

## 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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## Contents

1. Introduction and Contacts.....Page no.01
2. Qualifications Pack.....Page no.02
3. Glossary of Key Terms .....Page no.03
4. N OS Units.....Page no.05
5. Assessment Criteria.....Page no.76

## Introduction

### Qualifications Pack- Phlebotomy Technician

**SECTOR:** HEALTHCARE

**SUB-SECTOR:** Allied Healthcare & Paramedics

**OCCUPATION:** PHLEBOTOMY TECHNICIAN

**REFERENCE ID:** HSS/Q0501

**ALIGNED TO:** NCO-2004/NIL

Phlebotomy Technician (PBT) in the Health Industry is also known as Phlebotomist..

**Brief Job Description:** Individuals in this job need to draw quality blood samples from patients and prepare those specimens for medical testing.

**Personal Attributes:** It is the responsibility of a phlebotomist to make their patients pacified in order to be able to conclude the process of extraction and collection of blood in a smooth manner. Moreover, a phlebotomist should be an expert in the techniques and tricks involved in minimising the pain and discomfort of the procedure when extracting their blood. The observations of the physical state of the patient are also noted by the phlebotomists and the extracted blood is marked with the correct specification to curb the chances of it getting lost.

Job Details	Qualifications Pack Code	HSS/Q0501		
	Job Role	Phlebotomy 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	Phlebotomy Technician	Next review date	22/12/2016
	NSQC Clearance on	18/05/2016		

Job Role	Phlebotomy Technician
Role Description	Phlebotomy technicians are responsible for collecting and preparing blood samples which undergo laboratory testing
NSQF level	3
Minimum Educational Qualifications	Class XII in Science
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><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. HSS/N0501: Interpret test request forms</li> <li>2. HSS/N0502: Prepare an appropriate site for obtaining blood samples</li> <li>3. HSS/N0503: Prepare and maintain necessary equipment and supplies</li> <li>4. HSS/N0504: Draw blood specimens from patients using correct techniques</li> <li>5. HSS/N0505: Prepare and label the blood samples for test, procedures and identification purposes</li> <li>6. HSS/N0506: Transport the blood samples to the laboratory</li> <li>7. HSS/N0507: Assist the patient before, during and after collection of the specimen</li> <li>8. HSS/N0508: Update patient records</li> <li>9. HSS/N0509: Follow all safety and infection control procedures</li> </ol>

	<p><b>10. HSS/N9601: Collate and communicate health information</b></p> <p><b>11. HSS/N9602: Ensure availability of medical and diagnostic supplies</b></p> <p><b>12. HSS/N9603: Act within the limits of one’s competence and authority</b></p> <p><b>13. HSS/N9604: Work effectively with others</b></p> <p><b>14. HSS/N9605: Manage work to meet requirements</b></p> <p><b>15. HSS/N9606: Maintain a safe , healthy and secure working environment</b></p> <p><b>16. HSS/N9607: Practice code of conduct while performing duties</b></p> <p><b>17. HSS/N9609: Follow biomedical waste disposal protocols</b></p> <p><b>18. HSS/N9611: Monitor and assure quality</b></p> <p><b>Optional</b> N.A</p>
<b>Performance Criteria</b>	As described in the relevant OS units

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 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.
<b>Keywords /Terms</b>	<b>Description</b>
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

HSS/N0501

Interpret test request forms

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by a phlebotomy technician in order to verify or record patient's identity and to take their informed consent.

HSS/N0501

Interpret test request forms

National Occupational Standard

<b>Unit Code</b>	HSS/N0501
<b>Unit Title</b>	<b>Interpret test request forms</b>
<b>Description</b>	This OS unit is about the phlebotomist's duties towards identification of patient and taking their informed consent before withdrawing blood specimens.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Obtaining informed consent from patient/donor prior to carrying out any treatment or procedure , Defining complete patient identification procedures , Identifying potential patient identification errors that can occur , Demonstrating correct patient identification</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Introduce themselves to the patient, and ask the patient to state their full name and date of birth</p> <p>PC2. Check that the laboratory form matches the patient's identity (i.e., match the patient's details with the laboratory form, to ensure accurate identification)</p> <p>PC3. Ask whether the patient has allergies, phobias or has ever fainted during previous injections or blood draws</p> <p>PC4. Check if the patient is anxious or afraid, reassure the person and ask what would make them more comfortable</p> <p>PC5. Discuss the test to be performed and obtain verbal consent and ensure that the patient has understood the procedure</p> <p>PC6. Take relevant history of the patient covering health and high-risk behaviour</p> <p>PC7. Take account of current and recent medications or chronic infections</p> <p>PC8. Take history of prolonged bleeding or a past diagnosis of bleeding disorders</p> <p>PC9. Ask for informed written consent to the patient</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one's competence</p> <p>KA3. The role and importance of the phlebotomy technician in supporting operations</p> <p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals</p> <p>KA6. How to follow employee policies and procedures</p> <p>KA7. Usage of LMIS(Laboratory information management system)</p>



HSS/N0501

Interpret test request forms

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to establish a routine that is comfortable for patient in preparing for blood specimen collection</p> <p>KB2. Verify the fact that a Patient is the same as the one described on the requisition or physician order</p> <p>KB3. How the patient's name, medical record number and date of birth information on the ID armband must exactly match the information on the laboratory requisition or label</p> <p>KB4. All protocols for establishing the identification of patient</p> <p>KB5. All safety and hygiene measures</p> <p>KB6. Basic medical terms and principles related to phlebotomy</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to</p> <p>SA1. Maintain alphabetical filing system for patient information</p> <p>SA2. Complete all written communications</p> <p>SA3. Record information in LMIS</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to</p> <p>SA4. Read written instructions for being able to follow all procedures related to blood specimen collection</p> <p>SA5. Keep abreast of the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities</p>
<p><b>B. Professional Skills</b></p>	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Identify characteristics of effective communication</p> <p>SA6. Describe the components of interpersonal relationships</p> <p>SA7. Demonstrate effective communication techniques</p> <p>SA8. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers</p> <p>SA9. Discuss requirements with colleagues</p> <p>SA10. Interact with a supervisor if required</p> <p>SA11. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer</p> <p>SA12. Use proper manner for greeting and interacting with patients</p> <p>SA13. Discuss the protocol for teaching and preparing a patient for laboratory testing</p> <p>SA14. Interact with the patient</p> <p>SA15. Collect all necessary information regarding the patient's condition</p> <p>SA16. Collect personal information regarding the patient like his/her address</p> <p>SA17. Calm the patients through kind words and gentleness</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB1. Make decisions while obtaining specimens of consistent quality, with favorable revenues for the health care system and the patient's outcome</p> <p>SB2. Make decisions on good laboratory practices without making errors during</p>

**HSS/N0501**

**Interpret test request forms**

	phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to : SB3. Apply appropriate communication and interpersonal skills on the job SB4. Apply computer skills on the job SB5. Use resources effectively when solving problems/making decisions SB6. Participate in continuing education sessions
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB7. Communicate effectively with patients of all ages, supervisors, and peers/coworkers SB8. Maintain patient confidentiality SB9. Respect the rights of the patient(s)
	<b>Problem Solving</b>
	The user/individual on the job must be able to: SB10. Identify immediate or temporary solutions to resolve delays SB11. Provide a calm environment for patients in which blood samples are drawn SB12. Have strong problem-solving skills SB13. Evaluate patients' symptoms and administer the appropriate treatments
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB14. Be Analytical and diligent in recording the correct patient information on blood vials and work orders SB15. Match all vials and work orders and send all required paperwork to the appropriate office
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

**NOS Version Control**

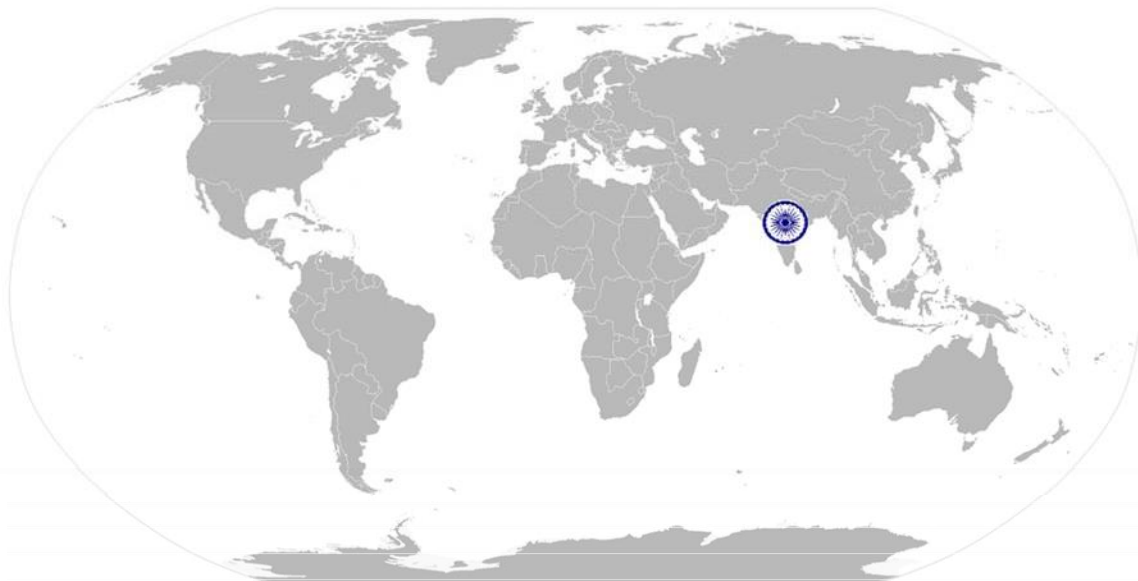
NOS Code	HSS/N0501		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Phlebotomy Technician	Next review date	24/12/16

HSS/N0502

Prepare an appropriate site for obtaining blood samples

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by a phlebotomy technician in preparing a site that is appropriate for obtaining blood samples.

