

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

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Introduction

Qualifications Pack- Mental Health Counsellor

SECTOR: HEALTH

SUB-SECTOR: ALLIED HEALTH AND PARAMEDICS

OCCUPATION: MENTAL HEALTH COUNSELLOR

REFERENCE ID: HSS/ Q 2901

Mental Health Counsellor(MHC) in the Healthcare Industry is also known as a mental counsellor.

Brief Job Description: The job of a mental health counsellor is to assist and work with individuals, families and groups with issues that impact their psychological state and overall well-being. Mental health counsellors are trained to deal with a wide scope of issues related to mental health and they help people manage or overcome mental and emotional disorders and problems with their family and relationships. They listen to patients and ask questions to help the clients understand their problems and develop strategies to improve their lives.

Personal Attributes: MHCs must be good listeners and critical thinkers to diagnose their clients' problems, express themselves clearly, and be sensitive to their clients' difficulties. They are able to remain calm and in control when resolving conflicts. In addition to these skills, MHCs must exhibit self-control, stress tolerance, integrity, and sensitivity towards their clients.

Job Details	Qualifications Pack Code	HSS/ Q 2901		
	Job Role	Mental Health Counsellor		
	Credits(NVEQF/NVQF/NSQF)	4	Version number	1
	Industry	Health	Drafted on	12/05/13
	Sub-sector	<u>ALLIED HEALTH AND PARAMEDICS</u>	Last reviewed on	19/07/13
	Occupation	Mental Health Counsellor	Next review date	19/07/15

Job Role	Mental Health Counsellor
Role Description	The job of a mental health counsellor is to assist and work with individuals, families and groups with issues that impact their psychological state and overall well-being and to deal with a wide scope of issues related to mental health
NVEQF/NVQF level	4
Minimum Educational Qualifications	Class XII in Science with relevant professional qualification
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Experience	Not Applicable
Occupational Standards (OS)	<p>HSS/ N 2901: Conduct initial intake interviews to collect information</p> <p>HSS/ N 2902: Counsel clients in developing skills</p> <p>HSS/ N 2903: Conduct therapy/counselling sessions</p> <p>HSS/ N 2904: Refer clients to community resources or to Psychiatrist as necessary</p> <p>HSS/ N 2905: Counsel family members in understanding, dealing with and supporting clients</p> <p>HSS/ N 2906: Evaluate the effectiveness of counselling programs and client's progress</p> <p>HSS/ N 2907: Maintain confidentiality of client's information</p>

	<p>HSS/ N 9601: Collate and Communicate Health Information</p> <p>HSS/ N 9603: Act within the limits of one’s competence and authority</p> <p>HSS/ N 9604: Work effectively with others</p> <p>HSS/ N 9605: Manage work to meet requirements</p> <p>HSS/ N 9606: Maintain a safe, healthy, and secure working environment</p> <p>HSS/ N 9607: Practice code of conduct while performing duties</p>
<p>Performance Criteria</p>	<p>As described in the relevant OS units</p>

Definitions

Keywords /Terms	Description
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.
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.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with '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
MHC	Mental Health Counsellor
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission

Acronyms

HSS/ N 2901: Conduct initial intake interviews to collect information

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Mental Health Counsellor in order to collect information about clients through interviews, observation, and tests.

HSS/ N 2901: Conduct initial intake interviews to collect information

National Occupational Standard	Unit Code	HSS/ N 2901
	Unit Title (Task)	Conduct initial intake interviews to collect information
	Description	This OS unit is about the mental health counsellor’s responsibilities towards collecting information about the client by conducting initial intake interviews
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Conducting interviews in order to collect information about clients • Listening to the problems and issues of the clients • Retrieving information through observations and tests • Communicating with the clients to know about them
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Encourage clients to express their feelings and discuss what is happening in their lives</p> <p>PC2. Help the clients to develop insight into themselves and their relationships</p> <p>PC3. Collect information about clients through interviews, observation, and tests</p> <p>PC4. Discuss with individual patients about their issues</p> <p>PC5. Communicate with the client in order to retrieve information and go to the root of the problem</p> <p>PC6. Ask about events and situations in the life of the patient in order to read the state of mind of the client</p> <p>PC7. Gather maximum information related to the life situation of the client</p> <p>PC8. Give the client mental exercises games and tasks to know the mental condition of the client</p> <p>PC9. Listen to the issues of the client with patience</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand how to:</p> <p>KA1. Recognise the moral, legal, and ethical responsibility towards the organisation</p> <p>KA2. Be aware of prevailing organisational values and the professional standards</p> <p>KA3. Correctly advertise all relevant information concerning areas of clinical competence</p> <p>KA4. Promote the mission, goals, values, and knowledge of the profession</p> <p>KA5. Respect the viability, reputation and proprietary rights of the organisation</p> <p>KA6. Treat colleagues/clients with dignity and respect</p> <p>KA7. Maintain high standards in providing services</p>

HSS/ N 2901: Conduct initial intake interviews to collect information

<p>B Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Human behaviour and performance, individual differences in ability, personality, and interests, learning and motivation, psychological research methods and the assessment and treatment of behavioural and affective disorders</p> <p>KB2. Principles, methods, and procedures for diagnosis, treatment and for counselling and guidance</p> <p>KB3. Group behaviour and dynamics, societal trends and influences, human migrations, ethnicity and cultures</p> <p>KB4. Principles and processes for providing personal services. This includes client's needs assessment, and evaluation of client's satisfaction</p>
<p>Skills (S) (Optional)</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. Express ideas clearly in writing</p> <p>SA2. Communicate effectively in writing</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Understand written sentences and paragraphs in work related documents</p> <p>SA4. Be able to read and understand information and ideas presented in writing</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. Communicate information and ideas effectively</p> <p>SA6. Listen to and understand information and ideas presented verbally or in writing</p> <p>SA7. Identify and understand the speech of another person</p> <p>SA8. Give full attention to what other people are saying</p> <p>SA9. Interact and convey information effectively</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Monitor/assess performance of self to make improvements or take corrective action in order to make decisions</p> <p>SB2. Understand the implications of new information for decision-making</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise the process, methods and procedures appropriate for the</p>

HSS/ N 2901: Conduct initial intake interviews to collect information

	situation
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. Be aware of clients' reactions and understand their behaviour
	SB5. Persuade others to change their minds or behaviour
	Problem Solving
	The user/individual on the job needs to:
	SB6. Identify complex problems and review related information to develop and evaluate options and implement solutions
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB7. Be able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems	

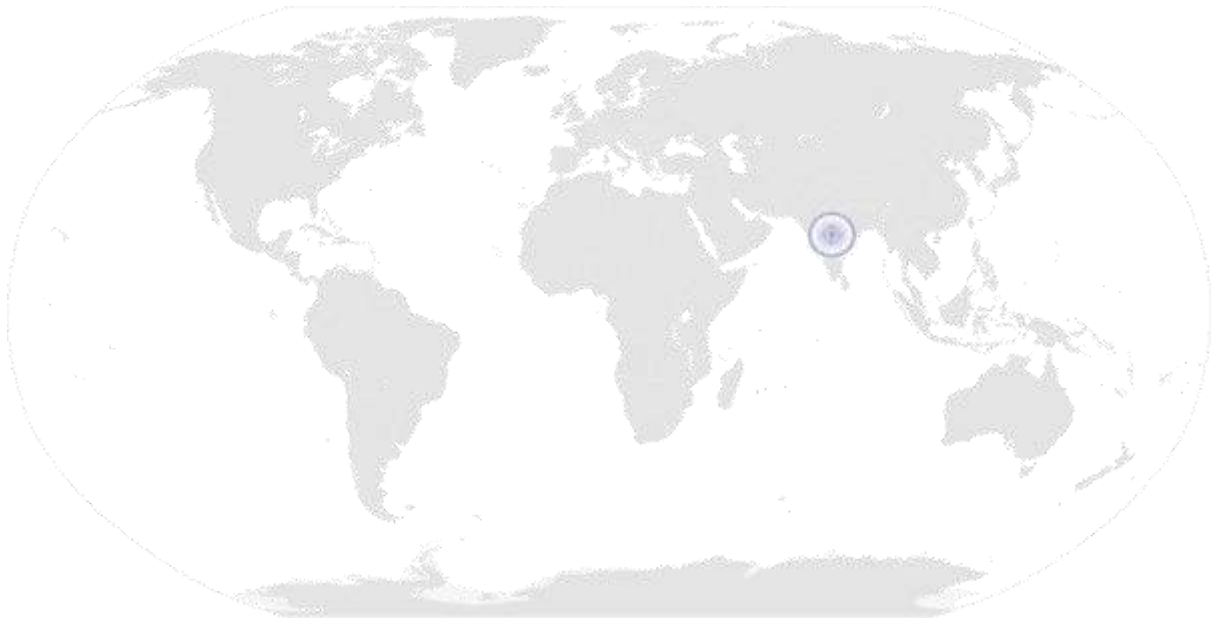
HSS/ N 2901: Conduct initial intake interviews to collect information

NOS Version Control

NOS Code	HSS/ N 2901		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	4	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15

HSS/ N 2902: Counsel clients in developing skills

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Mental health counsellor in counselling the clients for the development of skills and strategies for overcoming their problems.

HSS/ N 2902: Counsel clients in developing skills

National Occupational Standard	Unit Code	HSS/ N 2902
	Unit Title (Task)	Counsel clients in developing skills
	Description	This OS unit is about the mental health counsellor’s duties to counsel the client in order to develop skills to overcome their problems
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Providing advice to the clients to deal with their problems • Counselling the client individually or in group • Evaluating client’s mental condition and providing them right skills for overcoming their problems
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
		<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Counsel clients individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes</p> <p>PC2. Plan, organise and lead structured programs of counselling, work, recreation and social activities for clients</p> <p>PC3. Plan and conduct programs to provide counselling services</p> <p>PC4. Encourage client in changing the life situation by making positive changes</p> <p>PC5. Provide useful advice to deal with the problems and issues concerning the client</p> <p>PC6. Evaluate clients' mental condition based on review of client information and provide the solutions</p> <p>PC7. Help the client in overcoming problems by providing them support and assistance</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand how to:</p> <p>KA1. Recognise the moral, legal, and ethical responsibility towards the organisation</p> <p>KA2. Be aware of prevailing organisational values and the professional standards</p> <p>KA3. Promote the mission, goals, values, and knowledge of the profession</p> <p>KA4. Respect the viability, reputation and proprietary rights of the organisation</p> <p>KA5. Treat clients with dignity and respect</p> <p>KA6. Maintain high standards in providing services</p>
	B Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Human behaviour and performance, individual differences in ability, personality, and interests, learning and motivation, psychological research methods and the</p>

HSS/ N 2902: Counsel clients in developing skills

	<p>assessment and treatment of behavioural and affective disorders</p> <p>KB2. Principles, methods, and procedures for diagnosis ,treatment and for counselling and guidance</p> <p>KB3. Group behaviour and dynamics, societal trends and influences, human migrations, ethnicity and cultures</p> <p>KB4. Principles and processes for providing client and personal services. This includes client’s needs assessment, meeting quality standards for services, and evaluation of client’s satisfaction</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Express ideas clearly in writing</p> <p>SA2. Communicate effectively in writing</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Understand written sentences and paragraphs in work related documents</p> <p>SA4. Be able to read and understand information and ideas presented in writing</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. Communicate information and ideas effectively</p> <p>SA6. Listen to and understand information and ideas presented verbally or in writing</p> <p>SA7. Identify and understand the speech of another person</p> <p>SA8. Give full attention to what other people are saying</p> <p>SA9. Interact and convey information effectively</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Monitor/assess performance of self to make improvements or take corrective action in order to make decisions</p> <p>SB2. Understand the implications of new information for decision-making</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise the process, methods and procedures appropriate for the situation</p>
	Patient Centricity

