follow biomedical waste disposal protocols

National Occupational Standard

Unit Code	HSS/N9609
Unit Title (Task)	Follow biomedical waste disposal protocols
Description	This OS unit is about the safe handling and management of health care waste. This unit applies to all Allied Health professionals.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Classification of the Waste Generated, Segregation of Biomedical Waste ,Proper collection and storage of Waste <p>Reference : 'The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHCHS212 Disposal of clinical and non-clinical waste within healthcare and SFHCHS213 Implement an audit trail for managing waste within healthcare]'</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type</p> <p>PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste</p> <p>PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements</p> <p>PC4. Segregation should happen at source with proper containment, by using different color coded bins for different categories of waste</p> <p>PC5. Check the accuracy of the labelling that identifies the type and content of waste</p> <p>PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal</p> <p>PC7. Check the waste has undergone the required processes to make it safe for transport and disposal</p> <p>PC8. Transport the waste to the disposal site, taking into consideration its associated risks</p> <p>PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures</p> <p>PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organization</p> <p>KA2. Person(s) responsible for health, safety, and security in the organization</p> <p>KA3. Relevant up-to-date information on health, safety, and security that applies to the organization</p> <p>KA4. Organization's emergency procedures and responsibilities for handling</p>

HSS/N9609

Follow biomedical waste disposal protocols

its processes)	hazardous situations
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to categorise waste according to national, local and organisational guidelines</p> <p>KB2. The appropriate approved disposal routes for waste</p> <p>KB3. The appropriate containment or dismantling requirements for waste and how to make the waste safe for disposal</p> <p>KB4. The importance to adhere to the organisational and national waste management principles and procedures</p> <p>KB5. The hazards and risks associated with the disposal and the importance of risk assessments and how to provide these</p> <p>KB6. The personal protective equipment required to manage the different types of waste generated by different work activities</p> <p>KB7. The importance of working in a safe manner when carrying out procedures for biomedical waste management in line with local and national policies and legislation</p> <p>KB8. The required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB9. The requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB10. The importance of segregating different types of waste and how to do this</p> <p>KB11. The safe methods of storage and maintaining security of waste and the permitted accumulation times</p> <p>KB12. The methods for transporting and monitoring waste disposal and the appropriateness of each method to a given scenario</p> <p>KB13. How to report any problems or delays in waste collection and whereto seek advice and guidance</p> <p>KB14. The importance of the organisation monitoring and obtaining an assessment of the impact the waste has on the environment</p> <p>KB15. The current national legislation, guidelines, local policies and protocols which affect work practice</p> <p>KB16. The policies and guidance that clarify your scope of practice, accountabilities and the working relationship between yourself and others</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures for managing biomedical waste
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	Decision Making

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	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organization and exert effort and perseverance
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Organize files and documents SB4. Plan for safety of the work environment SB5. Recommend and implement plan of action
	Customer Centricity
	The user/individual on the job needs to know and understand: SB6. How to make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify hazards and suggest effective solutions to identified problems of waste management
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse the seriousness of hazards and proper waste management
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB9. Evaluate opportunities to improve health, safety and security SB10. Show understanding and empathy for others	