HSS/N0502

Prepare an appropriate site for obtaining blood samples

National Occupational Standard

<b>Unit Code</b>	HSS/N0502
<b>Unit Title (Task)</b>	Prepare an appropriate site for obtaining blood samples
<b>Description</b>	This OS unit is about the phlebotomy technician's preparation in preparing an appropriate site for obtaining blood samples
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Selecting the right tools to use based on the test and patient characteristics</li> <li>Cleaning the site using correct motions</li> <li>Finding the vein to obtain blood</li> <li>Applying the tourniquet after finding a good vein</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Extend the patient's arm and inspect the antecubital fossa or forearm</p> <p>PC2. Locate a vein of a good size that is visible, straight and clear without damaging the nerve or artery</p> <p>PC3. Insert the needle at the right site where veins are not diverting to avoid chances of haematoma</p> <p>PC4. Locate the vein correctly for determining the correct size of needle</p> <p>PC5. Apply the tourniquet about 4–5 finger widths above the venepuncture site and re-examine the vein</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The importance of health, safety, and security protocols followed by the health care provider</p> <p>KA2. Relevant information on health, safety, and security at the healthcare provider</p> <p>KA3. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA4. How to engage with the medical officer for support in case the situation is beyond one's competence</p> <p>KA5. Usage of LMIS(Laboratory information management system)</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to locate and determine a site suitable for puncture</p> <p>KB2. How to clean and prepare the suitable site for venepuncture</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know :</p> <p>SA1. How to verify patient info and patient records</p> <p>SA2. Record information in LMIS</p>
	<b>Reading Skills</b>

HSS/N0502

**Prepare an appropriate site for obtaining blood samples**

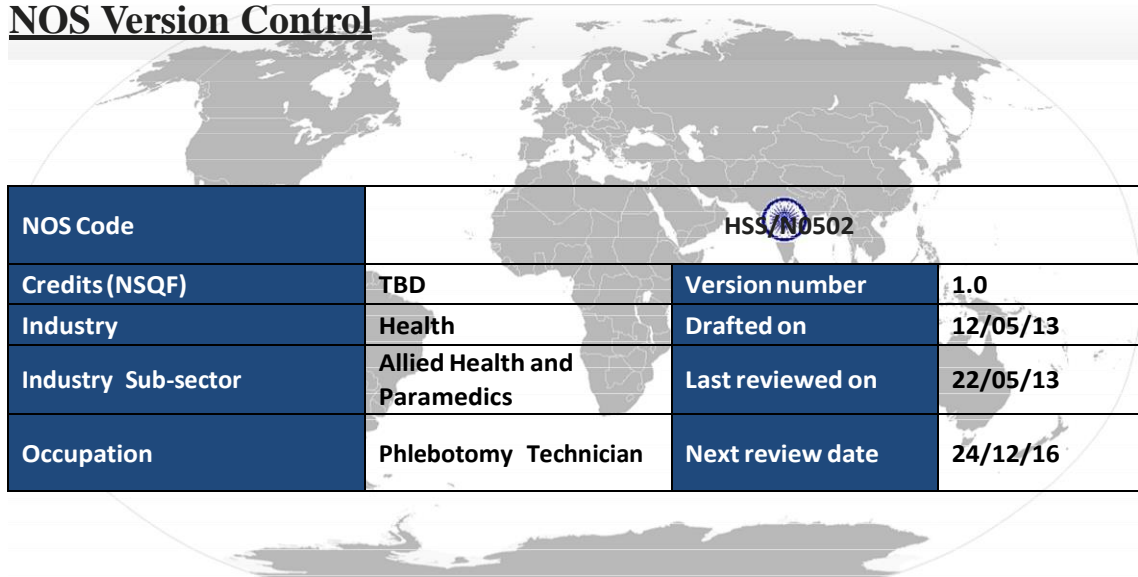
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures</p> <p>SA4. Keep abreast of the latest knowledge by reading internal communications</p> <p>SA5. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Identify characteristics of effective communication</p> <p>SA7. Describe the components of interpersonal relationships</p> <p>SA8. Demonstrate effective communication techniques</p> <p>SA9. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers</p> <p>SA10. Discuss requirements with colleagues</p> <p>SA11. Interact with a supervisor if required</p> <p>SA12. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer</p> <p>SA13. Use proper manner for greeting and interacting with patients</p> <p>SA14. Discuss the protocol for preparing a patient for laboratory testing</p> <p>SA15. Interact with the patient</p> <p>SA16. Collect all necessary information regarding the patient's condition</p> <p>SA17. Collect personal information regarding the patient like his/her address</p> <p>SA18. Calm the patients through kind words and gentleness</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome</p> <p>SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Apply appropriate communication and interpersonal skills on the job.</p> <p>SB4. Apply computer skills on the job</p> <p>SB5. Use resources effectively when solving problems/making decisions</p> <p>SB6. Participate in continuing education sessions</p> <p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Communicate effectively with patients of all ages, supervisors, and peers/ coworkers</p> <p>SB8. Maintain patient confidentiality</p> <p>SB9. Respect the rights of the patient(s)</p> <p><b>Problem Solving</b></p> <p>The user/individual on the job should be able to:</p> <p>SB10. Identify immediate or temporary solutions to resolve delays</p> <p>SB11. Provide a calm environment for patients in which blood samples are drawn</p>

**HSS/N0502**

**Prepare an appropriate site for obtaining blood samples**

	SB12. Have strong problem-solving skills SB13. Evaluate patients' symptoms and administer the appropriate treatments
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB14. Be analytical and diligent in recording the correct patient information on blood vials and work orders SB15. Match all vials and work orders and send all required paperwork to the appropriate office
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

**NOS Version Control**



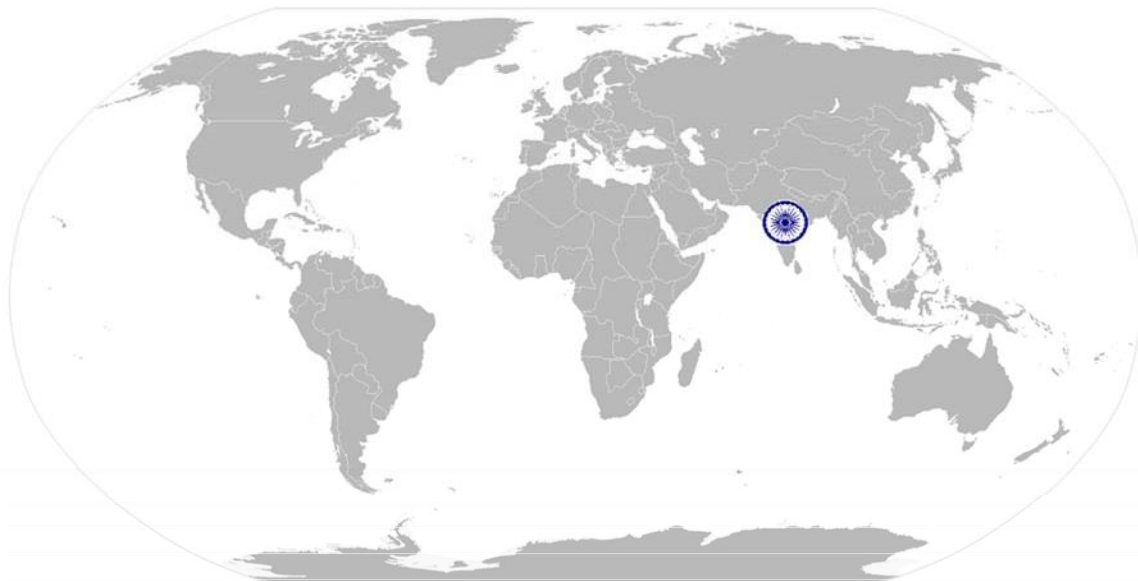
<b>NOS Code</b>	<b>HSS/N0502</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Health</b>	<b>Drafted on</b>	<b>12/05/13</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>22/05/13</b>
<b>Occupation</b>	<b>Phlebotomy Technician</b>	<b>Next review date</b>	<b>24/12/16</b>

HSS/N0503

Prepare and maintain necessary equipment and supplies

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by a phlebotomy technician to prepare and maintain the equipment and supplies used during blood withdrawing procedures.