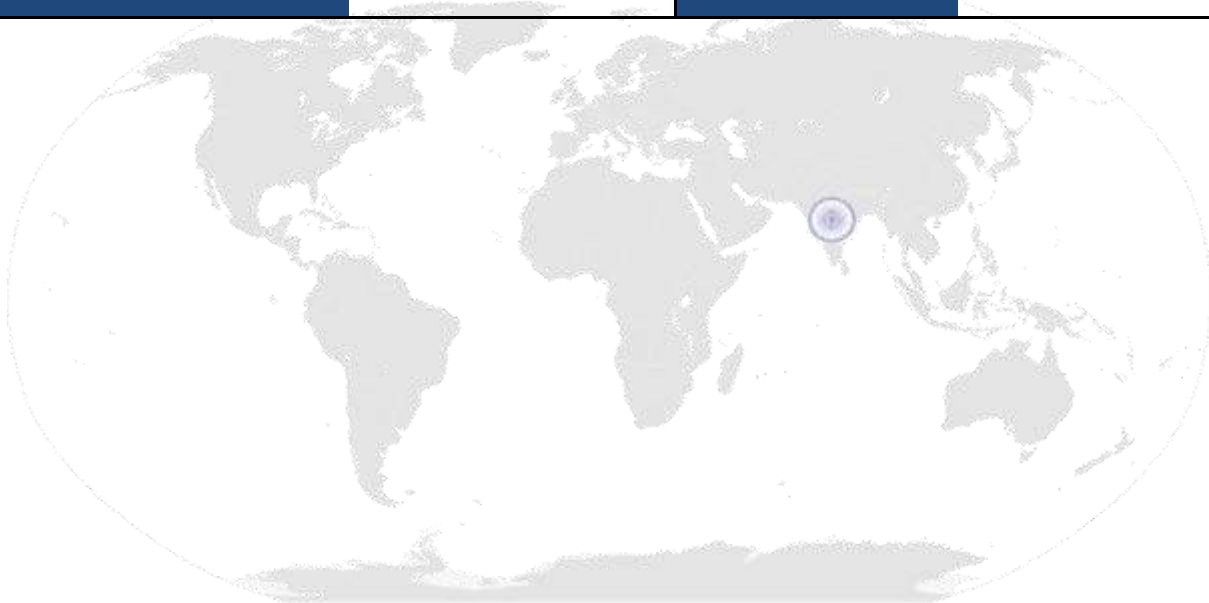
HSS/ N 2902: Counsel clients in developing skills

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Be aware of clients' reactions and understand their behaviour SB5. Persuade others to change their minds or behaviour</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to:</p> <p>SB6. Identify complex problems and review related information to develop and evaluate options and implement solutions</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Be able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems</p>

HSS/ N 2902: Counsel clients in developing skills

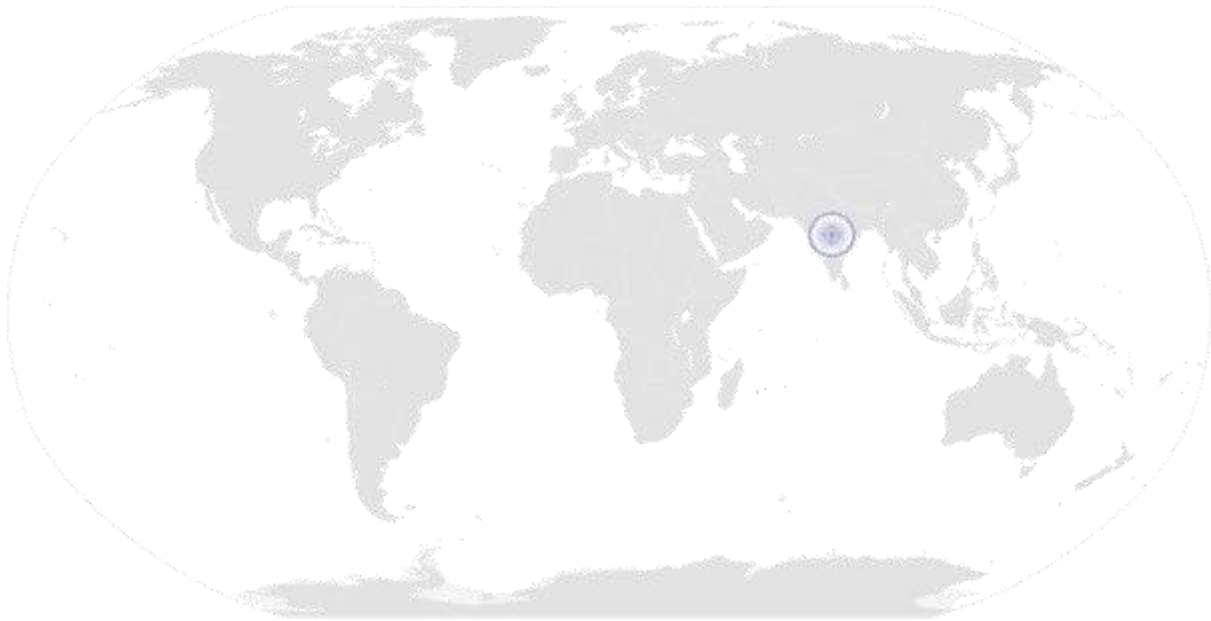
NOS Version Control

NOS Code	HSS/ N 2902		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	4	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 2903: Conduct therapy/counselling sessions

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Mental health counsellor for conducting therapy and counselling sessions for the clients.

HSS/ N 2903: Conduct therapy/counselling sessions

National Occupational Standard	Unit Code	HSS/ N 2903
	Unit Title (Task)	Conduct therapy/counselling sessions
	Description	This OS unit is about the mental health counsellor’s job in conducting therapy and counselling sessions for the clients
	Scope	<p>This unit/task covers:</p> <ul style="list-style-type: none"> • Giving right counselling and therapy sessions to the clients • Conducting individual and group therapy sessions for the clients • Making positive changes to the condition of the clients
	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. Explore negative thoughts and feelings, as well as the harmful or self-destructive behaviours that might accompany the client</p> <p>PC2. Find out the underlying causes of current problems (such as unhealthy relationship patterns or a traumatic experience from client’s past)</p> <p>PC3. Make positive changes in the condition of the client</p> <p>PC4. Give the client an experienced outside perspective and help the client gain insight to make better choices</p> <p>PC5. Conduct individual and group therapy sessions for the improvement of the clients</p> <p>PC6. Make healthy changes in lifestyle of the patient</p> <p>PC7. Recognise client’s emotions and help them in expressing themselves in order to avoid getting stuck in anger, depression, anxiety, or other negative mood states</p> <p>PC8. Give right therapy and counselling sessions to the clients</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Health provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand how to:</p> <p>KA1. Recognise the moral, legal, and ethical responsibility towards the organisation</p> <p>KA2. Be aware of prevailing organisational values and the professional standards</p> <p>KA3. Promote the mission, goals, values, and knowledge of the profession</p> <p>KA4. Respect the viability, reputation and proprietary rights of the organisation</p> <p>KA5. Treat clients with dignity and respect</p> <p>KA6. Maintain high standards in providing services</p>

HSS/ N 2903: Conduct therapy/counselling sessions

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Human behaviour and performance, individual differences in ability, personality, and interests, learning and motivation, psychological research methods and the assessment and treatment of behavioural and affective disorders</p> <p>KB2. Principles, methods, and procedures for diagnosis ,treatment and for counselling and guidance</p> <p>KB3. Group behaviour and dynamics, societal trends and influences, human migrations, ethnicity and cultures</p> <p>KB4. Principles and processes for providing client and personal services. This includes client’s needs assessment, meeting quality standards for services, and evaluation of client’s satisfaction</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. Express ideas clearly in writing</p> <p>SA2. Communicate effectively in writing</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Understand written sentences and paragraphs in work related documents</p> <p>SA4. Be able to read and understand information and ideas presented in writing</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. Communicate information and ideas effectively</p> <p>SA6. Listen to and understand information and ideas presented verbally or in writing</p> <p>SA7. Identify and understand the speech of another person</p> <p>SA8. Give full attention to what other people are saying</p> <p>SA9. Interact and convey information effectively</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Monitor/assess performance of self to make improvements or take corrective action in order to make decisions</p> <p>SB2. Understand the implications of new information for decision-making</p> <p>Plan and Organise</p>

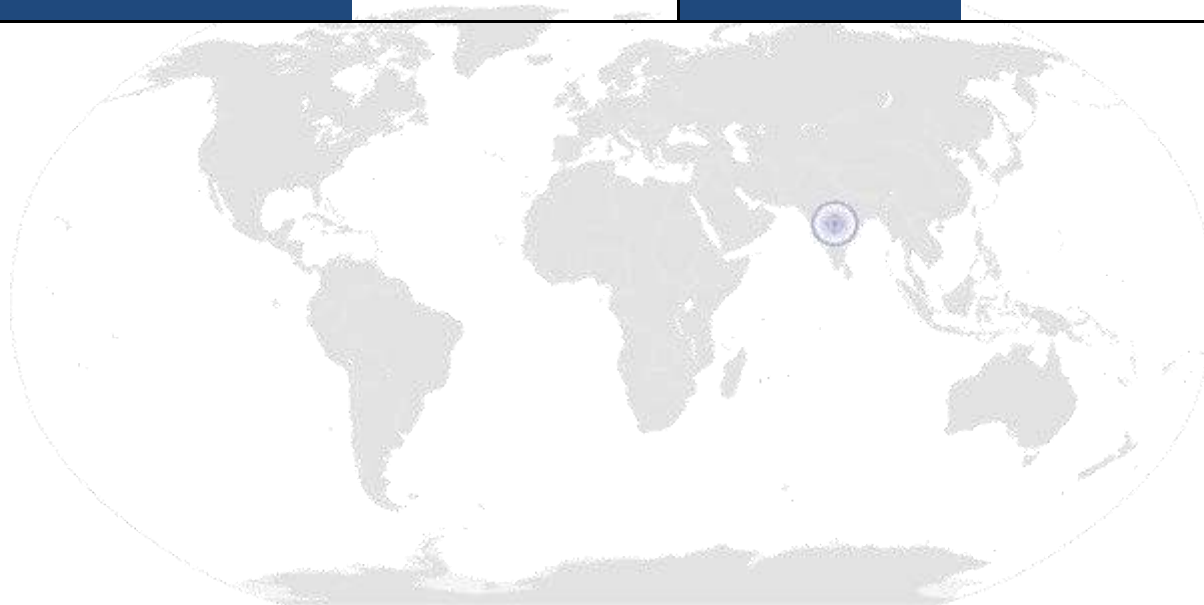
HSS/ N 2903: Conduct therapy/counselling sessions

	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise the process, methods and procedures appropriate for the situation</p>
	<p>Patient Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Be aware of clients' reactions and understand their behaviour SB5. Persuade others to change their minds or behaviour</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to:</p> <p>SB6. Identify complex problems and review related information to develop and evaluate options and implement solutions</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Be able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)</p>
	<p>Critical Thinking</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems</p>	

HSS/ N 2903: Conduct therapy/counselling sessions

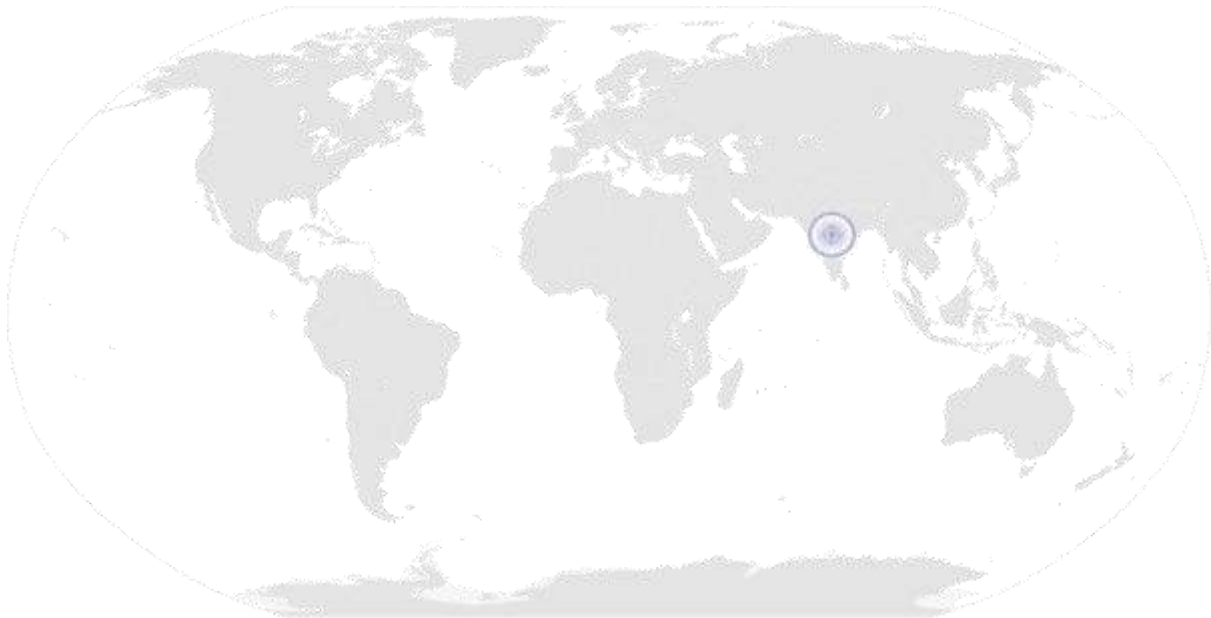
NOS Version Control

NOS Code	HSS/ N 2903		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	4	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 2904: Refer clients to community resources or to Psychiatrist as necessary

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Mental Health Counsellor refer a client to community resources or to Psychiatrist depending on the condition of the client.