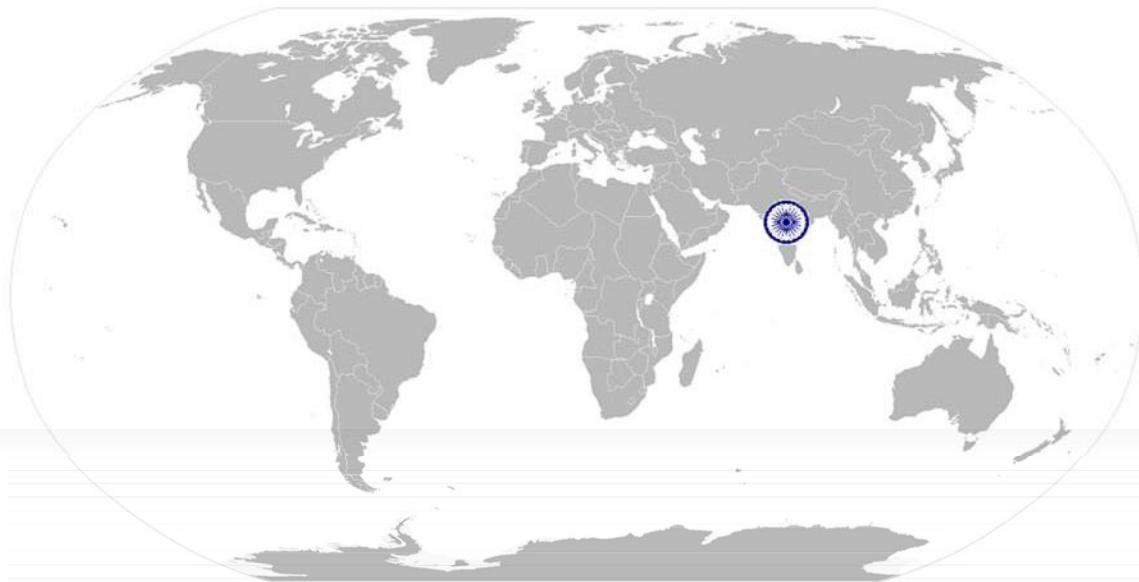
NOS Version Control

NOS Code	HSS/N9609		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

HSS/N9610

Follow infection control policies and procedures

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to comply with infection control policies and procedures

HSS/N9610

Follow infection control policies and procedures

National Occupational Standard

Unit Code	HSS/N9610
Unit Title	Follow infection control policies and procedures
Description	This OS unit is about complying with infection control policies and procedures. It is applicable to workers who are responsible for workplace procedures to maintain Infection control. This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Complying with an effective infection control protocols that ensures the safety of the patient (or end-user of health-related products/services) Maintaining personal protection and preventing the transmission of infections from person to person
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements</p> <p>PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p> <p>PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter</p> <p>PC4. Identify infection risks and implement an appropriate response within own role and responsibility</p> <p>PC5. Document and report activities and tasks that put patients and/or other workers at risk</p> <p>PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization</p> <p>PC7. Follow procedures for risk control and risk containment for specific risks</p> <p>PC8. Follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC9. Place appropriate signs when and where appropriate</p> <p>PC10. Remove spills in accordance with the policies and procedures of the organization</p> <p>PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination</p> <p>PC12. Follow hand washing procedures</p> <p>PC13. Implement hand care procedures</p> <p>PC14. Cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use</p> <p>PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work</p> <p>PC18. Confine records, materials and medicaments to a well-designated clean zone</p>

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	<p>PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste</p> <p>PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified</p> <p>PC22. Store clinical or related waste in an area that is accessible only to authorised persons</p> <p>PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements</p> <p>PC25. Wear personal protective clothing and equipment during cleaning procedures</p> <p>PC26. Remove all dust, dirt and physical debris from work surfaces</p> <p>PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols</p> <p>PC29. Dry all work surfaces before and after use</p> <p>PC30. Replace surface covers where applicable</p> <p>PC31. Maintain and store cleaning equipment</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The organization’s infection control policies and procedures</p> <p>KA2. Organization requirements relating to immunization, where applicable</p> <p>KA3. Standard precautions</p> <p>KA4. Good personal hygiene practice including hand care</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Additional precautions</p> <p>KB2. Aspects of infectious diseases including:</p> <ul style="list-style-type: none"> - opportunistic organisms - pathogens <p>KB3. Basic microbiology including:</p> <ul style="list-style-type: none"> - bacteria and bacterial spores - fungi - viruses <p>KB8. The required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB9. The requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB10. The importance of segregating different types of waste and how to do this</p>