HSS/N0503

Prepare and maintain necessary equipment and supplies

National Occupational Standard

<b>Unit Code</b>	HSS/N0503
<b>Unit Title (Task)</b>	Prepare and maintain necessary equipment and supplies
<b>Description</b>	This OS unit is about preparing and maintaining necessary equipment and supplies that are required during blood withdrawing procedures
<b>Scope</b>	<p>This unit/task covers:</p> <ul style="list-style-type: none"> <li>Using certain materials or tools on a daily basis that is required to obtain blood, maintaining supplies and stocks for avoiding running out of materials before the end of the procedure</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Collect all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley, ensuring that all the items are clearly visible</p> <p>PC2. Collect the list of equipment that includes sterile glass or plastic tubes with rubber caps ,Vacuum-extraction blood tubes ,Glass tubes with screw caps ,A sterile glass or bleeding pack (collapsible) if large quantities of blood are to be collected, well-fitting, non-sterile gloves, an assortment of blood-sampling devices that includes safety-engineered devices or needles and syringes of different sizes, a tourniquet, alcohol hand rub, 70% alcohol swabs for skin disinfection, gauze or cotton-wool ball to be applied over puncture site, laboratory specimen labels, writing equipment, laboratory forms , leak-proof transportation bags and containers, a puncture-resistant sharps container</p> <p>PC3. Ensure that the rack containing the sample tubes is close to the phlebotomist but away from the patient, to avoid it being accidentally tipped over</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one’s competence</p> <p>KA3. The role and importance of the phlebotomy technician in supporting operations</p> <p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization’s policies and procedures, and the organization’s strategic goals</p> <p>KA6. How to follow employee policies and procedures</p> <p>KA7. Usage of LMIS(Laboratory information management system)</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to make sure everything is well stocked</p> <p>KB2. How blood collection needles are used to perform a venipuncture</p> <p>KB3. How tourniquets are used to build pressure in the vein and allow blood to flow easily into vials</p> <p>KB4. How to use needle holders that attaches the needle to a vial</p>



**HSS/N0503 Prepare and maintain necessary equipment and supplies**

	<p>KB5. How to use vacuum tubes or vials that have different tops that are used to distinguish which vial to use</p> <p>KB6. How to place gauze on the site of the blood draw</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Match and send all required paperwork to the appropriate office SA2. Record information in LMIS
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA3. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures SA4. Keep abreast of the latest knowledge by reading internal communications SA5. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA6. Identify characteristics of effective communication SA7. Describe the components of interpersonal relationships SA8. Demonstrate effective communication techniques SA9. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA10. Discuss requirements with colleagues SA11. Interact with a supervisor if required SA12. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA13. Use proper manner for greeting and interacting with patients SA14. Discuss the protocol for preparing a patient for laboratory testing SA15. Interact with the patient SA16. Collect all necessary information regarding the patient's condition SA17. Collect personal information regarding the patient like his/her address SA18. Calm the patients through kind words and gentleness
	<b>B. Professional Skills</b>
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB3. Apply appropriate communication and interpersonal skills on the job SB4. Apply computer skills on the job SB5. Use resources effectively when solving problems/making decisions SB6. Participate in continuing education sessions

**HSS/N0503 Prepare and maintain necessary equipment and supplies**

	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB7. Communicate effectively with patients of all ages, supervisors, and peers/coworkers SB8. Maintain patient confidentiality SB9. Respect the rights of the patient(s)
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB10. Identify immediate or temporary solutions to resolve delays SB11. Provide a calm environment for patients in which blood samples are drawn Have strong problem-solving skills SB12. Evaluate patients' symptoms and administer the appropriate treatments
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB13. Be analytical and diligent in recording the correct patient information on blood vials and work orders SB14. Match all vials and work orders and send all required paperwork to the appropriate office
<b>Critical Thinking</b>	
The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

**NOS Version Control**

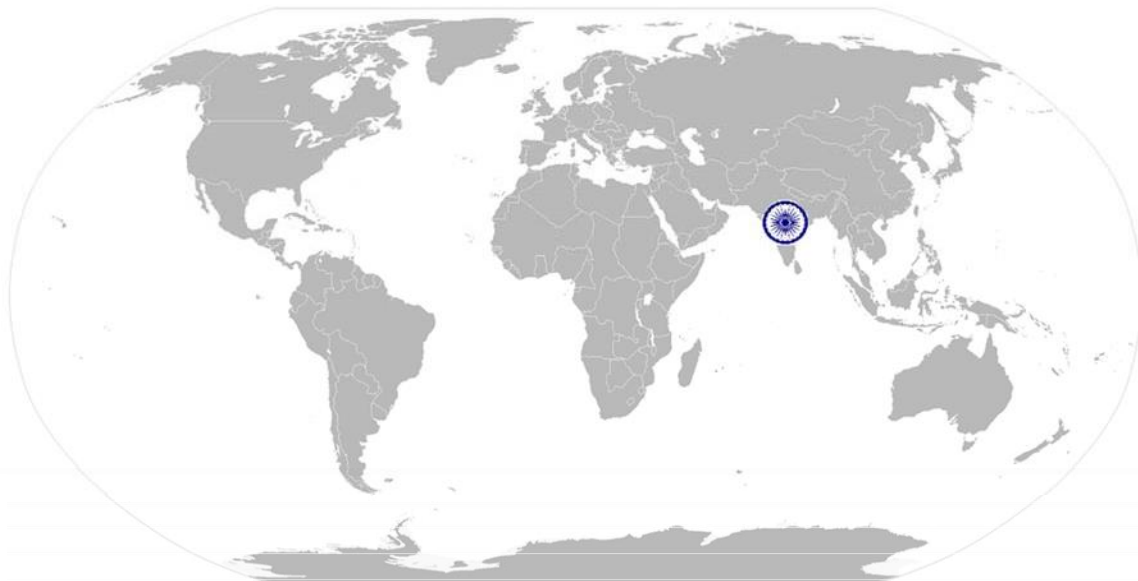
<b>NOS Code</b>	<b>HSS/N0503</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Health</b>	<b>Drafted on</b>	<b>12/05/13</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>22/05/13</b>
<b>Occupation</b>	<b>Phlebotomy Technician</b>	<b>Next review date</b>	<b>24/12/16</b>

HSS/N0504

Draw blood specimens from patients using correct techniques

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by a phlebotomy technician to draw blood specimens from patients using correct techniques.

HSS/N0504

Draw blood specimens from patients using correct techniques

National Occupational Standard

<b>Unit Code</b>	HSS/N0504
<b>Unit Title (Task)</b>	Draw blood specimens from patients using correct techniques
<b>Description</b>	This OS unit is a phlebotomy technician tasks towards withdrawing blood specimens from patients using correct techniques
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>The methods of blood collection , The aspects of blood taking and the correct procedures , Anatomical and physiological considerations in choosing appropriate sites for venepuncture</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Anchor the vein by holding the patient’s arm and placing a thumb below the venepuncture site</p> <p>PC2. Ask the patient to form a fist so the veins are more prominent</p> <p>PC3. Enter the vein swiftly at a 30 degree angle or less, and continue to introduce the needle along the vein at the easiest angle of entry</p> <p>PC4. Release the tourniquet before withdrawing the needle once sufficient blood has been collected</p> <p>PC5. Withdraw the needle gently and apply gentle pressure to the site with a clean gauze or dry cotton-wool ball</p> <p>PC6. Ask the patient to hold the gauze or cotton wool in place, with the arm extended and raised</p> <p>PC7. Ask the patient not to bend the arm, because doing so causes a haematoma</p> <p>PC8. Use appropriate equipment if required</p> <p>PC9. Perform hand hygiene (if using soap and water, dry hands with single-use towels)</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one’s competence</p> <p>KA3. The role and importance of the phlebotomy technician in supporting operations</p> <p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization’s policies and procedures, and the organization's strategic goals</p> <p>KA6. How to follow employee policies and procedures</p> <p>KA7. Usage of LMIS(Laboratory information management system)</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to puncture only the uppermost wall of the vein</p> <p>KB2. How to remove the tourniquet before removing the needle</p> <p>KB3. How to use the major superficial veins</p> <p>KB4. How to make sure the needle fully penetrates the upper most wall of the vein.</p>

**HSS/N0504 Draw blood specimens from patients using correct techniques**

	<p>KB5. How to apply pressure to the venipuncture site          KB6. How to prevent haemolysis (which can interfere with many tests)          KB7. How to mix tubes with anticoagulant additives gently 5-10 times          KB8. How to avoid drawing blood from a hematoma          KB9. How to avoid drawing the plunger back too forcefully, if using a needle and syringe, or too small a needle, and avoid frothing of the sample          KB10. How to make sure the venipuncture site is dry          KB11. How to avoid a probing, traumatic venepuncture          KB12. How to avoid prolonged tourniquet application or fist clenching</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:          SA1. Keep records carefully          SA2. Update patient medical records          SA3. Perform basic clerical tasks and assist patients as needed          SA4. Label blood and serum samples clearly          SA5. Keep track of equipment          SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs          SA7. Record information in LMIS</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:          SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures          SA9. Keep abreast of the latest knowledge by reading internal communications          SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders          SA11. keep knowledge of all the terms particular to blood collection and testing</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:          SA12. Identify characteristics of effective communication          SA13. Describe the components of interpersonal relationships          SA14. Demonstrate effective communication techniques          SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers          SA16. Discuss requirements with colleagues          SA17. Interact with a supervisor if required          SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer          SA19. Use proper manner for greeting and interacting with patients          SA20. Discuss the protocol for preparing a patient for laboratory testing          SA21. Interact with the patient          SA22. Collect all necessary information regarding the patient's condition          SA23. Collect personal information regarding the patient like his/her address          SA24. Calm the patients through kind words and gentleness</p>
	<b>Decision Making</b>