HSS/ N 2904: Refer clients to community resources or to Psychiatrist as necessary

National Occupational Standard	Unit Code	HSS/ N 2904
	Unit Title (Task)	Refer clients to community resources or to Psychiatrist as necessary
	Description	This OS unit is about the mental health counsellor’s responsibilities in order to refer a client to community resources or to Psychiatrist depending on the condition of the client
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assessing the situation in order to refer a client to a Psychiatrist Referring the client if there is an apparent mental health problem
	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. Enable the client to find additional sources of support where appropriate PC2. Find out if the client has another need. (e.g. they want information or advice) PC3. Find out whether client requires a Psychiatrist if there is an apparent mental health problem PC4. Refer the client to a Psychiatrist if the client’s condition is beyond the professional basis PC5. Make a reference if the counsellor and client are not establishing a therapeutic relationship for some reason (e.g. the client is reluctant to open up to the counsellor or personality differences) PC6. Figure out if the client is partaking in disruptive behaviour that might be harmful to the client or others
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand how to: KA1. Recognise the moral, legal, and ethical responsibility towards the organisation KA2. Be aware of prevailing organisational values and the professional standards KA3. Promote the mission, goals, values, and knowledge of the profession KA4. Respect the viability, reputation and proprietary rights of the organisation KA5. Treat clients with dignity and respect KA6. Maintain high standards in providing services
	B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Human behaviour and performance, individual differences in ability, personality, and interests, learning and motivation, psychological research methods and the assessment and treatment of behavioural and affective disorders

HSS/ N 2904: Refer clients to community resources or to Psychiatrist as necessary

	<p>KB2. Principles, methods, and procedures for diagnosis ,treatment and for counselling and guidance</p> <p>KB3. Group behaviour and dynamics, societal trends and influences, human migrations, ethnicity and cultures</p> <p>KB4. Principles and processes for providing client and personal services. This includes client’s needs assessment, meeting quality standards for services, and evaluation of client’s satisfaction</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Express ideas clearly in writing</p> <p>SA2. Communicate effectively in writing</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Understand written sentences and paragraphs in work related documents</p> <p>SA4. Be able to read and understand information and ideas presented in writing</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate information and ideas effectively</p> <p>SA6. Listen to and understand information and ideas presented verbally or in writing</p> <p>SA7. Identify and understand the speech of another person</p> <p>SA8. Give full attention to what other people are saying</p> <p>SA9. Interact and convey information effectively</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Monitor/assess performance of self to make improvements or take corrective action in order to make decisions</p> <p>SB2. Understand the implications of new information for decision-making</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise the process, methods and procedures appropriate for the situation</p>
	Patient Centricity
<p>The user/individual on the job needs to know and understand how to:</p>	

HSS/ N 2904: Refer clients to community resources or to Psychiatrist as necessary

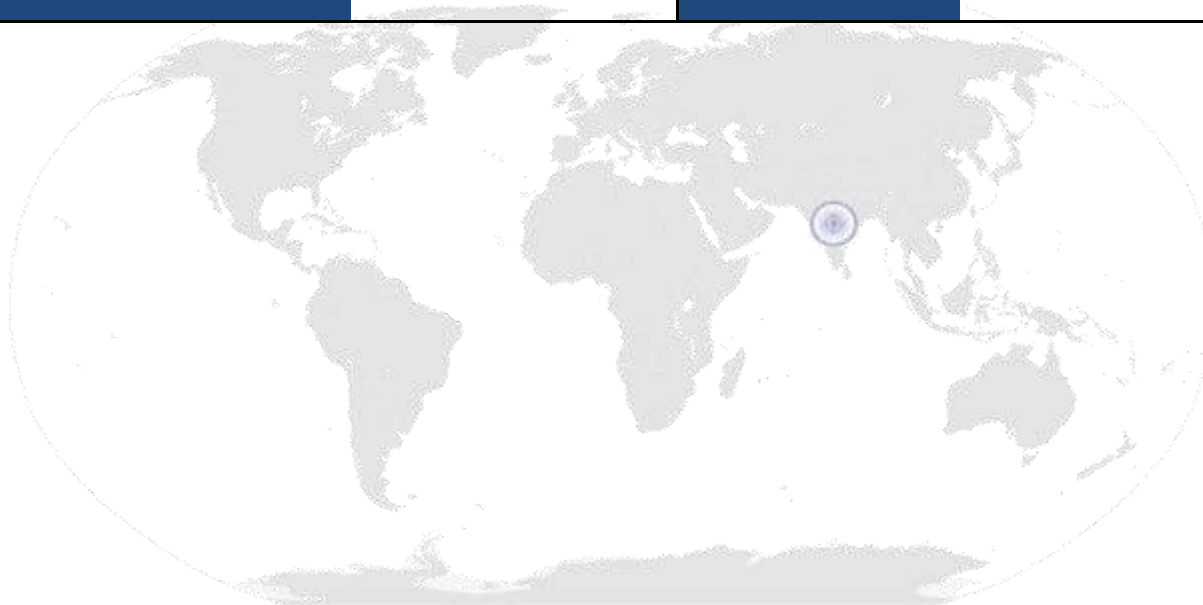
	SB4. Be aware of clients' reactions and understand their behaviour
	SB5. Persuade others to change their minds or behaviour
	Problem Solving
	The user/individual on the job needs to:
	SB6. Identify complex problems and review related information to develop and evaluate options and implement solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Be able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems	



HSS/ N 2904: Refer clients to community resources or to Psychiatrist as necessary

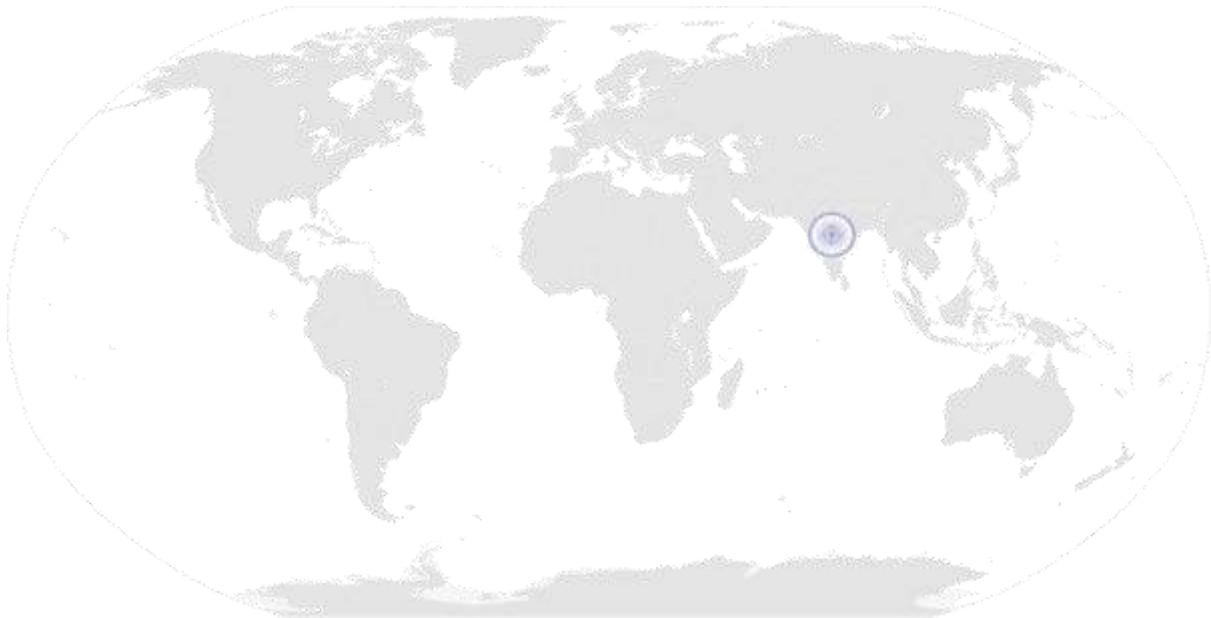
NOS Version Control

NOS Code	HSS/ N 2904		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	4	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 2905: Counsel family members in understanding, dealing with and supporting clients

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Mental health counsellor in counselling family members of the client in order to understand, deal with and support client.

HSS/ N 2905: Counsel family members in understanding, dealing with and supporting clients

National Occupational Standard

Unit Code	HSS/ N 2905
Unit Title (Task)	Counsel family members in understanding, dealing with and supporting clients
Description	This OS unit is about the mental health counsellor’s role towards counselling the family members of the client in order to understand, deal with and support clients
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Counselling family members of the client to support the client during counselling • Meeting the family members of the client to retrieve information • Helping the family in dealing with the client
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. Meet with families in order to exchange necessary information during the counselling process</p> <p>PC2. Counsel members of the family at the same time to help the family resolve conflicts and improve interaction</p> <p>PC3. Counsel family members on the premise that families are a system and if one role in the family changes all are affected and need to change their behaviours as well</p> <p>PC4. Help family members of the client in understanding and dealing with the client</p> <p>PC5. Encourage family members to support the client during counselling process</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand how to:</p> <p>KA1. Recognise the moral, legal, and ethical responsibility towards the organisation</p> <p>KA2. Be aware of prevailing organisational values and the professional standards</p> <p>KA3. Promote the mission, goals, values, and knowledge of the profession</p> <p>KA4. Respect the viability, reputation and proprietary rights of the organisation</p> <p>KA5. Treat clients with dignity and respect</p> <p>KA6. Maintain high standards in providing services</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Human behaviour and performance, individual differences in ability, personality, and interests, learning and motivation, psychological research methods and the assessment and treatment of behavioural and affective disorders</p> <p>KB2. Principles, methods, and procedures for diagnosis ,treatment and for counselling and guidance</p>

HSS/ N 2905: Counsel family members in understanding, dealing with and supporting clients

	<p>KB3. Group behaviour and dynamics, societal trends and influences, human migrations, ethnicity and cultures</p> <p>KB4. Principles and processes for providing client and personal services. This includes client's needs assessment, meeting quality standards for services, and evaluation of client's satisfaction</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	<p>SA1. Express ideas clearly in writing</p> <p>SA2. Communicate effectively in writing</p>
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	<p>SA3. Understand written sentences and paragraphs in work related documents</p> <p>SA4. Be able to read and understand information and ideas presented in writing</p>
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	<p>SA5. Communicate information and ideas effectively</p> <p>SA6. Listen to and understand information and ideas presented verbally or in writing</p> <p>SA7. Identify and understand the speech of another person</p> <p>SA8. Give full attention to what other people are saying</p> <p>SA9. Interact and convey information effectively</p>
	Decision Making
	The user/individual on the job needs to know and understand how to:
	<p>SB1. Monitor/assess performance of self to make improvements or take corrective action in order to make decisions</p> <p>SB2. Understand the implications of new information for decision-making</p>
	Plan and Organise
	The user/individual on the job needs to know and understand how to :
	<p>SB3. Plan and organise the process, methods and procedures appropriate for the situation</p>
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	<p>SB4. Be aware of clients' reactions and understand their behaviour</p> <p>SB5. Persuade others to change their minds or behaviour</p>

HSS/ N 2905: Counsel family members in understanding, dealing with and supporting clients