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	<p>KB4. How to clean and sterile techniques</p> <p>KB5. The path of disease transmission:</p> <ul style="list-style-type: none"> - paths of transmission including direct contact and penetrating injuries - risk of acquisition - sources of infecting microorganisms including persons who are carriers, in the incubation phase of the disease or those who are acutely ill <p>KB6. Effective hand hygiene:</p> <ul style="list-style-type: none"> - procedures for routine hand wash - procedures for surgical hand wash - when hands must be washed <p>KB7. Good personal hygiene practice including hand care</p> <p>KB8. Identification and management of infectious risks in the workplace</p> <p>KB9. How to use personal protective equipment such as:</p> <ul style="list-style-type: none"> - guidelines for glove use - guidelines for wearing gowns and waterproof aprons - guidelines for wearing masks as required - guidelines for wearing protective glasses <p>KB10. Susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old</p> <p>KB11. Surface cleaning:</p> <ul style="list-style-type: none"> - cleaning procedures at the start and end of the day - managing a blood or body fluid spill - routine surface cleaning <p>KB12. Sharps handling and disposal techniques</p> <p>KB13. The following:</p> <ul style="list-style-type: none"> - Follow infection control guidelines - Identify and respond to infection risks - Maintain personal hygiene - Use personal protective equipment - Limit contamination - Handle, package, label, store transport and dispose of clinical and other waste - Clean environmental surfaces
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Consistently apply hand washing, personal hygiene and personal protection protocols</p> <p>SA2. Consistently apply clean and sterile techniques</p> <p>SA3. Consistently apply protocols to limit contamination</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Follow instructions as specified in the protocols</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Listen patiently</p> <p>SA6. Provide feedback (verbal and non-verbal) to encourage smooth flow of</p>

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Follow infection control policies and procedures

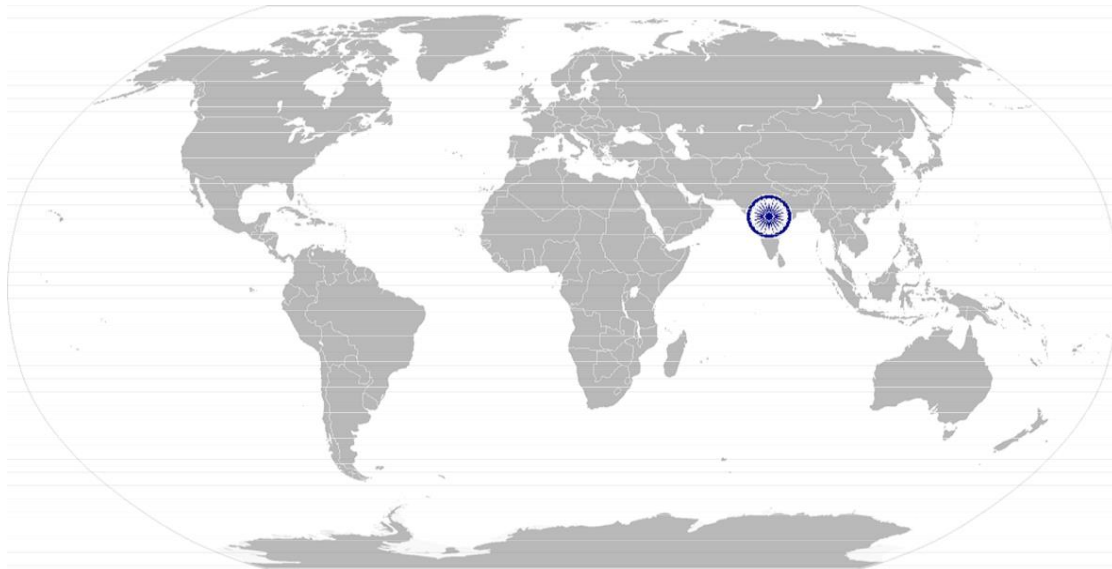
	information
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. Apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/individual on the job needs to: SB3. Consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate) SB4. Consistently follow the procedure for washing and drying hands SB5. Consistently limit contamination SB6. Consistently maintain clean surfaces and manage blood and body fluid spills
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Be a good listener and be sensitive to patient SB8. Avoid unwanted and unnecessary communication with patients SB9. Maintain eye contact and non-verbal communication
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. Communicate only facts and not opinions SB11. Give feedback when required
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Coordinate required processes effectively
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB13. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action SB14. Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues

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Follow infection control policies and procedures