**HSS/N0504 Draw blood specimens from patients using correct techniques**

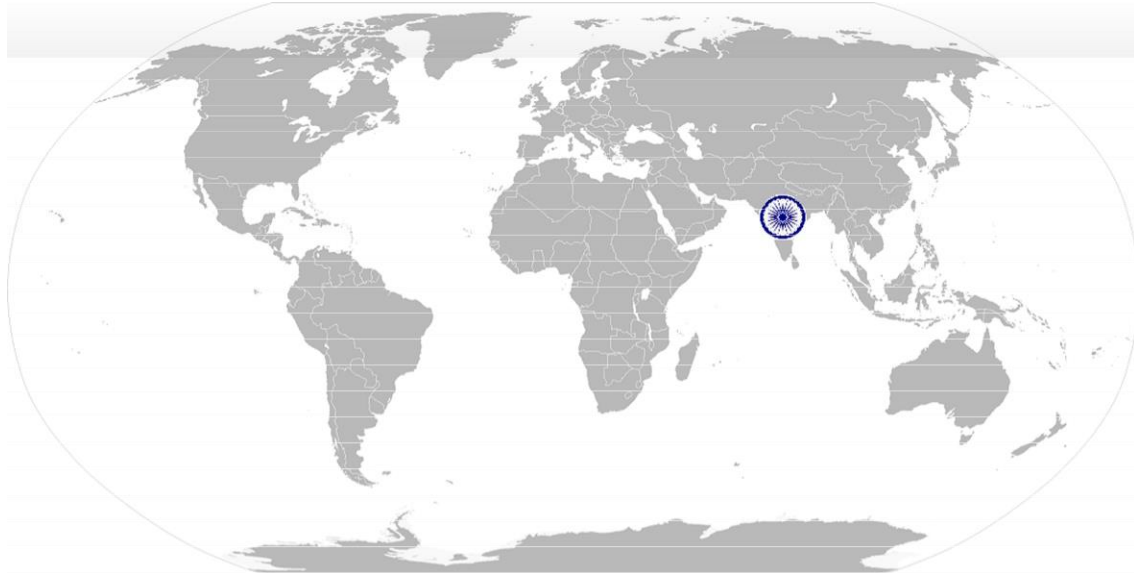
<b>B. Professional Skills</b>	The user/individual on the job needs to know and understand how to: SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. Apply appropriate communication and interpersonal skills on the job SB3. Apply computer skills on the job SB4. Use resources effectively when solving problems/making decisions SB5. Participate in continuing education sessions
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB6. Communicate effectively with patients of all ages, supervisors, and peers/coworkers SB7. Maintain patient confidentiality SB8. Respect the rights of the patient(s)
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB9. Identify immediate or temporary solutions to resolve delays SB10. Provide a calm environment for patients in which blood samples are drawn SB11. Have strong problem-solving skills SB12. Evaluate patients' symptoms and administer the appropriate treatments
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB13. Be analytical and diligent in recording the correct patient information on blood vials and work orders SB14. Match all vials and work orders and send all required paperwork to the appropriate office
	<b>Critical Thinking</b>
The user/individual on the job should be:: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

**NOS Version Control**

HSS/N0504

Draw blood specimens from patients using correct techniques

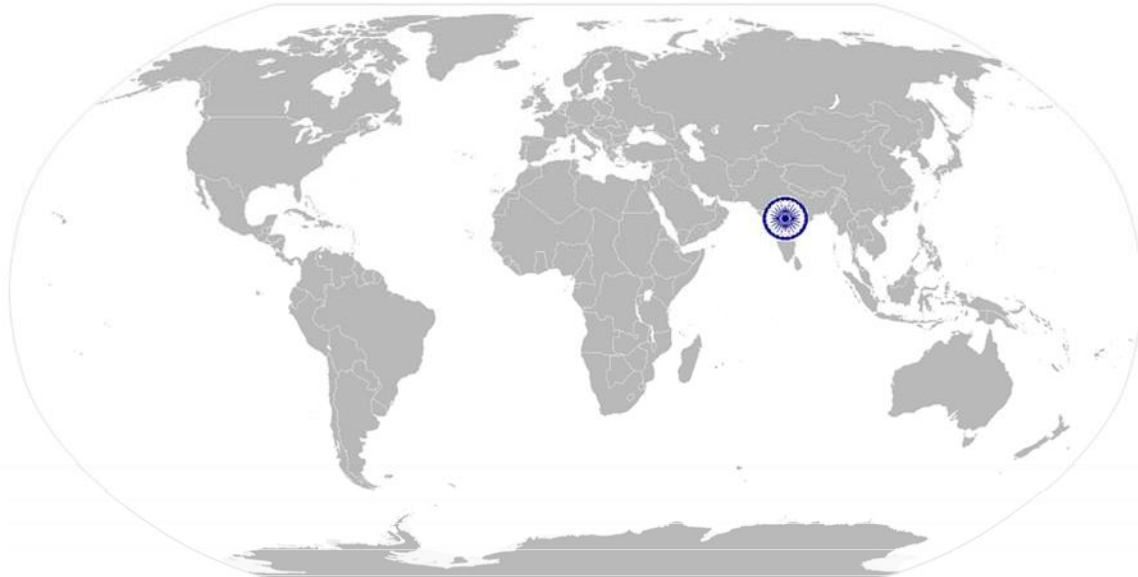
<b>NOS Code</b>	<b>HSS/N0504</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Health</b>	<b>Drafted on</b>	<b>12/05/13</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>22/05/13</b>
<b>Occupation</b>	<b>Phlebotomy Technician</b>	<b>Next review date</b>	<b>24/12/16</b>



HSS/N0505: Prepare and label the blood samples for test, procedures and identification purposes

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by a phlebotomy technician in preparing and labelling the blood samples for test, procedures and identification purposes.



## HSS/N0505: Prepare and label the blood samples for test, procedures and identification purposes

<b>Unit Code</b>	HSS/N0505
<b>Unit Title (Task)</b>	Prepare and label the blood sample for test, procedures and identification purposes
<b>Description</b>	This OS unit is about the processes of preparing and labelling the blood sample for test, procedures and identifications purposes
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Labelling the blood samples with the identification information required by the protocol or laboratory, Selecting the correct tube for the test, labelling it with the correct name, and putting down the patient's information</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Label blood sample so that the results of the test match the patient</p> <p>PC2. Use the key elements in labelling that include patient's surname, first and middle and patient's ID number</p> <p>PC3. Make sure that both of the above MUST match the same on the requisition form</p> <p>PC4. Make sure that Date, time and initials of the phlebotomist must be on the label of EACH tube</p> <p>PC5. Make sure that automated systems include labels with bar codes.</p> <p>PC6. Discard the used needle and syringe or blood sampling device into a puncturere-sistant sharps container</p> <p>PC7. Check the label and forms for accuracy. The label should be clearly written with the information required by the laboratory, which is typically the patient's first and last names, file number, date of birth, and the date and time when the blood was taken</p> <p>PC8. Discard used items into the appropriate category of waste. Items used for phlebotomy that would not release a drop of blood if squeezed (e.g. gloves) may be discarded in the general waste, unless local regulations state otherwise</p> <p>PC9. Perform hand hygiene</p> <p>PC10. Recheck the labels on the tubes and the forms before dispatch</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one's competence</p> <p>KA3. The role and importance of the phlebotomy technician in supporting operations</p> <p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals</p> <p>KA6. How to follow employee policies and procedures</p> <p>KA7. Usage of LMIS(Laboratory information management system)</p>

**HSS/N0505: Prepare and label the blood samples for test, procedures and identification purposes**

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Verify the fact that a Patient is the same as the one described on the requisition or physician order</p> <p>KB2. How the patient's name, medical record number and date of birth information on the ID armband must exactly match the information on the laboratory requisition or label</p> <p>KB3. All protocols for establishing the identification of patient</p> <p>KB4. All safety and hygiene measures</p> <p>KB5. Basic medical terms and principles related to phlebotomy</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Keep records carefully</p> <p>SA2. Update patient medical records</p> <p>SA3. Perform basic clerical tasks and assist patients as needed</p> <p>SA4. Label blood and serum samples clearly</p> <p>SA5. Keep track of equipment</p> <p>SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs</p> <p>SA7. Record information in LMIS</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures</p> <p>SA9. Keep abreast of the latest knowledge by reading internal communications</p> <p>SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders</p> <p>SA11. keep knowledge of all the terms particular to blood collection and testing</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Identify characteristics of effective communication</p> <p>SA13. Describe the components of interpersonal relationships</p> <p>SA14. Demonstrate effective communication techniques</p> <p>SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers</p> <p>SA16. Discuss requirements with colleagues</p> <p>SA17. Interact with a supervisor if required</p> <p>SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer</p> <p>SA19. Use proper manner for greeting and interacting with patients</p> <p>SA20. discuss the protocol for preparing a patient for laboratory testing</p> <p>SA21. Interact with the patient</p> <p>SA22. Collect all necessary information regarding the patient's condition</p> <p>SA23. Collect personal information regarding the patient like his/her address</p> <p>SA24. Calm the patients through kind words and gentleness</p>
	<p><b>Decision Making</b></p>

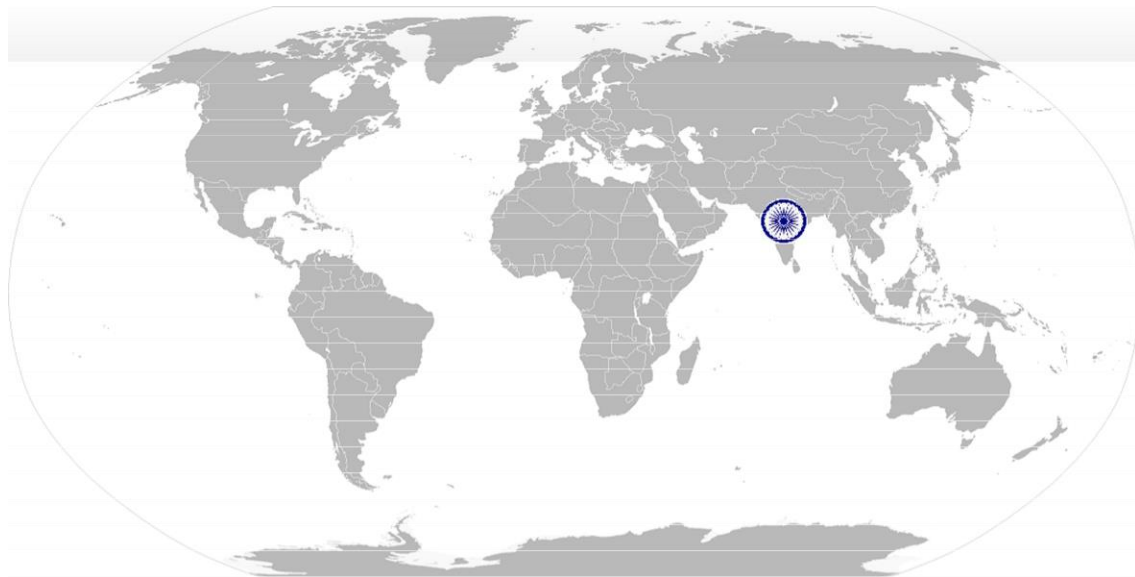
**HSS/N0505: Prepare and label the blood samples for test, procedures and identification purposes**