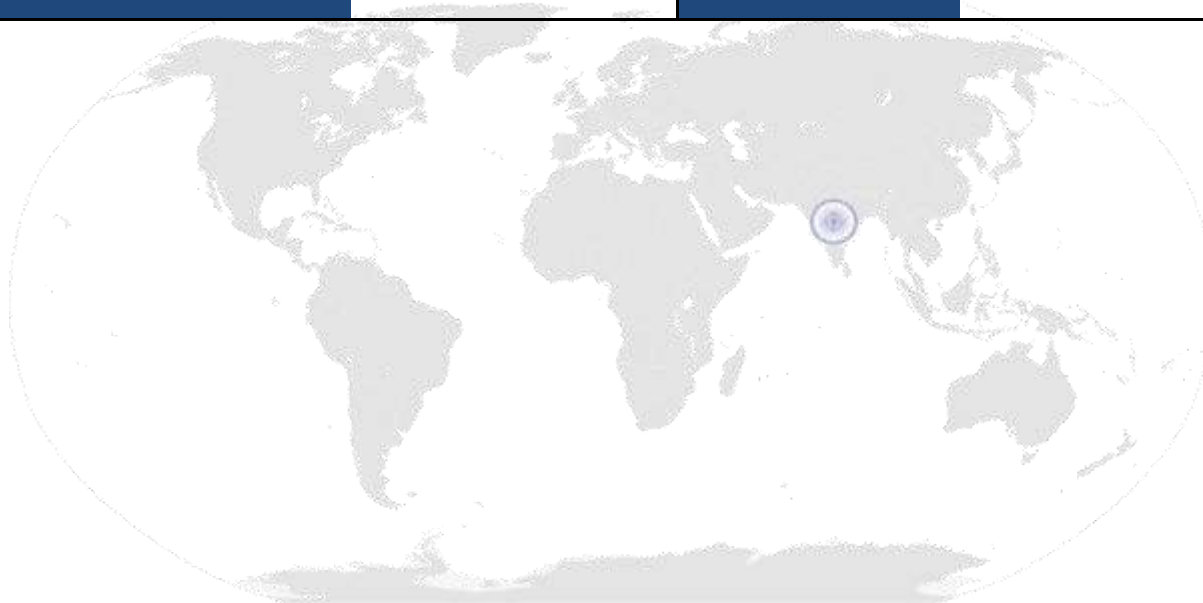
	Problem Solving
	The user/individual on the job needs to:
	SB6. Identify complex problems and review related information to develop and evaluate options and implement solutions
	Analytical Thinking
The user/individual on the job needs to know and understand how to:	
SB7. Be able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems	



HSS/ N 2905: Counsel family members in understanding, dealing with and supporting clients

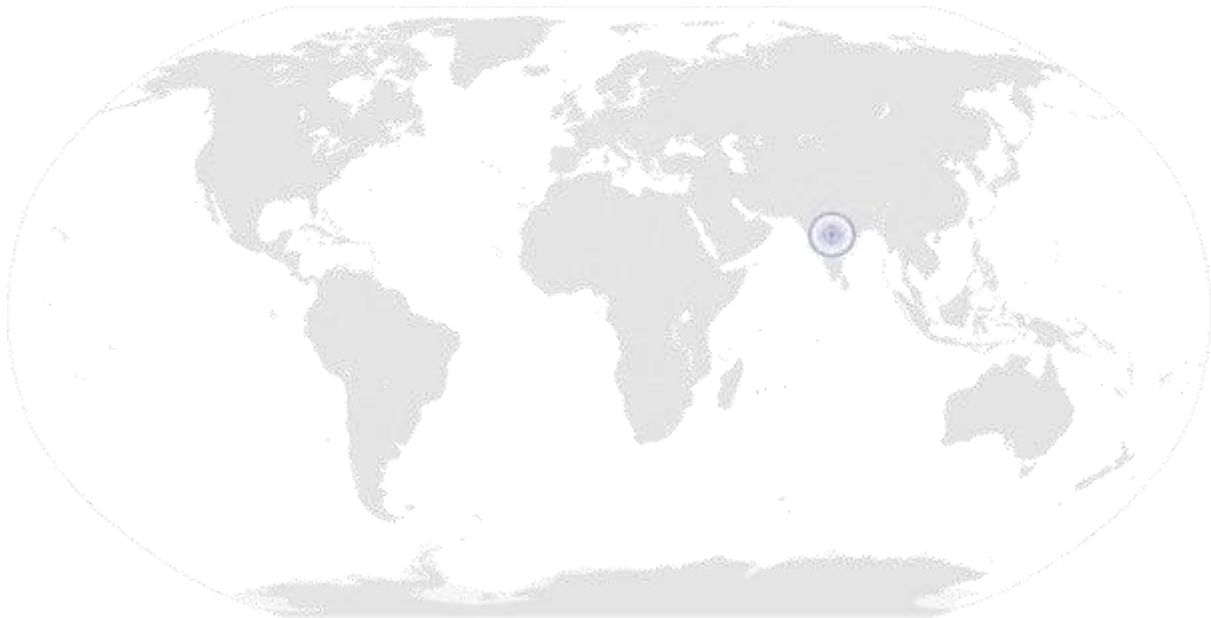
NOS Version Control

NOS Code	HSS/ N 2905		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	4	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 2906: Evaluate the effectiveness of counselling programs and client's progress

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Mental health counsellor to evaluate the effectiveness of counselling programs and the progress of the client.

HSS/ N 2906: Evaluate the effectiveness of counselling programs and client’s progress

National Occupational Standard	Unit Code	HSS/ N 2906
	Unit Title (Task)	Evaluate the effectiveness of counselling programs and client’s progress
	Description	This OS unit is about the mental health counsellor’s role to evaluate the effectiveness of counselling programs and the progress of the client
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Evaluating the effectiveness of counselling programs Analysing client’s progress Planning activities for clients as a part of counselling program
	Performance Criteria (PC) w.r.t. The Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Provide personal assistance, medical attention, emotional support, or other personal care to the clients</p> <p>PC2. Analyse information and evaluate results to choose the best solution and solve problems</p> <p>PC3. Keep track of client’s mental health and its progress</p> <p>PC4. Evaluate the effectiveness of counselling programs and clients' progress in resolving identified problems and moving towards defined objectives</p> <p>PC5. Plan, organise and lead structured programs of counselling, work, study, recreation and social activities for clients</p> <p>PC6. Modify treatment activities and approaches as needed in order to comply with changes in clients' status</p> <p>PC7. Learn about new developments in their field by reading professional literature, attending courses and seminars, and establishing and maintaining contact with other social service agencies</p> <p>PC8. Gather information about community mental health needs and resources that could be used in conjunction with therapy</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand how to: <p>KA1. Recognise the moral, legal, and ethical responsibility towards the organisation</p> <p>KA2. Be aware of prevailing organisational values and the professional standards</p> <p>KA3. Correctly advertise all relevant information concerning areas of clinical competence</p> <p>KA4. Promote the mission, goals, values, and knowledge of the profession</p> <p>KA5. Respect the viability, reputation and proprietary rights of the organisation</p> <p>KA6. Treat colleagues/clients with dignity and respect</p>

HSS/ N 2906: Evaluate the effectiveness of counselling programs and client's progress

	KA7. Maintain high standards in providing services
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Human behaviour and performance, individual differences in ability, personality, and interests, learning and motivation, psychological research methods and the assessment and treatment of behavioural and affective disorders</p> <p>KB2. Principles, methods, and procedures for diagnosis ,treatment and for counselling and guidance</p> <p>KB3. Group behaviour and dynamics, societal trends and influences, human migrations, ethnicity and cultures</p> <p>KB4. Principles and processes for providing client and personal services. This includes client's needs assessment, meeting quality standards for services, and evaluation of client's satisfaction</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Express ideas clearly in writing</p> <p>SA2. Communicate effectively in writing</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Understand written sentences and paragraphs in work related documents</p> <p>SA4. Be able to read and understand information and ideas presented in writing</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate information and ideas effectively</p> <p>SA6. Listen to and understand information and ideas presented verbally or in writing</p> <p>SA7. Identify and understand the speech of another person</p> <p>SA8. Give full attention to what other people are saying</p> <p>SA9. Interact and convey information effectively</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Monitor/assess performance of self to make improvements or take corrective action in order to make decisions</p> <p>SB2. Understand the implications of new information for decision-making</p>
	Plan and Organise

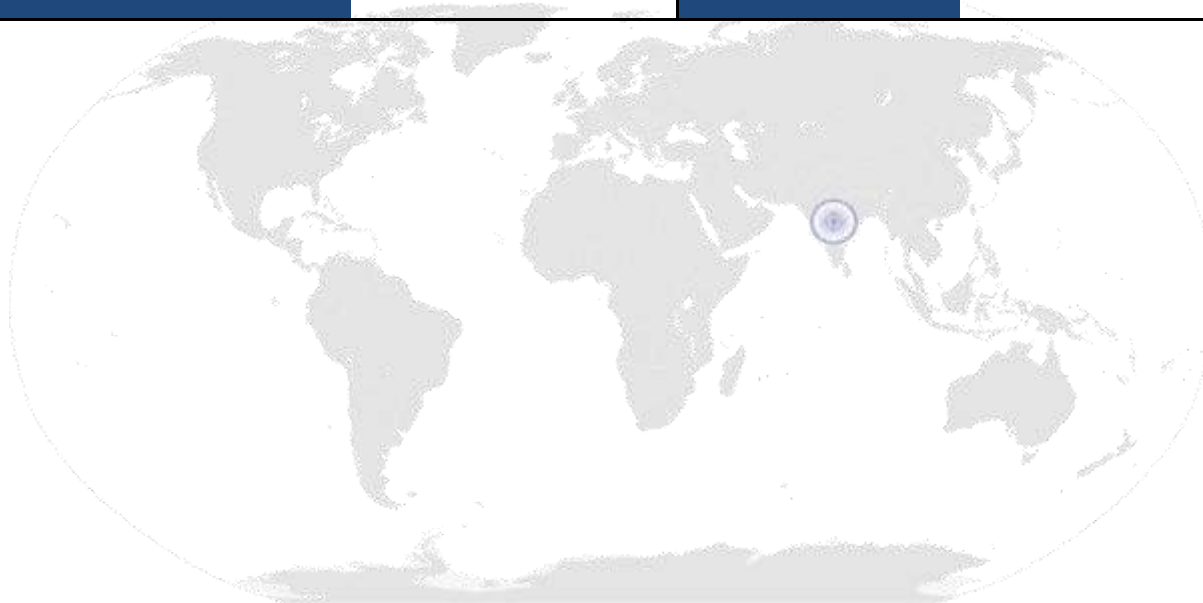
HSS/ N 2906: Evaluate the effectiveness of counselling programs and client's progress

	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise the process, methods and procedures appropriate for the situation</p>
	<p>Patient Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Be aware of clients' reactions and understand their behaviour SB5. Persuade others to change their minds or behaviour</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to:</p> <p>SB6. Identify complex problems and review related information to develop and evaluate options and implement solutions</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Be able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)</p>
	<p>Critical Thinking</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems</p>	

HSS/ N 2906: Evaluate the effectiveness of counselling programs and client's progress

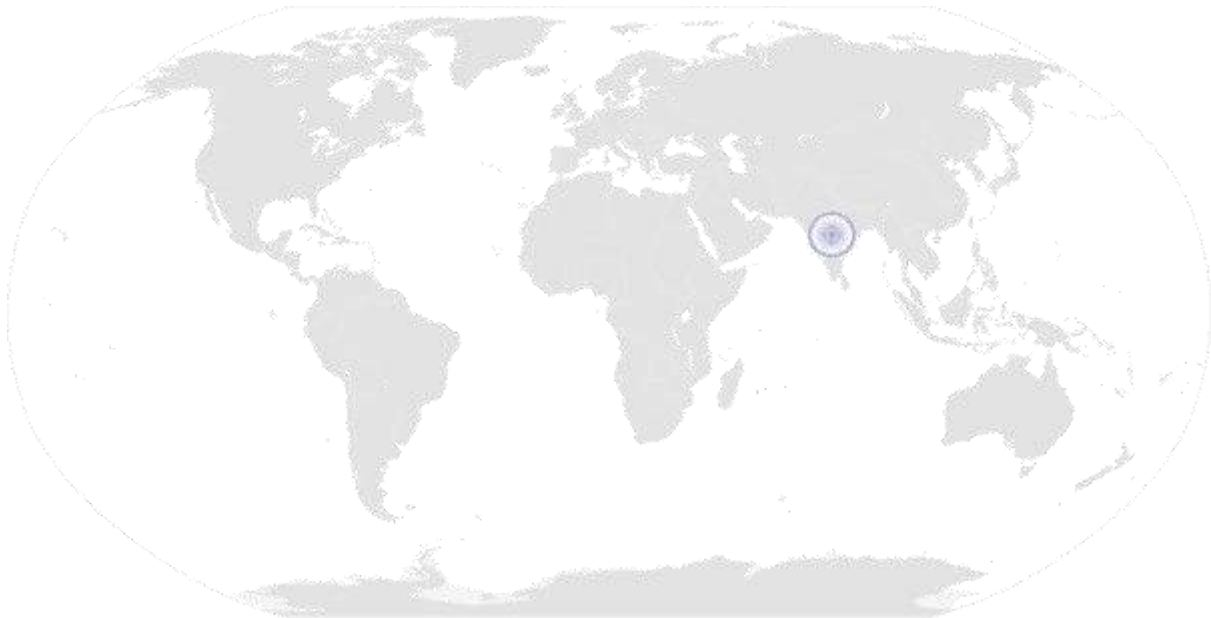
NOS Version Control

NOS Code	HSS/ N 2906		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	4	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 2907: Maintain confidentiality of client's information

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Mental health counsellor to maintain the confidentiality of client's information.