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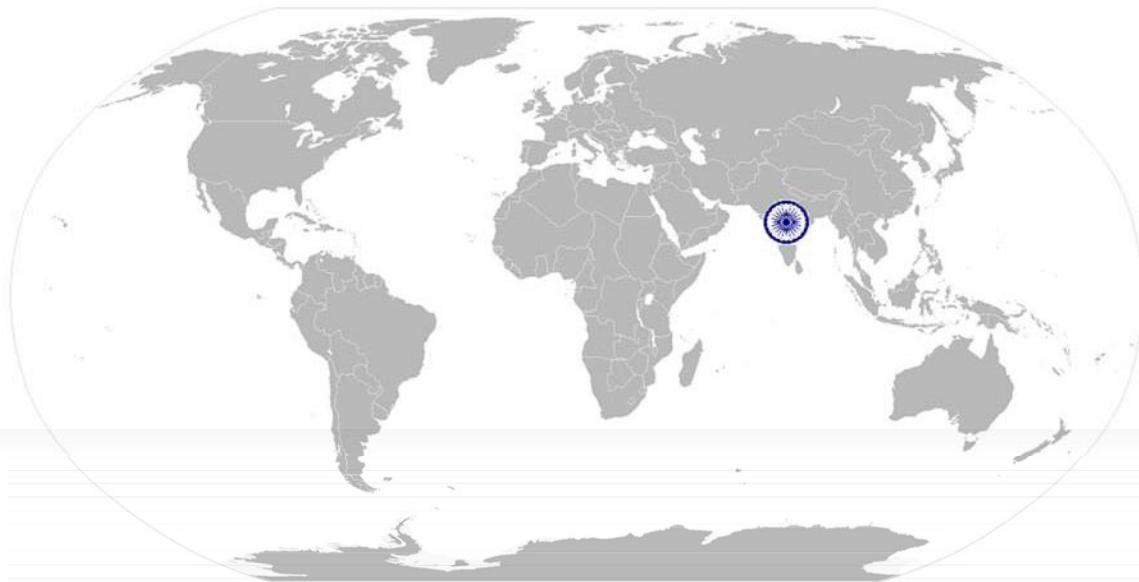
NOS Code	HSS/N9610		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



HSS/N9611

Monitor and assure quality

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to monitor and assure quality

HSS/N9611

Monitor and assure quality

National Occupational Standard

Unit Code	HSS/N9611
Unit Title	Monitor and assure quality
(Task)	
Description	This OS unit is about Assuring quality in all procedures. This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Monitor treatment process/outcomes , Identify problems in treatment process/outcomes , Solve treatment process/outcome problems , Attend class/read publications to continue industry education , Identify needs and expectations of patient/health care professionals
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Conduct appropriate research and analysis PC2. Evaluate potential solutions thoroughly PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly PC5. Report any identified breaches in health, safety, and security procedures to the designated person PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected PC8. Follow the organisation’s 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
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organisation KA2. Person(s) responsible for health, safety, and security in the organisation KA3. Relevant up-to-date information on health, safety, and security that applies to the organisation KA4. Organisation’s emergency procedures and responsibilities for handling hazardous situations
B. Technical Knowledge	The user/individual on the job needs to know and understand how to: KB1. Evaluate treatment goals, process and outcomes KB2. Identify problems/deficiencies in dental hygiene treatment goals, processes and outcomes KB3. Accurately identify problems in dental hygiene care KB4. Conduct research KB5. Select and implement proper hygiene interventions KB6. Obtain informed consent KB7. Conduct an honest self-evaluation to identify personal and professional