<b>B. Professional Skills</b>	The user/individual on the job needs to know and understand how to: SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. Apply appropriate communication and interpersonal skills on the job. SB3. Apply computer skills on the job SB4. Use resources effectively when solving problems/making decisions SB5. Participate in continuing education sessions
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB6. Communicate effectively with patients of all ages, supervisors, and peers/coworkers SB7. Maintain patient confidentiality SB8. Respect the rights of the patient(s)
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB9. Identify immediate or temporary solutions to resolve delays SB10. Provide a calm environment for patients in which blood samples are drawn SB11. Have strong problem-solving skills SB12. evaluate patients' symptoms and administer the appropriate treatments
	<b>Analytical Thinking</b>
	SB13. Be analytical and diligent in recording the correct patient information on blood vials and work orders SB14. Match all vials and work orders and send all required paperwork to the appropriate office
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

**HSS/N0505: Prepare and label the blood samples for test, procedures and identification purposes**

**NOS Version Control**

NOS Code	HSS/N0505		
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	Phlebotomy Technician	Next review date	24/12/16

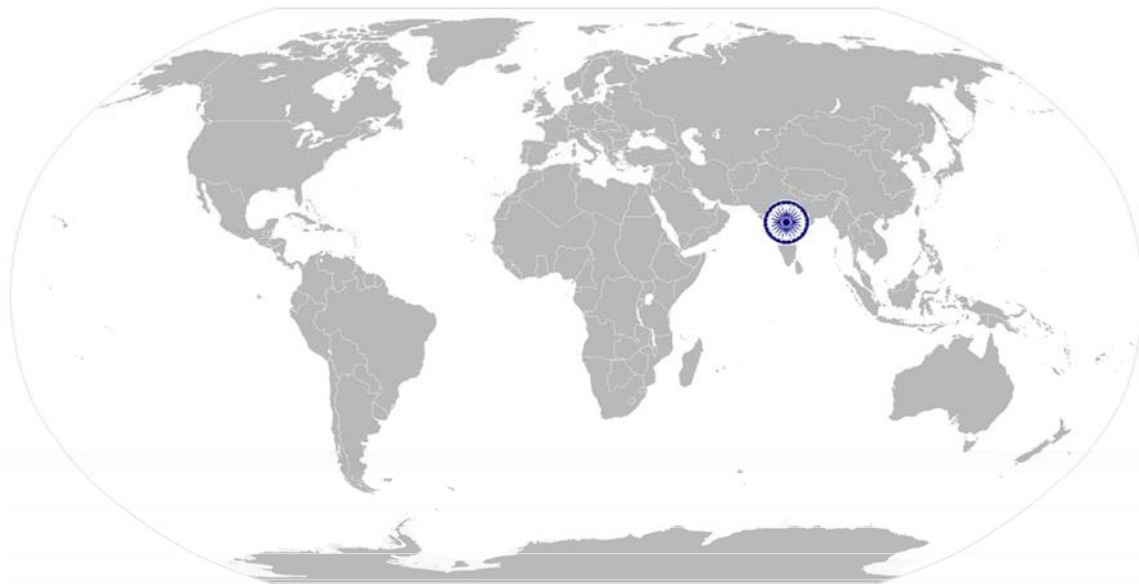


HSS/N0506:

Transport the blood samples to the laboratory

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by a phlebotomy technician in transporting the blood samples to the laboratory.

HSS/N0506:

Transport the blood samples to the laboratory

National Occupational Standard

<b>Unit Code</b>	HSS/N0506
<b>Unit Title (Task)</b>	Transport the blood samples to the laboratory
<b>Description</b>	This OS unit is about transporting blood samples to the laboratory once the blood specimen is collected from the patient
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Transferring the blood unit to a proper storage container according to the blood centre requirements, Ensuring that collected blood samples are stored and delivered to the laboratory with completed documentation, at the recommended temperature, and in a leak-proof, closed container</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Immediately transport the specimen to the Laboratory</p> <p>PC2. Use one requisition for each blood culture set, indicating the site used and time collected</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one's competence</p> <p>KA3. The role and importance of the phlebotomy technician in supporting operations</p> <p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meet organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals</p> <p>KA6. How to follow employee policies and procedure</p> <p>KA7. Usage of LMIS(Laboratory information management system)</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. All protocols for blood sample transport</p> <p>KB2. All safety and hygiene measures</p> <p>KB3. Basic medical terms and principles related to phlebotomy</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Keep records carefully</p> <p>SA2. Update patient medical records</p> <p>SA3. Perform basic clerical tasks and assist patients as needed</p> <p>SA4. Label blood and serum samples clearly</p> <p>SA5. Keep track of equipment</p> <p>SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs</p> <p>SA7. Record information in LMIS</p> <p><b>Reading Skills</b></p>

HSS/N0506:

**Transport the blood samples to the laboratory**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures</p> <p>SA9. Keep abreast of the latest knowledge by reading internal communications</p> <p>SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders</p> <p>SA11. keep knowledge of all the terms particular to blood collection and testing</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Identify characteristics of effective communication</p> <p>SA13. Describe the components of interpersonal relationships</p> <p>SA14. Demonstrate effective communication techniques</p> <p>SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers</p> <p>SA16. Discuss requirements with colleagues</p> <p>SA17. Interact with a supervisor if required</p> <p>SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer</p> <p>SA19. Use proper manner for greeting and interacting with patients</p> <p>SA20. Discuss the protocol for preparing a patient for laboratory testing</p> <p>SA21. Interact with the patient</p> <p>SA22. Collect all necessary information regarding the patient's condition</p> <p>SA23. Collect personal information regarding the patient like his/her address</p> <p>SA24. Calm the patients through kind words and gentleness</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome</p> <p>SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Apply appropriate communication and interpersonal skills on the job</p> <p>SB4. Apply computer skills on the job</p> <p>SB5. Use resources effectively when solving problems/making decisions</p> <p>SB6. Participate in continuing education sessions</p> <p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Communicate effectively with patients of all ages, supervisors, and peers/coworkers</p> <p>SB8. Maintain patient confidentiality</p> <p>SB9. Respect the rights of the patient(s)</p> <p><b>Problem Solving</b></p> <p>The user/individual on the job needs to:</p> <p>SB10. Identify immediate or temporary solutions to resolve delays</p> <p>SB11. Provide a calm environment for patients in which blood samples are drawn</p>

**HSS/N0506:**

**Transport the blood samples to the laboratory**

	SB12. Have strong problem-solving skills
	SB13. Evaluate patients' symptoms and administer the appropriate treatments
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB14. Be analytical and diligent in recording the correct patient information on blood vials and work orders SB15. Match all vials and work orders and send all required paperwork to the appropriate office
	<b>Critical Thinking</b>
	The user/individual on the job should: SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

**NOS Version Control**

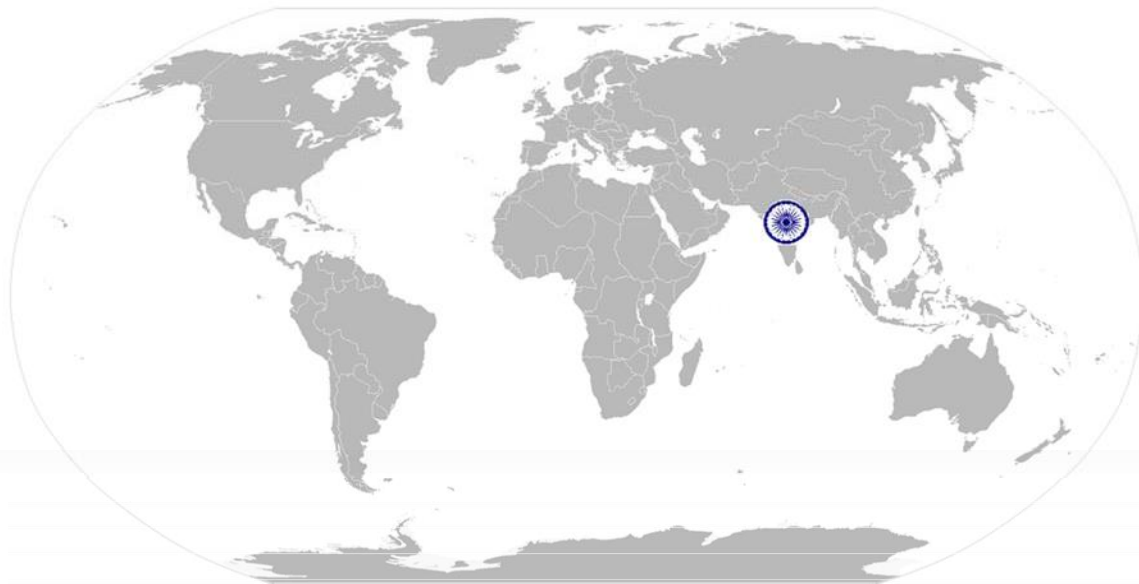
<b>NOS Code</b>	HSS/N0506		
<b>Credits (NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Health	<b>Drafted on</b>	12/05/13
<b>Industry Sub-sector</b>	Allied Health and Paramedics	<b>Last reviewed on</b>	22/05/13
<b>Occupation</b>	Phlebotomy Technician	<b>Next review date</b>	24/12/16



HSS/N0507 Assist the patient before, during and after collection of the blood specimen

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by a phlebotomy technician in assisting the patient before, during and after collection of the blood specimen.