HSS/ N 2907: Maintain confidentiality of client’s information

National Occupational Standard	Unit Code	HSS/ N 2907
	Unit Title (Task)	Maintain confidentiality of client’s information
	Description	This OS unit is about the mental health counsellor’s responsibilities towards maintaining the confidentiality of client’s information
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Maintaining client’s confidentiality • Taking measures to safeguard client’s information • Maintaining and protecting client’s records
	Performance Criteria (PC) w.r.t. The Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Protect the confidentiality of deceased clients in accordance with legal requirements and agency or organisational policy</p> <p>PC2. Take necessary precautions to ensure client confidentiality of information transmitted electronically through the use of a computer, e-mail, fax, telephone, voice mail, answering machines, or any other electronic means</p> <p>PC3. Take measures to control access to client’s information When using a computer to store confidential information</p> <p>PC4. Maintain counselling reports and records under conditions of security</p> <p>PC5. Safeguard information about individuals obtained in the course of practice, teaching, or research</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand how to: <p>KA1. Recognise the moral, legal, and ethical responsibility towards the organisation</p> <p>KA2. Be aware of prevailing organisational values and the professional standards</p> <p>KA3. Promote the mission, goals, values, and knowledge of the profession</p> <p>KA4. Respect the viability, reputation and proprietary rights of the organisation</p> <p>KA5. Treat clients with dignity and respect</p> <p>KA6. Maintain high standards in providing services</p>

HSS/ N 2907: Maintain confidentiality of client’s information

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Human behaviour and performance, individual differences in ability, personality, and interests, learning and motivation, psychological research methods and the assessment and treatment of behavioural and affective disorders</p> <p>KB2. Principles, methods, and procedures for diagnosis ,treatment and for counselling and guidance</p> <p>KB3. Group behaviour and dynamics, societal trends and influences, human migrations, ethnicity and cultures</p> <p>KB4. Principles and processes for providing client and personal services. This includes client’s needs assessment, meeting quality standards for services, and evaluation of client’s satisfaction</p>
Skills (S)	
A. Core Skills /Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Express ideas clearly in writing</p> <p>SA2. Communicate effectively in writing</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Understand written sentences and paragraphs in work related documents</p> <p>SA4. Be able to read and understand information and ideas presented in writing</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate information and ideas effectively</p> <p>SA6. Listen to and understand information and ideas presented verbally or in writing</p> <p>SA7. Identify and understand the speech of another person</p> <p>SA8. Give full attention to what other people are saying</p> <p>SA9. Interact and convey information effectively</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Monitor/assess performance of self to make improvements or take corrective action in order to make decisions</p> <p>SB2. Understand the implications of new information for decision-making</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise the process, methods and procedures appropriate for the</p>

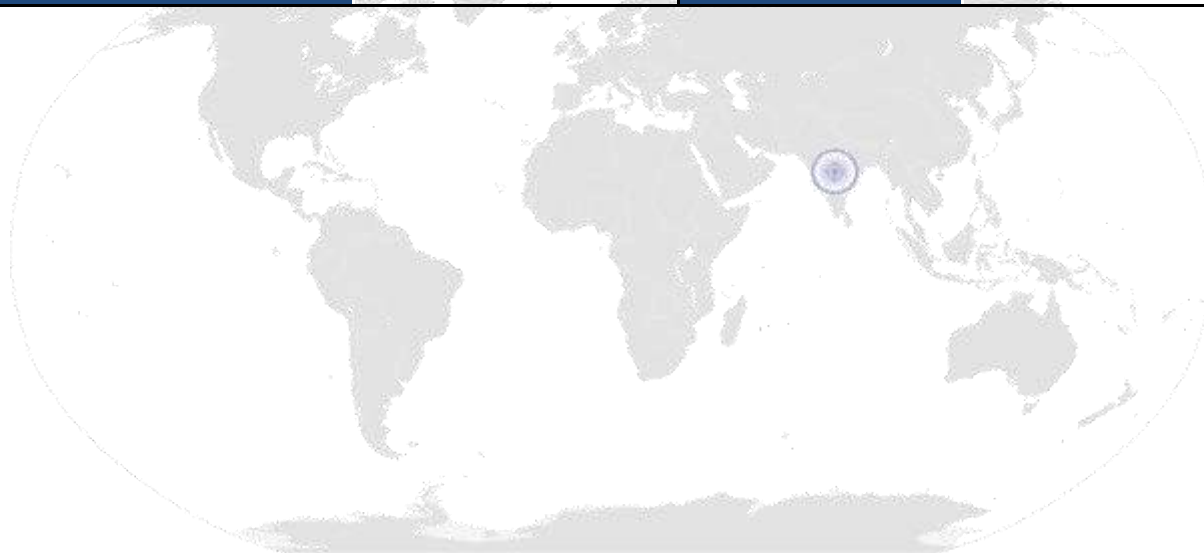
HSS/ N 2907: Maintain confidentiality of client's information

	situation
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. Be aware of clients' reactions and understand their behaviour SB5. Persuade others to change their minds or behaviour
	Problem Solving
	The user/individual on the job needs to:
	SB6. Identify complex problems and review related information to develop and evaluate options and implement solutions
	Analytical Thinking
The user/individual on the job needs to know and understand how to:	
SB7. Be able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems	

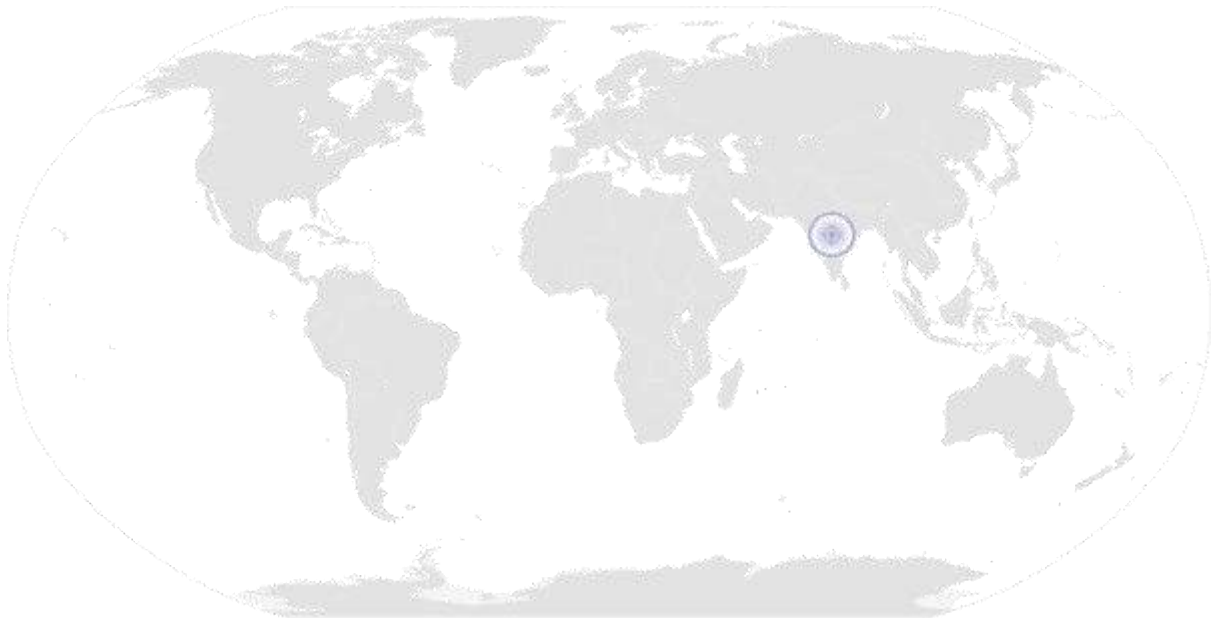
HSS/ N 2907: Maintain confidentiality of client's information

NOS Version Control

NOS Code	HSS/ N 2907		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	4	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health Professional to collate and communicate health related information.

HSS/ N 9601: Collate and Communicate Health Information

National Occupational Standard

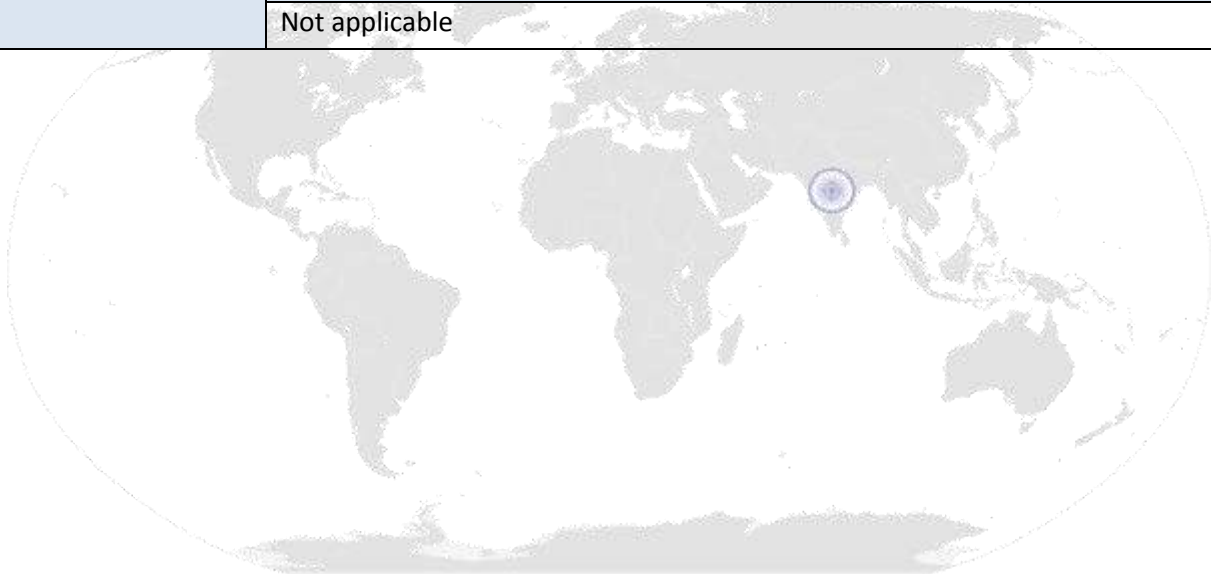
Unit Code	HSS/ N 9601
Unit Title (Task)	Collate and Communicate Health Information
Description	This OS unit is about collating and communicating health information to community members, their family or others in response to queries or as part of health advice and counselling. This OS unit applies to all allied health professionals required to communicate health related information to patients, individuals, families and others
Scope	This unit/task covers the following: Communicating with individuals, patients, their family and others about health issues
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. Respond to queries and information needs of all individuals</p> <p>PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics</p> <p>PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them</p> <p>PC4. Utilise all training and information at one's disposal to provide relevant information to the individual</p> <p>PC5. Confirm that the needs of the individual have been met</p> <p>PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality</p> <p>PC7. Respect the individual's need for privacy</p> <p>PC8. Maintain any records required at the end of the interaction</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Guidelines on communicating with individuals</p> <p>KA2. Guidelines on maintaining confidentiality and respecting need for privacy</p> <p>KA3. Guidelines of the organisation/ health provider on communicating with individuals and patients</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to communicate effectively</p>