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Monitor and assure quality

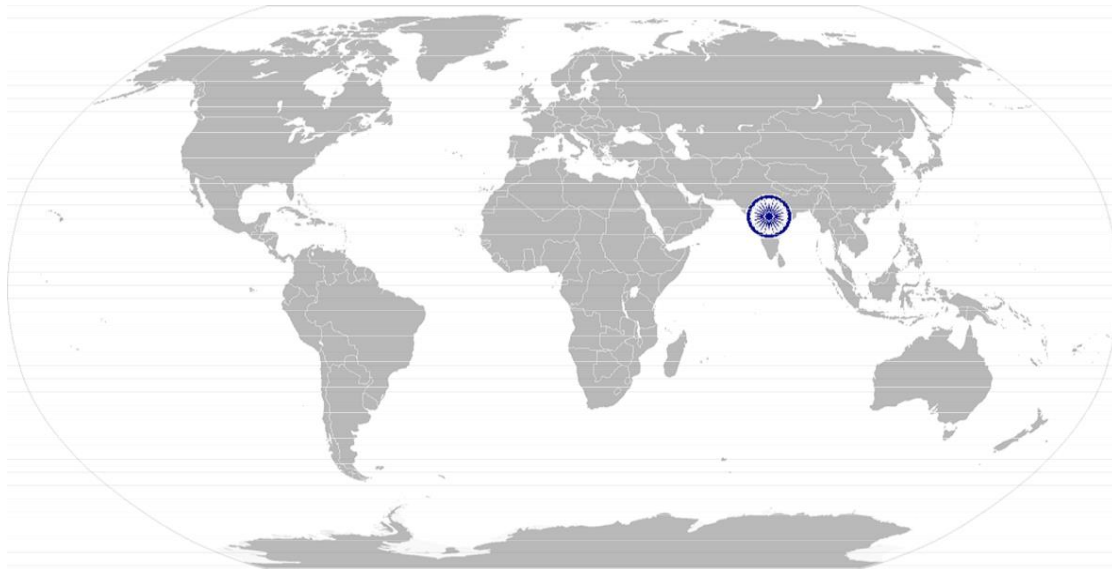
	<p>strengths and weaknesses</p> <p>KB8. Access and interpret medical, and scientific literature</p> <p>KB9. Apply human needs/motivational theory</p> <p>KB10. Provide thorough and efficient individualised care</p> <p>KB11. Employ methods to measure satisfaction</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organisation and exert effort and perseverance
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Organise files and documents SB4. Plan for safety of the work environment SB1. Recommend and implement plan of action
	Customer Centricity
	The user/individual on the job needs to know and understand: SB2. How to make exceptional effort to meet patient needs and resolve conflict to patients satisfaction
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB3. Identify hazards and suggest effective solutions to identified problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB4. Analyse the seriousness of hazards
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB5. Evaluate opportunities to improve health, safety and security SB6. Show understanding and empathy for others	

HSS/N9611

Monitor and assure quality

NOS Version Control

NOS Code	HSS/N9611		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



Job Role	Medical Lab Technician
Qualification Pack Code	HSS/Q0301
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

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 this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Skills Practical and Viva (80% weightage)	
	Marks Alloted
Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and Communication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (80% of Max. Marks)	400
Theory (20% weightage)	
	Marks Alloted
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and Communication)	20
Grand Total-(Theory)	100
Passing Marks (50% of Max. Marks)	50
Grand Total-(Skills Practical and Viva + Theory)	600

Final Result		Criteria are to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			
Detailed Break Up of Marks		Skills Practical & Viva			
Subject Domain		Pick any 2 NOS each of 200 marks totaling 400			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS/ N 0301 (Correctly collect, transport, receive, accept or reject and store blood/urine/stool and tissue samples)	PC1. Identify information by categorising, estimating, recognising the differences or similarities, and detecting changes in circumstances or events	200	10	0	10
	PC2. Have a fair knowledge of blood cell biology		20	20	0
	PC3. Perform phlebotomy effectively		60	0	60
	PC4. Respond to emergencies as they arise		20	10	10
	PC5. Apply the principles of genetics and immunology to transfusion practice		10	10	0
	PC6. Generate or use different sets of rules for combining or grouping things in different ways		10	10	0
	PC7. Be up-to-date technically and apply new knowledge to the job		10	10	0
	PC8. Know how to follow sample acceptance and rejection criteria		30	15	15
	PC9. Know how to pack, transport and store the samples		30	15	15
	Total			200	90
2.HSS/ N 0302 (Conduct analysis of body fluids/ samples)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in components of body fluids/ samples	200	20	0	20
	PC2. Understand how samples of body fluids/ samples are collected and analysed		120	20	100
	PC3. Know what is implied by the presence of abnormal constituents in body fluids/ samples		60	60	0