## HSS/N0507 Assist the patient before, during and after collection of the blood specimen

<b>Unit Code</b>	<b>HSS/N0507</b>
<b>Unit Title</b>	<b>Assist the patient before, during and after the collection of the blood specimen</b>
<b>(Task)</b>	<b>Assist the patient before, during and after the collection of the blood specimen</b>
<b>Description</b>	This OS unit is about assisting the patient before, during and after the collection of the blood specimen
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Putting patient at ease before, during and after the collection of blood specimen, Giving information, support and reassurance to the individuals</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Putting patient at ease before, during and after the collection of blood specimen, Giving information, support and reassurance to the individuals</b>	To be competent, the user/individual on the job must be able to: PC1. Deal with patients and be able to calm them PC2. Work well under pressure and communicate effectively with the patients PC3. Converse with patients to allay fear of procedure PC4. Maintain standards for quality care for patients PC5. Assist the patient before, during and after collection of blood specimen PC6. Greet patients and assist them in proper specimen collection methods PC7. Provide a calm environment for patients in which blood samples are drawn
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 in the hospitals/laboratories/medical centres KA2. How to engage with the medical officer for support in case the situation is beyond one's competence KA3. The role and importance of the phlebotomy technician in supporting operations KA4. How to dress appropriately as per the healthcare provider rules KA5. How to meet organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals KA6. How to follow employee policies and procedures KA7. Usage of LMIS(Laboratory information management system)
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. All protocols during the procedure KB2. All safety and hygiene measures KB3. Basic medical terms and principles related to phlebotomy
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Keep records carefully SA2. Update patient medical records SA3. Perform basic clerical tasks and assist patients as needed SA4. Label blood and serum samples clearly SA5. Keep track of equipment SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs SA7. Record information in LMIS

**HSS/N0507 Assist the patient before, during and after collection of the blood specimen**

	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures</p> <p>SA9. Keep abreast of the latest knowledge by reading internal communications</p> <p>SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders</p> <p>SA11. keep knowledge of all the terms particular to blood collection and testing</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Identify characteristics of effective communication</p> <p>SA13. Describe the components of interpersonal relationships</p> <p>SA14. Demonstrate effective communication techniques</p> <p>SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers</p> <p>SA16. Discuss requirements with colleagues</p> <p>SA17. Interact with a supervisor if required</p> <p>SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer</p> <p>SA19. Use proper manner for greeting and interacting with patients</p> <p>SA20. Discuss the protocol for preparing a patient for laboratory testing</p> <p>SA21. Interact with the patient</p> <p>SA22. Collect all necessary information regarding the patient's condition</p> <p>SA23. Collect personal information regarding the patient like his/her address</p> <p>SA24. Calm the patients through kind words and gentleness</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions while obtaining specimens of consistent quality, with favorable revenues for the health care system and the patient's outcome</p> <p>SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Apply appropriate communication and interpersonal skills on the job</p> <p>SB4. Apply computer skills on the job</p> <p>SB5. Use resources effectively when solving problems/making decisions</p> <p>SB6. Participate in continuing education sessions</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Communicate effectively with patients of all ages, supervisors, and peers/coworkers</p> <p>SB8. Maintain patient confidentiality</p> <p>SB9. Respect the rights of the patient(s)</p>
	<b>Problem Solving</b>

**HSS/N0507 Assist the patient before, during and after collection of the blood specimen**

	The user/individual on the job needs to know and understand how to: SB10. Identify immediate or temporary solutions to resolve delays SB11. Provide a calm environment for patients in which blood samples are drawn SB12. Have strong problem-solving skills SB13. Evaluate patients' symptoms and administer the appropriate treatments
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB14. Be analytical and diligent in recording the correct patient information on blood vials and work orders SB15. Match all vials and work orders and send all required paperwork to the appropriate office
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

**NOS Version Control**

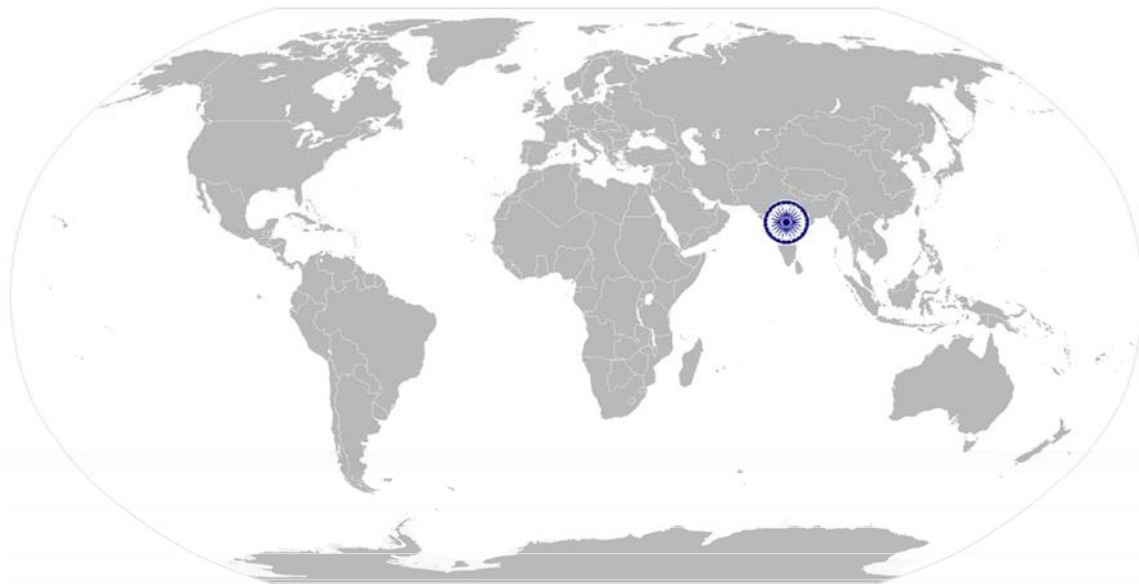
<b>NOS Code</b>	HSS/N0507		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Health</b>	<b>Drafted on</b>	<b>12/05/13</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>22/05/13</b>
<b>Occupation</b>	<b>Phlebotomy Technician</b>	<b>Next review date</b>	<b>24/12/16</b>

HSS/N0508

Update patient records

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by a phlebotomy technician in updating patient records.

HSS/N0508

Update patient records

National Occupational Standard

<b>Unit Code</b>	HSS/N0508
<b>Unit Title (Task)</b>	Update patient records
<b>Description</b>	This OS unit is about the phlebotomy technician's tasks in updating patient records
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Performing Computer data entry of patient information and blood test results , Updating patients records and keeping track of the data and information</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Performing Computer data entry of patient information and blood test results , Updating patients records and keeping track of the data and information</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. Keep patients record carefully</li> <li>PC2. Update patient medical record</li> <li>PC3. Perform basic clerical tasks</li> <li>PC4. Clearly check label of blood samples</li> <li>PC5. Keep track of patient data and information</li> <li>PC6. Maintain safety and sanitation records</li> <li>PC7. Utilize medical databases or other computer programs</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job should be able to: <ul style="list-style-type: none"> <li>KA1. Relevant legislation, standards, policies and procedures followed in the hospitals/laboratories/medical centres</li> <li>KA2. How to engage with the medical officer for support in case the situation is beyond one's competence</li> <li>KA3. The role and importance of the phlebotomy technician in supporting operations</li> <li>KA4. How to dress appropriately as per the healthcare provider rules</li> <li>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals</li> <li>KA6. How to follow employee policies and procedures</li> <li>KA7. Usage of LMIS(Laboratory information management system)</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. All protocols for updating and maintaining patient's records</li> <li>KB2. All safety and hygiene measures</li> <li>KB3. Basic medical terms and principles related to phlebotomy</li> </ul>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. Keep records carefully</li> <li>SA2. Update patient medical records</li> <li>SA3. Perform basic clerical tasks and assist patients as needed</li> <li>SA4. Label blood and serum samples clearly</li> <li>SA5. Keep track of equipment</li> <li>SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs</li> <li>SA7. Record information in LMIS</li> </ul>
	<b>Reading Skills</b>

HSS/N0508

**Update patient records**

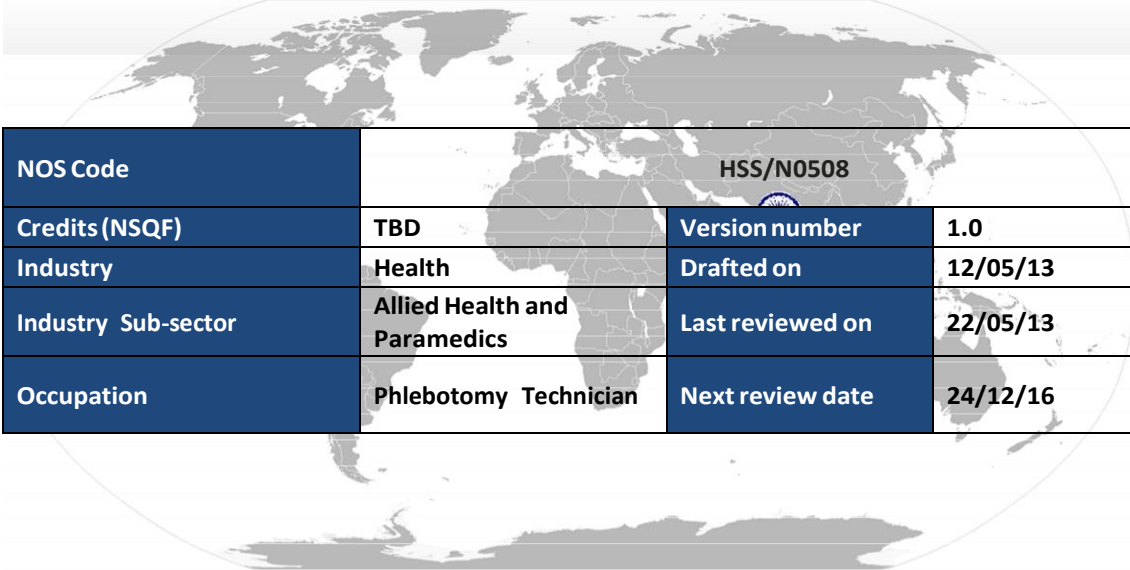
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures</p> <p>SA9. Keep abreast of the latest knowledge by reading internal communications</p> <p>SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders</p> <p>SA11. keep knowledge of all the terms particular to blood collection and testing</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Identify characteristics of effective communication</p> <p>SA13. Describe the components of interpersonal relationships</p> <p>SA14. Demonstrate effective communication techniques</p> <p>SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers</p> <p>SA16. Discuss requirements with colleagues</p> <p>SA17. Interact with a supervisor if required</p> <p>SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer</p> <p>SA19. Use proper manner for greeting and interacting with patients</p> <p>SA20. Discuss the protocol for preparing a patient for laboratory testing</p> <p>SA21. Interact with the patient</p> <p>SA22. Collect all necessary information regarding the patient's condition</p> <p>SA23. Collect personal information regarding the patient like his/her address</p> <p>SA24. Calm the patients through kind words and gentleness</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome</p> <p>SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Apply appropriate communication and interpersonal skills on the job.</p> <p>SB4. Apply computer skills on the job</p> <p>SB5. Use resources effectively when solving problems/making decisions.</p> <p>SB6. Participate in continuing education sessions</p> <p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Communicate effectively with patients of all ages, supervisors, and peers/coworkers</p> <p>SB8. Maintain patient confidentiality</p> <p>SB9. Respect the rights of the patient(s)</p> <p><b>Problem Solving</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Identify immediate or temporary solutions to resolve delays</p> <p>SB11. Provide a calm environment for patients in which blood samples are drawn</p>