HSS/ N 9601: Collate and Communicate Health Information

	<p>KB2. When to ask for assistance when situations are beyond one's competence and authority</p> <p>KB3. How to maintain confidentiality and to respect an individual's need for privacy</p> <p>KB4. How to ensure that all information provided to individuals is from reliable sources</p> <p>KB5. How to handle stressful or risky situations when communicating with individuals</p> <p>KB6. Difficulties that can occur when communicating with individuals and family members in stressful situations and how to manage these</p>
<p>– Skills (S) (Optional)</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. Write at least one local/ official language used in the local community</p> <p>SA2. Maintain any records required after the interaction</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read instructions and pamphlets provided as part of training</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>SA4. Speak at least one local language</p> <p>SA5. Communicate effectively with all individuals</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</p>
	<p>Plan and Organise</p>
	<p>Not applicable</p>
<p>Customer Centricity</p>	
<p>The user/individual on the job needs to know and understand how to:</p>	

HSS/ N 9601: Collate and Communicate Health Information

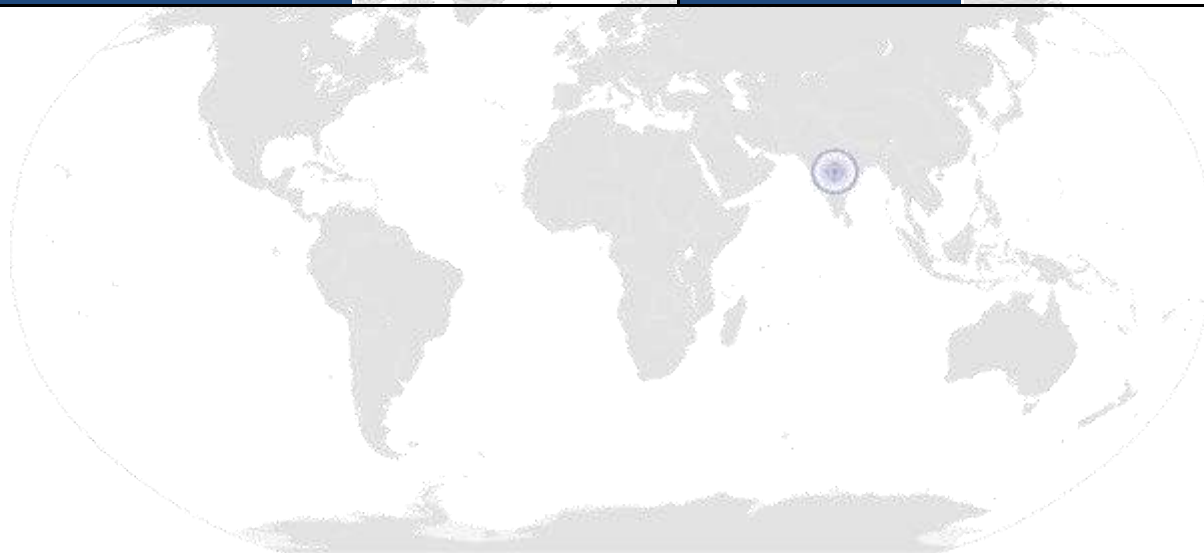
	SB2. Be responsive to problems of the individuals
	SB3. Be available to guide, counsel and help individuals when required
	SB4. Be patient and non-judgemental at all times
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. Create work-around to overcome problems faced in carrying out roles and duties
	Analytical Thinking
Not applicable	
Critical Thinking	
Not applicable	



HSS/ N 9601: Collate and Communicate Health Information

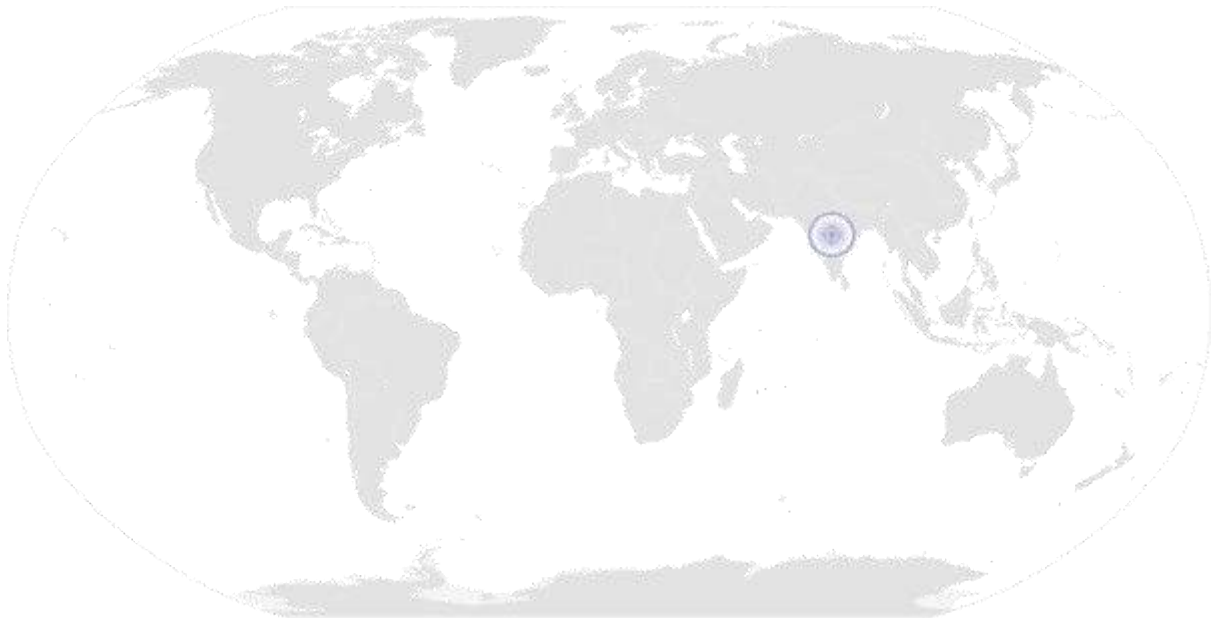
NOS Version Control

NOS Code	HSS/ N 9601		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	Not Applicable	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 9603: Act within the limits of one's competence and authority

National Occupational Standards



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/ N 9603: Act within the limits of one’s competence and authority

National Occupational Standard	Unit Code	HSS/ N 9603
	Unit Title (Task)	Act within the limits of one’s competence and authority
	Description	<p>This OS unit is about recognising 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 ○ Recognising 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) wrt 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. Organisational Context (Knowledge of the	<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</p>	

HSS/ N 9603: Act within the limits of one’s competence and authority

<p>Healthcare provider/ Organisation and its processes)</p>	<p>organisation KA2. The medical procedures and functioning of required medical equipment KA3. Role and importance of assisting other healthcare providers in delivering care</p>
<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>

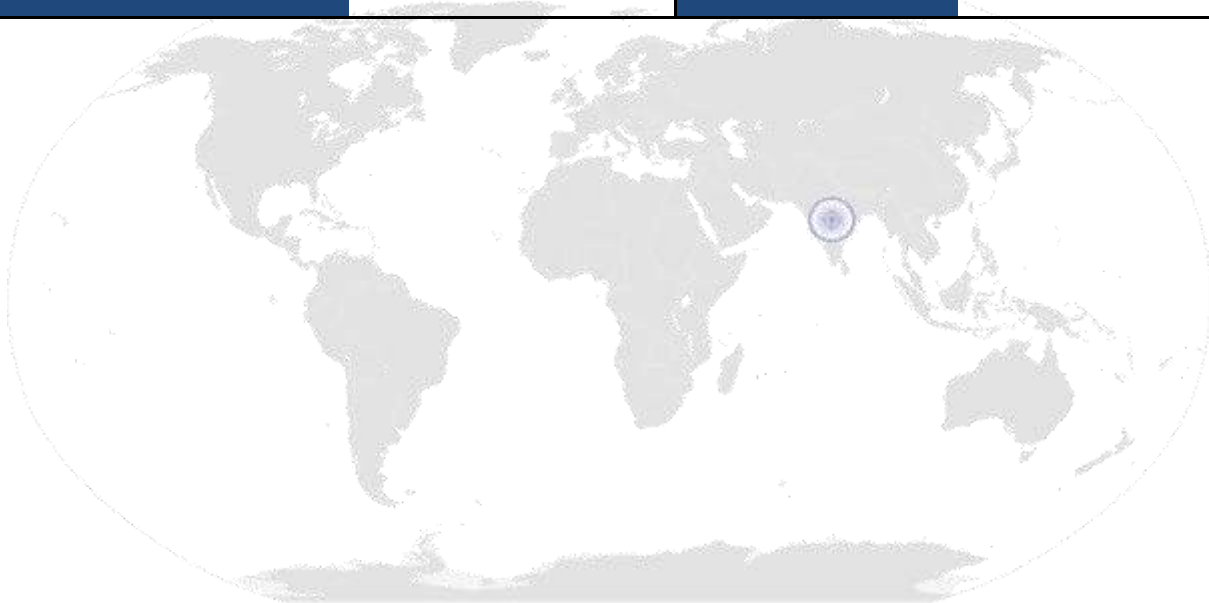
HSS/ N 9603: Act within the limits of one's competence and authority

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about changes in legislations and organisational policies SA6. Keep updated with the latest knowledge</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. 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</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. Make decisions pertaining to the concerned area of work in relation to job role</p>
	<p>Plan and Organise</p> <p>Not applicable</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>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)</p>
	<p>Problem Solving</p> <p>Not applicable</p>
	<p>Analytical Thinking</p> <p>Not applicable</p>
	<p>Critical Thinking</p> <p>Not applicable</p>

HSS/ N 9603: Act within the limits of one's competence and authority

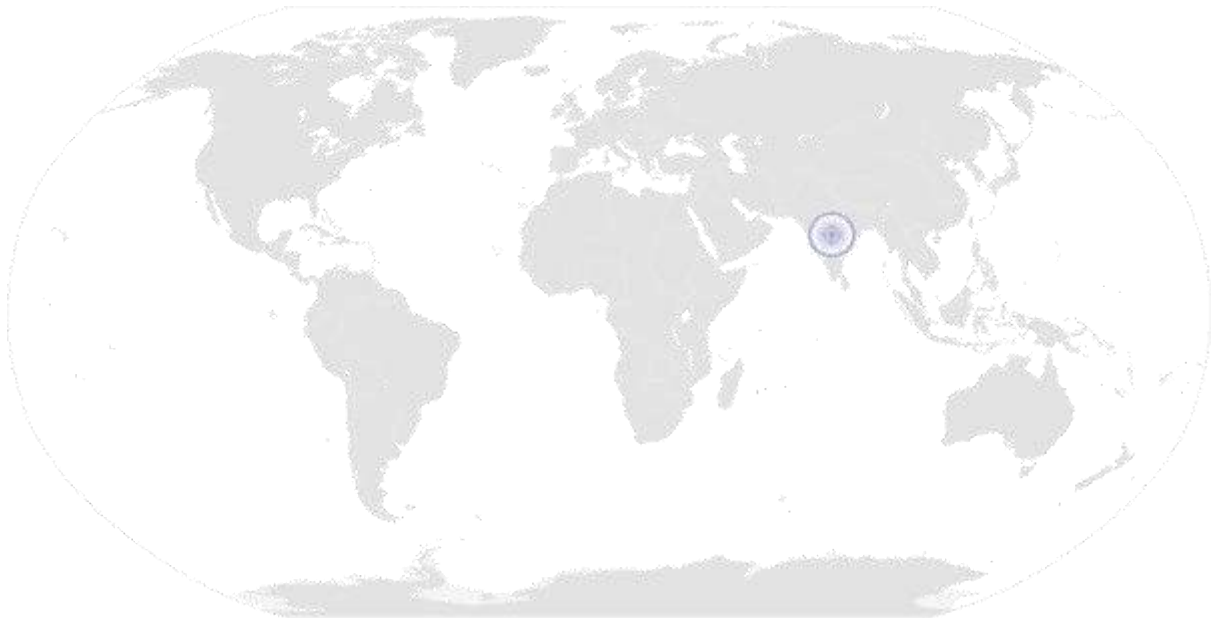
NOS Version Control

NOS Code	HSS/ N 9603		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	Not applicable	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 9604: Work effectively with others

National Occupational Standards



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/ N 9604: Work effectively with others