	Total		200	80	120
3.HSS/ N 0303 (Maintain, operate and clean laboratory equipment)	PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects	200	60	10	50
	PC2. Concentrate on a task over a period of time without being distracted		40	0	40
	PC3. Have sound knowledge of the functioning of lab equipment's and protocols for their cleaning and calibration		100	40	60
	Total		200	50	150
4.HSS/ N 0304 (Provide information about test results)	PC1. Be responsive to patient request and queries	200	40	10	30
	PC2. Combine separate pieces of information, or specific answers to problems, to interpret test results		160	60	100
	Total		200	70	130
5. HSS/ N 0305 (Prepare and document medical tests and clinical results)	PC1. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data	200	100	20	80
	PC2. Generate or use different sets of rules for combining or grouping things in different way		60	20	40
	PC3. Concentrate on a task over a period of time without being distracted		40	0	40
	Total		200	40	160
6.HSS/ N 0306 (Establish and monitor quality assurance program)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events	200	20	0	20
	PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects		60	10	50
	PC3. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data		60	10	50
	PC4. Apply general rules to specific problems to produce answers that make sense		30	5	25
	PC5. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)		30	10	20

	Total		200	35	165
7.HSS/ N 0307 Supervise and guide other laboratory personnel)	PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects	200	60	20	40
	PC2. Generate or use different sets of rules for combining or grouping things in different ways		60	10	50
	PC3. Deal with people at junior levels to effectively direct their work towards optimum output		80	10	70
	Total		200	40	160
8.HSS/ N 0308 (Conduct research under guidance)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events	200	20	0	20
	PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects		60	10	50
	PC3. Apply general rules to specific problems to produce answers that make sense		30	5	25
	PC4. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)		30	10	20
	PC5. Concentrate on a task over a period of time without being distracted		40	0	40
	PC6. Understand the need and importance of research and the protocols for conducting the same		20	20	0
	Total			200	45
9. HSS/ N 0409 (Assist in fine needle aspiration cytology)	PC1. Swab the skin with an antiseptic solution	200	50	10	40
	PC2. Prepare the needle of very fine diameter for the process		50	10	40
	PC3. Take and record the vitals (pulse, blood pressure, temperature, etc.) before the procedure is started		50	10	40
	PC4. Prepare the equipment and slides for examining the sample		50	10	40
	Total		200	40	160
10. HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Preform the standard precautions to prevent the spread of infection in accordance with organisation requirements	200	5	0	5

PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection	5	0	5
PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter	5	5	0
PC4. Identify infection risks and implement an appropriate response within own role and responsibility	20	10	10
PC5. Document and report activities and tasks that put patients and/or other workers at risk	5	0	5
PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization	5	0	5
PC7. Follow procedures for risk control and risk containment for specific risks	10	0	10
PC8. Follow protocols for care following exposure to blood or other body fluids as required	10	0	10
PC9. Place appropriate signs when and where appropriate	20	10	10
PC10. Remove spills in accordance with the policies and procedures of the organization	5	0	5
PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination	5	0	5
PC12. Follow hand washing procedures	5	0	5
PC13. Implement hand care procedures	5	0	5
PC14. Cover cuts and abrasions with water-proof dressings and change as necessary	5	5	0
PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use	5	0	5
PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	5	0	5
PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work	20	10	10

PC18. Confine records, materials and medicaments to a well-designated clean zone			
PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone			
PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste	5	0	5
PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified	5	0	5
PC22. Store clinical or related waste in an area that is accessible only to authorised persons	5	5	0
PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release	5	0	5
PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements	5	5	0
PC25. Wear personal protective clothing and equipment during cleaning procedures	5	0	5
PC26. Remove all dust, dirt and physical debris from work surfaces	5	0	5
PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	5	0	5
PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols	5	0	5
PC29. Dry all work surfaces before and after use	5	0	5
PC30. Replace surface covers where applicable	5	0	5

	PC31. Maintain and store cleaning equipment		5	5	0
	Total		200	55	145
Grand Total-1 (Subject Domain)		400			
Soft Skills and Communication		Pick one field from both parts each carrying 50 marks totaling 100			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	30	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4
	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
		30	12	18	
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2