**HSS/N0508**

**Update patient records**

	SB12. Have strong problem-solving skills
	SB13. Evaluate patients' symptoms and administer the appropriate treatments
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB14. Be analytical and diligent in recording the correct patient information on blood vials and work orders SB15. Match all vials and work orders and send all required paperwork to the appropriate office
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

**NOS Version Control**



<b>NOS Code</b>	<b>HSS/N0508</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Health</b>	<b>Drafted on</b>	<b>12/05/13</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>22/05/13</b>
<b>Occupation</b>	<b>Phlebotomy Technician</b>	<b>Next review date</b>	<b>24/12/16</b>

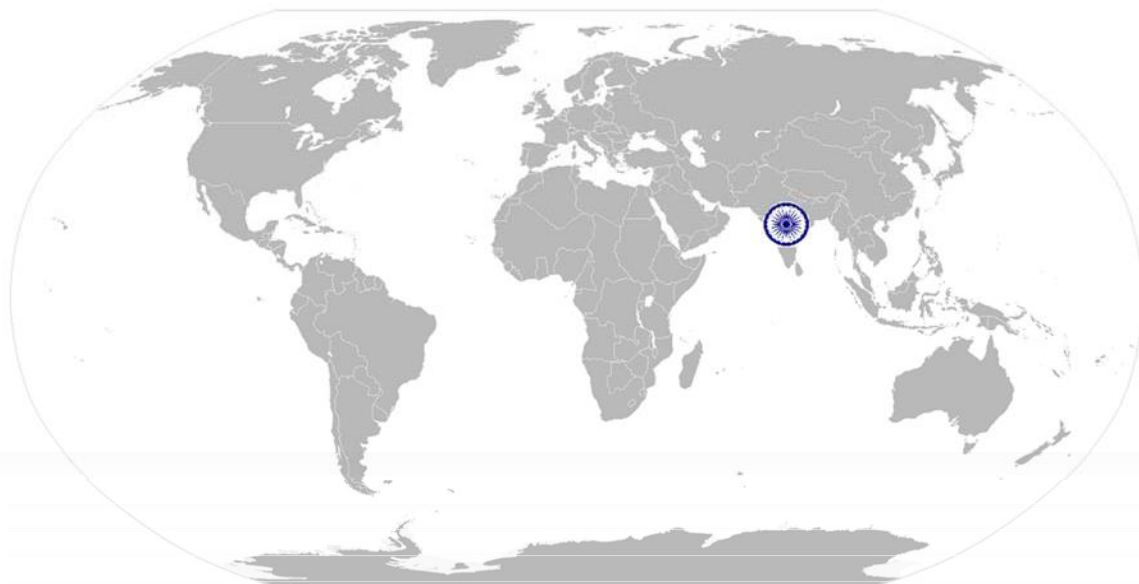


HSS/N0509

Follow all safety and infection control procedures

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# National Occupational Standard



## Overview

This Occupational Standard describes the knowledge, understanding and skills required by a phlebotomy technician in following all safety and infection control procedures.

**HSS/N0509 Follow all safety and infection control procedures**

<b>Unit Code</b>	HSS/N0509
<b>Unit Title</b>	<b>Follow all safety and infection control procedures</b>
<b>Description</b>	This OS unit is about all safety and infection control procedures that a phlebotomy technician should follow
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Understanding of laboratory safety and infection control, which is paramount on the job , Taking care in practicing precautions to control infection , Understanding of all safety and infection control procedures</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Understanding of laboratory safety and infection control, which is paramount on the job , Taking care in practicing precautions to control infection , Understanding of all safety and infection control procedures</b>	To be competent, the user/individual on the job must be able to: PC1. Wear gloves and a lab coat or gown when handling blood/body fluids PC2. Change gloves after each patient or when contaminated PC3. Wash hands frequently PC4. Dispose of items in appropriate containers PC5. Dispose of needles immediately upon removal from the patient's vein. PC6. Clean up any blood spills with a disinfectant such as freshly made 10% bleach PC7. Wash the contaminated area well with soap and water PC8. Place blood collection equipment away from patients, especially children and psychiatric patients PC9. Practice hygiene for the patient's protection. When wearing gloves, change them between each patient and wash your hands frequently PC10. wear a clean lab coat or gown always
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 in the hospitals/laboratories/medical centres KA2. How to engage with the medical officer for support in case the situation is beyond one's competence KA3. The role and importance of the phlebotomy technician in operations KA4. How to dress appropriately as per the healthcare provider rules KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals KA6. How to follow employee policies and procedures KA7. Usage of LMIS(Laboratory information management system)
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. All protocols during the procedure KB2. All safety and hygiene measures KB3. Basic medical terms and principles related to phlebotomy
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Keep records carefully SA2. Update patient medical records SA3. Perform basic clerical tasks and assist patients as needed

**HSS/N0509**

**Follow all safety and infection control procedures**

	<p>SA4. Label blood and serum samples clearly SA5. Keep track of equipment SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs SA7. Record information in LMIS</p>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to: SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures SA9. Keep abreast of the latest knowledge by reading internal communications SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders SA11. Keep knowledge of all the terms particular to blood collection and testing</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to: SA12. Identify characteristics of effective communication SA13. Describe the components of interpersonal relationships SA14. Demonstrate effective communication techniques SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA16. Discuss requirements with colleagues SA17. Interact with a supervisor if required SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA19. Use proper manner for greeting and interacting with patients SA20. Discuss the protocol for preparing a patient for laboratory testing SA21. Interact with the patient SA22. Collect all necessary information regarding the patient's condition SA23. Collect personal information regarding the patient like his/her address SA24. Calm the patients through kind words and gentleness</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to: SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to: SB3. Apply appropriate communication and interpersonal skills on the job. SB4. Apply computer skills on the job SB5. Use resources effectively when solving problems/making decisions SB6. Participate in continuing education sessions</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to: SB7. Communicate effectively with patients and their family, physicians, and other members of the health care team</p>

**HSS/N0509**

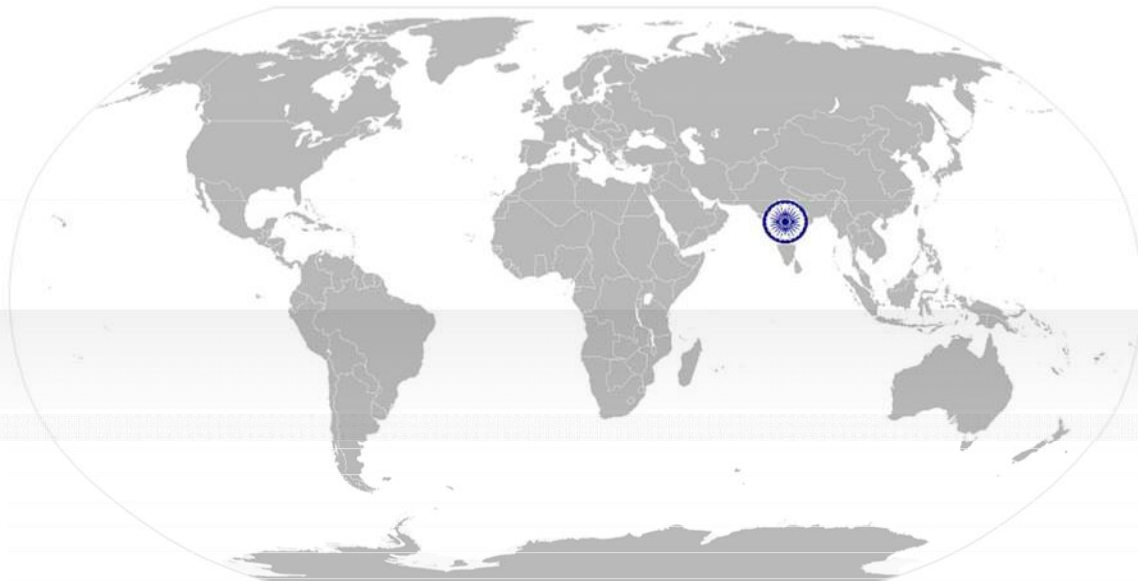
**Follow all safety and infection control procedures**