National Occupational Standard

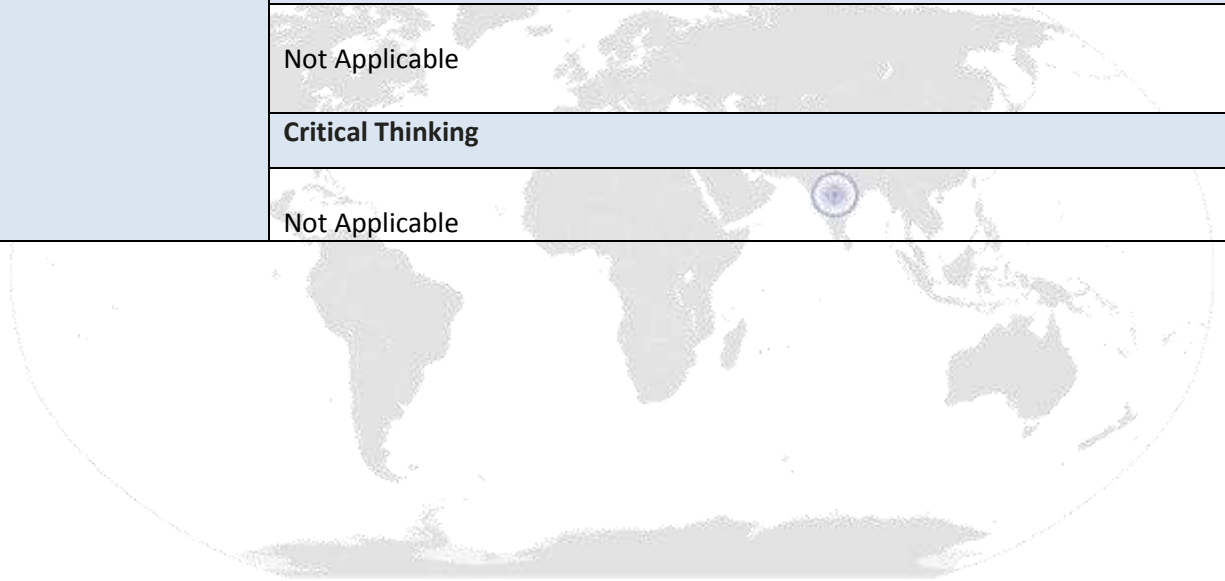
Unit Code	HSS/ N 9604
Unit Title (Task)	Work effectively with others
Description	This OS unit is about working effectively with other people who can be part of the immediate team, organisation or external to the team or organisation This OS unit applies to all Allied health professionals working in a team or collaborative environment
Scope	This unit 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) wrt The Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> 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. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent the user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

HSS/ N 9604: Work effectively with others

	<p>contribute towards effective working relationships on a day-to-day basis</p> <p>KB4. The importance of integrating ones work effectively with others</p> <p>KB5. The types of working relationships that help people to work well together and the types of relationships that need to be avoided</p> <p>KB6. The types of opportunities an individual may seek out to improve relationships with others</p> <p>KB7. How to deal with difficult working relationships with other people to sort out problems</p>
Skills (S)	
<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. Communicate essential information in writing</p> <p>SA2. Write effective communications to share information with the team members and other people outside the team</p>
	<p>Reading Skills</p> <p>To be competent, the user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand essential information</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>SA4. Communicate essential information to colleagues face-to-face or through telecommunications</p> <p>SA5. Question others appropriately in order to understand the nature of the request or compliant</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 work</p>
	<p>Plan and Organise</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB2. Plan and organise files and documents</p>
	<p>Patient Centricity</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other</p>

HSS/ N 9604: Work effectively with others

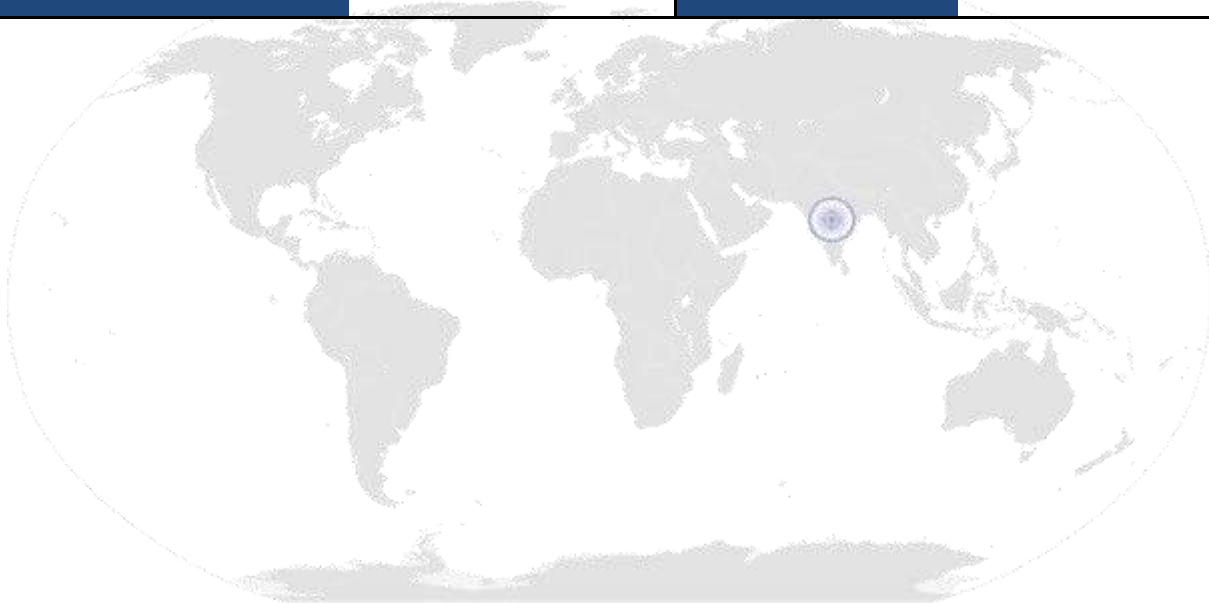
	<p>members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB5. Be sensitive to potential cultural differences</p> <p>SB6. Maintain patient confidentiality</p> <p>SB7. Respect the rights of the patient(s)</p>
	Problem Solving
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify problems while working with others and devise effective solutions</p>
	Analytical Thinking
	<p>Not Applicable</p>
	Critical Thinking
<p>Not Applicable</p>	



HSS/ N 9604: Work effectively with others

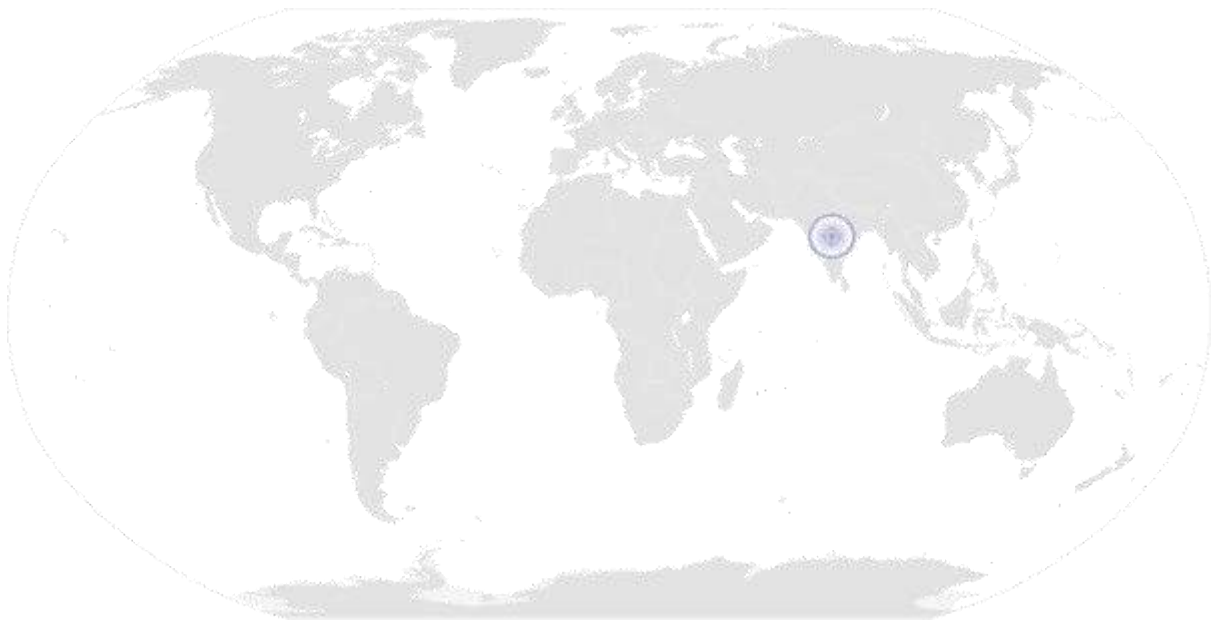
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NOS Code	HSS/ N 9604		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	Not applicable	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 9605: Manage work to meet requirements

National Occupational Standards



Overview

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

HSS/ N 9605: Manage work to meet requirements

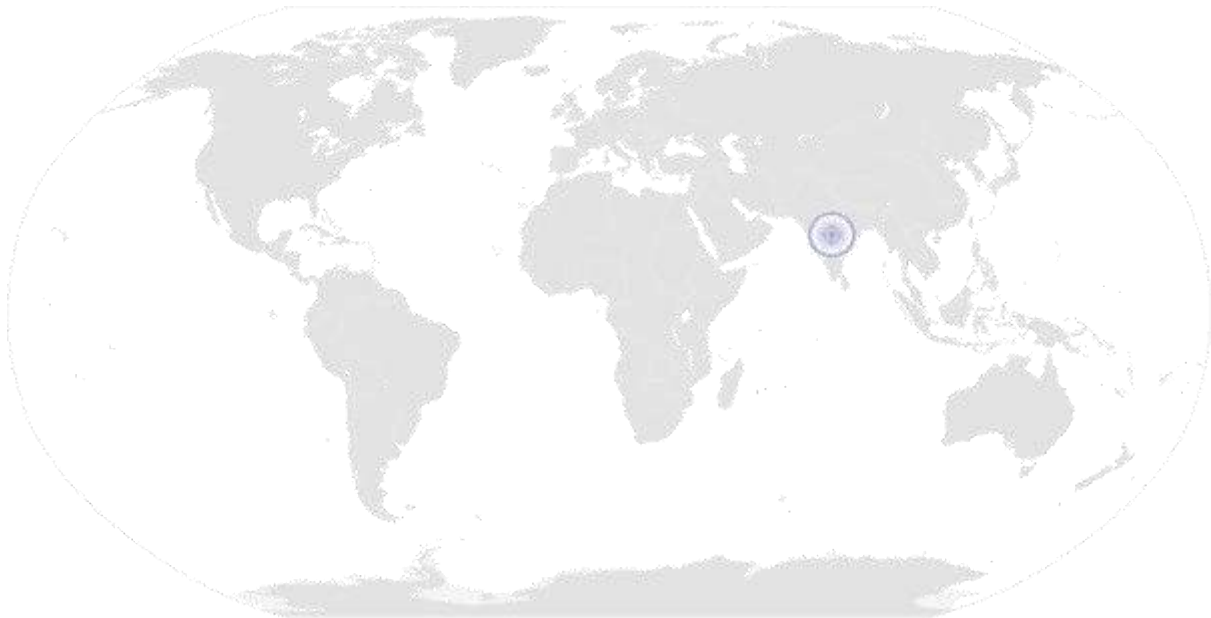
National Occupational Standard	Unit Code	HSS/ N 9605
	Unit Title (Task)	Manage work to meet requirements
	Description	This OS unit is about planning and organising work and developing oneself further in the organisation This unit applies to all Allied Health professionals
	Scope	This unit covers the following: <ul style="list-style-type: none"> Establishing and managing requirements Planning and organising work Ensuring accomplishment of the requirements
	Performance Criteria (PC) wrt 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. Organisational Context (Knowledge of the Healthcare provider/ Organisation 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

HSS/ N 9605: Manage work to meet requirements

	KB9. The importance of confidentiality KB10. The importance in completing work on time
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. 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
	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
B. Professional Skills	Plan and Organise To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Patient 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