	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
			20	7	13
Attitude Total		50	50	19	31
2. Work Management					
HSS/ N 9602 (Ensure availability of medical and diagnostic supplies)	PC1. Maintain adequate supplies of medical and diagnostic supplies		5	5	0
	PC2. Arrive at actual demand as accurately as possible		5	3	2
	PC3. Anticipate future demand based on internal, external and other contributing factors as accurately as possible	25	10	5	5
	PC4. Handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals		5	5	0
			25	18	7
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements		10	5	5
	PC2. Utilise time effectively		3	0	3
	PC3. Ensure his/her work meets the agreed requirements		3	0	3
	PC4. Treat confidential information correctly	25	3	3	0
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		6	3	3
		25	11	14	

Work Management Total		50	50	29	21
Part 2 (Pick one field as per NOS marked carrying 50 marks)					
1. Team Work					
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	50	3	0	3
	PC2. Integrate one's work with other people's work effectively		3	0	3
	PC3. Pass on essential information to other people on timely basis		3	0	3
	PC4. Work in a way that shows respect for other people		3	0	3
	PC5. Carry out any commitments made to other people		6	6	0
	PC6. Reason out the failure to fulfil commitment		6	6	0
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8
	PC8. Follow the organisation's policies and procedures		10	4	6
			50	24	26
2. Safety management					
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. 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		6	4	2

	PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
			50	25	25

3. Waste Management

HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	50	6	2	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		4	4	0
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		4	4	0
	PC9. Report and deal with spillages and contamination in accordance		4	4	0

	with current legislation and procedures				
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		4	4	0
			50	32	18
4. Quality Assurance					
HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis	50	6	2	4
	PC2. Evaluate potential solutions thoroughly		8	4	4
	PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry		4	0	4
	PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly		8	4	4
	PC5. Report any identified breaches in health, safety, and security procedures to the designated person		4	2	2
	PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority		4	4	0
	PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected		4	4	0
	PC8. Follow the organisation's emergency procedures promptly, calmly, and efficiently		4	4	0
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person		4	4	0
	PC10. Complete any health and safety records legibly and accurately		4	4	0
			50	32	18
Grand Total-2 (Soft Skills and Communication)			100		

Detailed Break Up of Marks		Theory	
Subject Domain		Pick all NOS totalling 80 marks	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Weightage	Marks Allocation
			Theory
1. HSS/ N 0301 (Correctly collect, transport, receive, accept or reject and store blood/urine/stool and tissue samples)	PC1. Identify information by categorising, estimating, recognising the differences or similarities, and detecting changes in circumstances or events	8	8
	PC2. Have a fair knowledge of blood cell biology		
	PC3. Perform phlebotomy effectively		
	PC4. Respond to emergencies as they arise		
	PC5. Apply the principles of genetics and immunology to transfusion practice		
	PC6. Generate or use different sets of rules for combining or grouping things in different ways		
	PC7. Be up-to-date technically and apply new knowledge to the job		
	PC8. Know how to follow sample acceptance and rejection criteria		
	PC9. Know how to pack, transport and store the samples		
Total			8
2.HSS/ N 0302 (Conduct analysis of body fluids/ samples)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in components of body fluids/ samples	8	8
	PC2. Understand how samples of body fluids/ samples are collected and analysed		
	PC3. Know what is implied by the presence of abnormal constituents in body fluids/ samples		
Total			8
3.HSS/ N 0303 (Maintain, operate and clean laboratory equipment)	PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects	8	8
	PC2. Concentrate on a task over a period of time without being distracted		
	PC3. Have sound knowledge of the functioning of lab equipment's and protocols for their cleaning and calibration		
Total			8

4.HSS/ N 0304 (Provide information about test results)	PC1. Be responsive to patient request and queries	8	8
	PC2. Combine separate pieces of information, or specific answers to problems, to interpret test results		
	Total		
5. HSS/ N 0305 (Prepare and document medical tests and clinical results)	PC1. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data	8	8
	PC2. Generate or use different sets of rules for combining or grouping things in different way		
	PC3. Concentrate on a task over a period of time without being distracted		
	Total		
6.HSS/ N 0306 (Establish and monitor quality assurance program)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events	8	8
	PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects		
	PC3. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data		
	PC4. Apply general rules to specific problems to produce answers that make sense		
	PC5. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)		
	Total		
7.HSS/ N 0307 (Conduct research under guidance)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events	8	8
	PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects		
	PC3. Apply general rules to specific problems to produce answers that make sense		
	PC4. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)		