HSS/ N 9605: Manage work to meet requirements

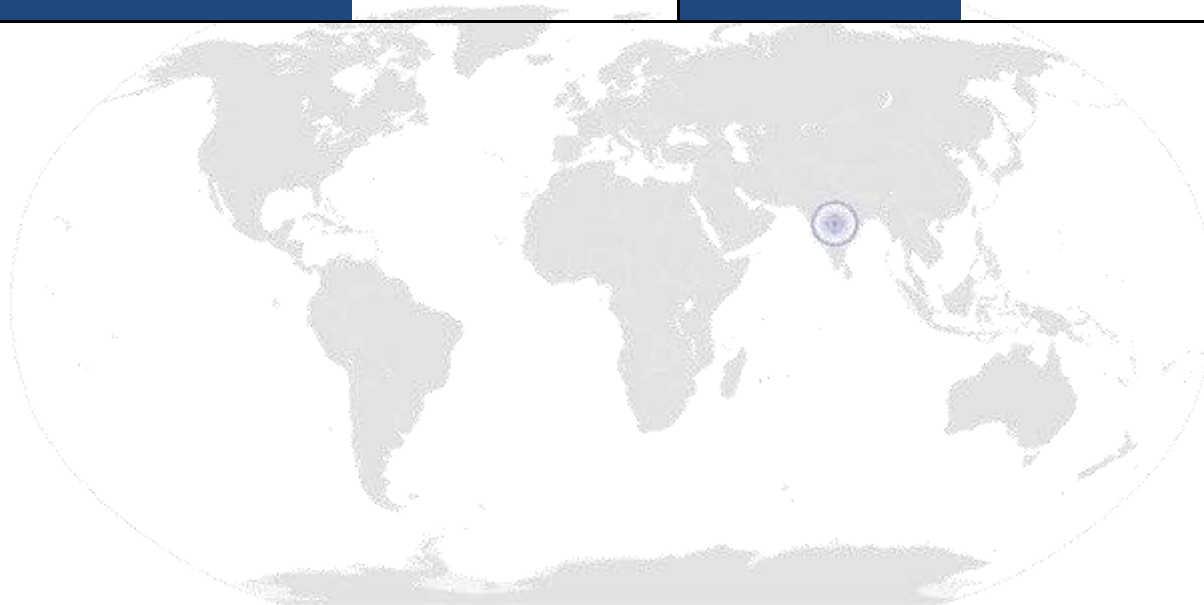
	To be competent, the user/ individual on the job needs to know and understand how to: SB7. Understand problems and suggest an optimum solution after evaluating possible solutions
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable



HSS/ N 9605: Manage work to meet requirements

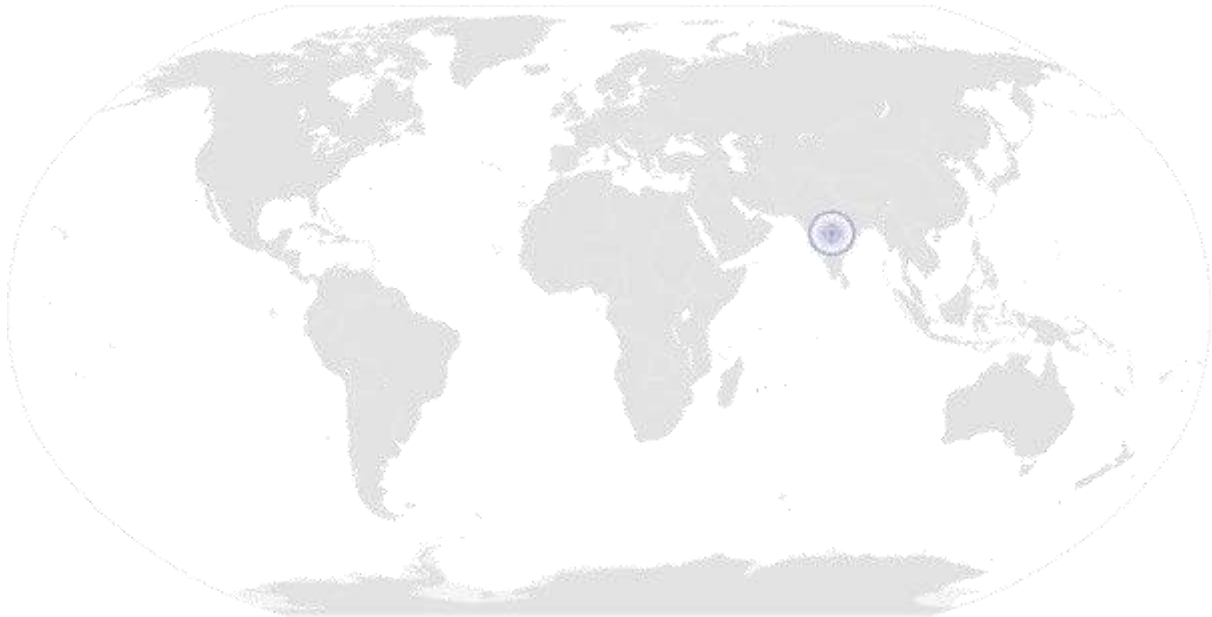
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NOS Code	HSS/ N 9605		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	Not applicable	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 9606: Maintain a safe, healthy, and secure working environment

National Occupational Standards



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/ N 9606: Maintain a safe, healthy, and secure working environment

National Occupational Standard

Unit Code	HSS/ N 9606
Unit Title (Task)	Maintain a safe, healthy, and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions 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) wrt 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. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	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

HSS/ N 9606: Maintain a safe, healthy, and secure working environment

its processes)	<p>KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. How to report the hazard</p> <p>KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>
B. Technical Knowledge	<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>
Skills (S)	
A. Generic Skills	Writing Skills
	<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>
	Reading Skills
	<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>
	Oral Communication (Listening and speaking skills)
	<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>
B. Professional Skills	Decision Making
	<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>
	Plan and Organise
	<p>To be competent, the user / individual on the job needs to know and understand how to:</p>

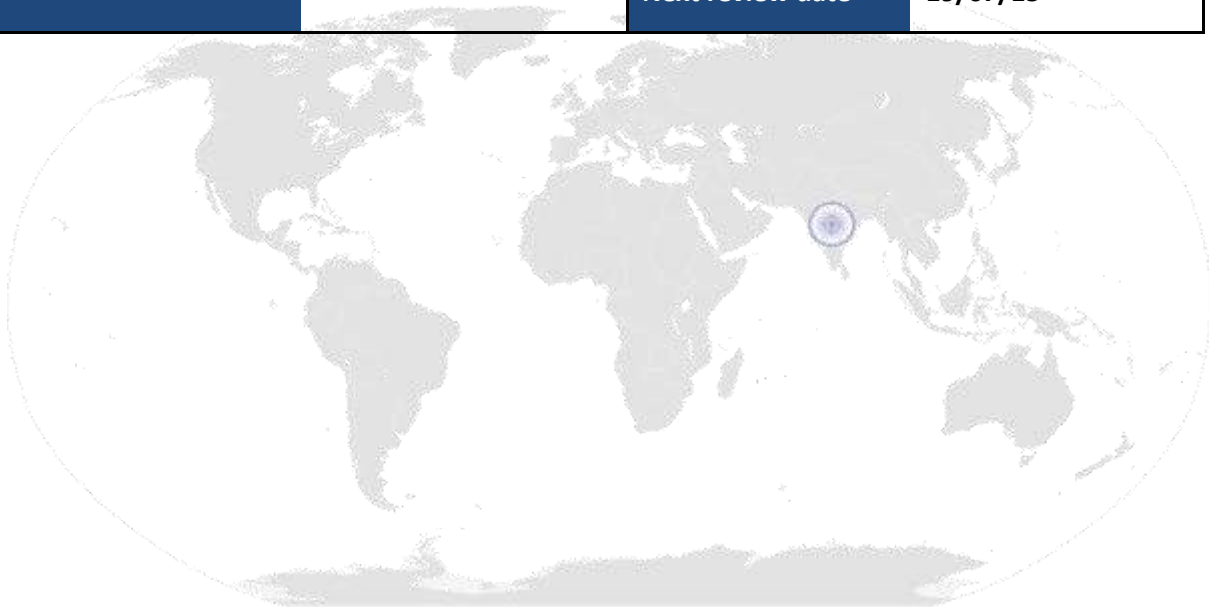
HSS/ N 9606: Maintain a safe, healthy, and secure working environment

	SB2. Plan for safety of the work environment
	Patient Centricity
	To be competent, the user / individual on the job needs to know and understand:
	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 hazards, evaluate possible solutions and suggest effective solutions	
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	

HSS/ N 9606: Maintain a safe, healthy, and secure working environment

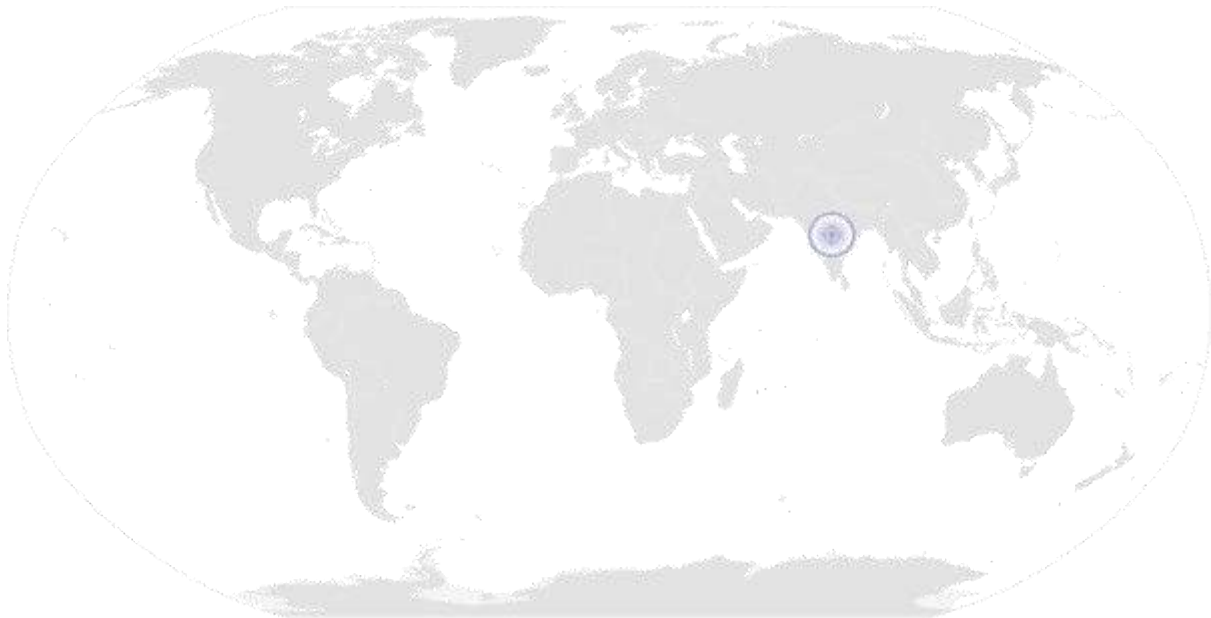
NOS Version Control

NOS Code	HSS/ N 9606		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	Not applicable	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15



HSS/ N 9607: Practice code of conduct while performing duties

National Occupational Standards



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/ N 9607: Practice code of conduct while performing duties

National Occupational Standard	Unit Code	HSS/ N 9607
	Unit Title (Task)	Practice Code of conduct while performing duties
	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 organised 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"> • Recognising the guidelines and protocols relevant to the field and practice • Following the code of conduct as described by the healthcare provider • Demonstrating best practices while on the field
	Performance Criteria (PC) wrt 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. Organisational Context (Knowledge of the Healthcare provider/ Organisation 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>

HSS/ N 9607: Practice code of conduct while performing duties

	<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 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 organisational 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:
	<p>SA1. Document reports, task lists, and schedules with co-workers</p> <p>SA2. Prepare status and progress reports related to patient care</p> <p>SA3. Update the physician and the other co-workers</p>
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to:
	<p>SA4. Read about procedures, regulations and guidelines related to the organisation and the profession</p> <p>SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities</p>
	Oral Communication (Listening and speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to:
	<p>SA6. Interact with patients</p> <p>SA7. Give clear instructions to patients, patients relatives and other healthcare providers</p> <p>SA8. Avoid using jargon, slang or acronyms, while communicating with a patient</p>
B. Professional Skills	Decision Making

HSS/ N 9607: Practice code of conduct while performing duties

	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>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</p>
	Plan and Organise
	Not applicable
	Patient Centricity
	<p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Maintain patient confidentiality SB5. Respect the rights of the patient(s) SB6. Respond patients' queries and concerns SB7. Maintain personal hygiene to enhance patient safety</p>
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

HSS/ N 9607: Practice code of conduct while performing duties

NOS Version Control

NOS Code	HSS/ N 9607		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	Not applicable	Version number	1
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
		Next review date	19/07/15