	PC5. Concentrate on a task over a period of time without being distracted		
	PC6. Understand the need and importance of research and the protocols for conducting the same		
	Total		8
8.HSS/ N 0308 (Conduct research under guidance)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events	8	8
	PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects		
	PC3. Apply general rules to specific problems to produce answers that make sense		
	PC4. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)		
	PC5. Concentrate on a task over a period of time without being distracted		
	PC6. Understand the need and importance of research and the protocols for conducting the same		
	Total		8
9. HSS/ N 0409 (Assist in fine needle aspiration cytology)	PC1. Swab the skin with an antiseptic solution	8	8
	PC2. Prepare the needle of very fine diameter for the process		
	PC3. Take and record the vitals (pulse, blood pressure, temperature, etc.) before the procedure is started		
	PC4. Prepare the equipment and slides for examining the sample		
	Total		8
10. HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements	8	8
	PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection		
	PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter		
	PC4. Identify infection risks and implement an appropriate response within own role and responsibility		

PC5. Document and report activities and tasks that put patients and/or other workers at risk		
PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization		
PC7. Follow procedures for risk control and risk containment for specific risks		
PC8. Follow protocols for care following exposure to blood or other body fluids as required		
PC9. Place appropriate signs when and where appropriate		
PC10. Remove spills in accordance with the policies and procedures of the organization		
PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination		
PC12. Follow hand washing procedures		
PC13. Implement hand care procedures		
PC14. Cover cuts and abrasions with water-proof dressings and change as necessary		
PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use		
PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact		
PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work		
PC18. Confine records, materials and medicaments to a well-designated clean zone		
PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone		
PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste		
PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and		

	identified		
	PC22. Store clinical or related waste in an area that is accessible only to authorised persons		
	PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release		
	PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements		
	PC25. Wear personal protective clothing and equipment during cleaning procedures		
	PC26. Remove all dust, dirt and physical debris from work surfaces		
	PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled		
	PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols		
	PC29. Dry all work surfaces before and after use		
	PC30. Replace surface covers where applicable		
	PC31. Maintain and store cleaning equipment		
	Total		8
Grand Total-1 (Subject Domain)		80	80
Soft Skills and Communication		Select each part each carrying 10 marks totalling 20	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Weightage	Marks Allocation
			Theory
Part 1 (Pick one field randomly carrying 50 marks)			
1. Attitude			

HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	2	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	2	2
	PC2. Work within organisational systems and requirements as appropriate to the role		
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		
	PC4. Maintain competence within the role and field of practice		
	PC5. Use protocols and guidelines relevant to the field of practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and patient safety		
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		
	Total		
Attitude Total		4	4

2. Work Management			
HSS/ N 9602 (Ensure availability of medical and diagnostic supplies)	PC1. Maintain adequate supplies of medical and diagnostic supplies	4	4
	PC2. Arrive at actual demand as accurately as possible		
	PC3. Anticipate future demand based on internal, external and other contributing factors as accurately as possible		
	PC4. Handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals		
	Total		
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	2	2
	PC2. Utilise time effectively		
	PC3. Ensure his/her work meets the agreed requirements		
	PC4. Treat confidential information correctly		
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		
	Total		
Work Management Total		6	6
Part 1 Total		10	10
Part 2 (Pick one field as per NOS marked carrying 50 marks)			
1. Team Work			
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	2	2
	PC2. Integrate one's work with other people's work effectively		
	PC3. Pass on essential information to other people on timely basis		
	PC4. Work in a way that shows respect for other people		
	PC5. Carry out any commitments made to other people		
	PC6. Reason out the failure to fulfil commitment		
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		
	PC8. Follow the organisation's policies and procedures		
	Total		

2. Safety management			
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	2	2
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		
	PC6. 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		
	PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
	Total		
3. Waste Management			
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	4	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		

	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures		
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		
	Total		4
4. Quality Assurance			
HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis	2	2
	PC2. Evaluate potential solutions thoroughly		
	PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry		
	PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly		
	PC5. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority		
	PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected		
	PC8. Follow the organisation's 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		
	Total		2
Part 2 Total		10	10

Grand Total-2 (Soft Skills and Communication)	20
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