	SB8. Maintain patient confidentiality SB9. Respect the rights of the patient(s)
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB10. Identify immediate or temporary solutions to resolve delays SB11. Provide a calm environment for patients in which blood samples are drawn Have strong problem-solving skills SB12. evaluate patients' symptoms and administer the appropriate treatments
	<b>Analytical Thinking</b>
	The user/individual on the job needs to: SB13. Be analytical and diligent in recording the correct patient information on blood vials and work orders SB14. Match all vials and work orders and send all required paperwork to the appropriate office
	<b>Critical Thinking</b>
The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

**NOS Version Control**

<b>NOS Code</b>	<b>HSS/N0509</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Health</b>	<b>Drafted on</b>	<b>12/05/13</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>22/05/13</b>
<b>Occupation</b>	<b>Phlebotomy Technician</b>	<b>Next review date</b>	<b>24/12/16</b>

# National Occupational Standard



## Overview

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

HSS/N9601

Collate and Communicate Health Information

National Occupational Standard

<b>Unit Code</b>	HSS/N9601
<b>Unit Title</b>	<b>Collate and Communicate Health Information</b>
<b>(Task)</b>	
<b>Description</b>	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
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Communicating with individuals, patients, their family and others about health issues</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Communicating with individuals, patients, their family and others about health issues</b>	To be competent, the user/individual on the job must be able to: PC1. Respond to queries and information needs of all individuals PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them PC4. Utilise all training and information at one's disposal to provide relevant information to the individual PC5. Confirm that the needs of the individual have been met PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality PC7. Respect the individual's need for privacy PC8. Maintain any records required at the end of the interaction
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Guidelines on communicating with individuals KA2. Guidelines on maintaining confidentiality and respecting need for privacy KA3. Guidelines of the organisation/ health provider on communicating with individuals and patients
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. How to communicate effectively KB2. When to ask for assistance when situations are beyond one's competence and authority KB3. How to maintain confidentiality and to respect an individual's need for privacy KB4. How to ensure that all information provided to individuals is from reliable sources KB5. How to handle stressful or risky situations when communicating with individuals KB6. Difficulties that can occur when communicating with individuals and family members in stressful situations and how to manage these KB5. Disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination
<b>Skills (S)</b>	

HSS/N9601

Collate and Communicate Health Information

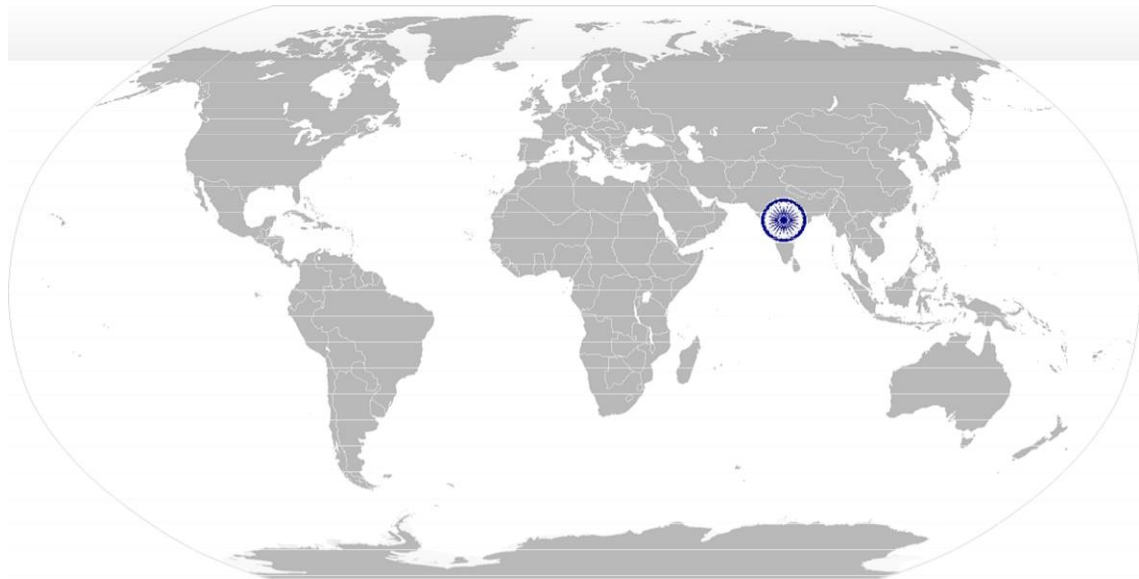
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Write at least one local/ official language used in the local community SA2. Maintain any records required after the interaction
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA3. Read instructions and pamphlets provided as part of training
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA4. Speak at least one local language SA5. Communicate effectively with all individuals
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. Make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
	<b>Plan and Organize</b>
	Not applicable
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: 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
	<b>Problem Solving</b>
	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
	<b>Analytical Thinking</b>
	Not applicable
<b>Critical Thinking</b>	
Not applicable	

HSS/N9601

Collate and Communicate Health Information

## NOS Version Control

NOS Code	HSS/N9601		
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



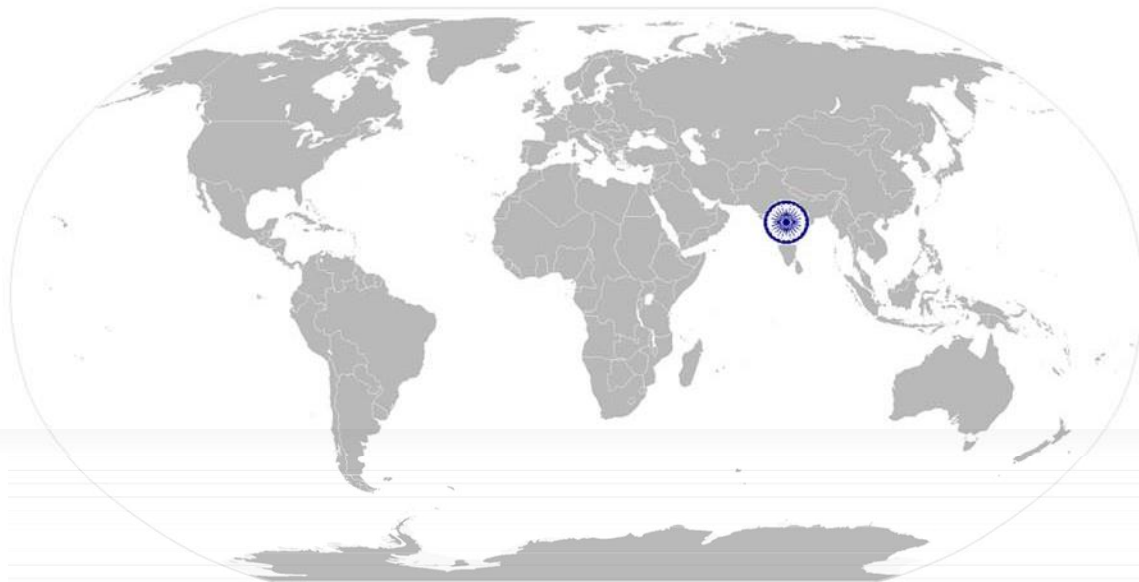


HSS/N9602

Ensure availability of medical and diagnostic supplies

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# 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

<b>Unit Code</b>	HSS/N9602
<b>Unit Title (Task)</b>	Ensure availability of medical and diagnostic supplies
<b>Description</b>	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
<b>Scope</b>	This unit/task covers the following : <ul style="list-style-type: none"> <li>Anticipating demand and ensuring availability of adequate medical and diagnosticsupplies</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	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
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	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
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	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
	<b>Reading Skills</b>
	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**

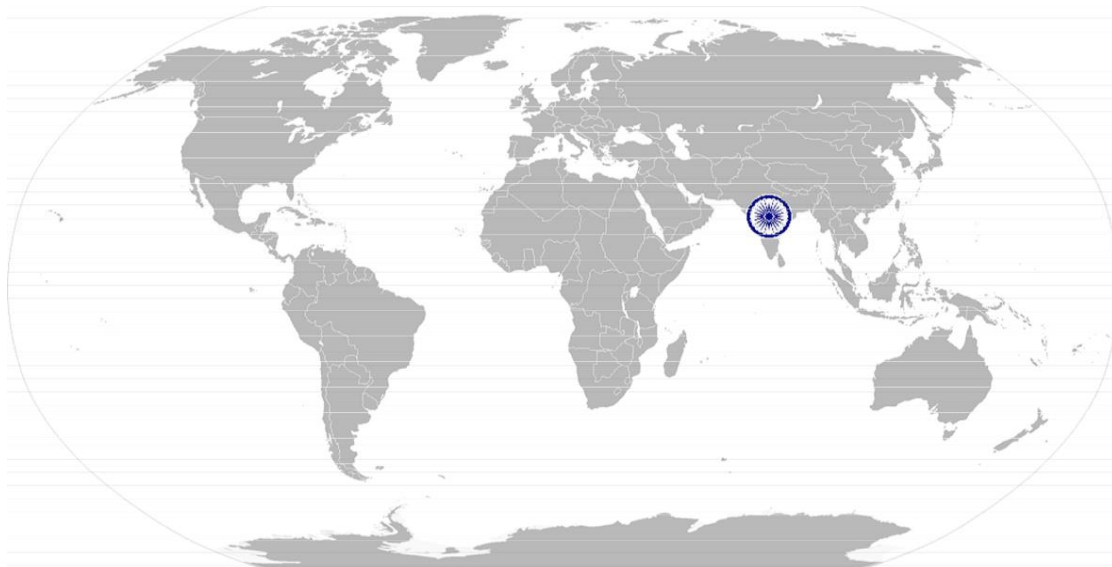
	maintaining
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA8. Speak at least one local language SA9. Communicate effectively to request additional supplies when required
<b>B. Professional Skills</b>	<b>Decision Making</b>
	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
	<b>Plan and Organize</b>
	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
	<b>Customer Centricity</b>
	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
	<b>Problem Solving</b>
	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
	<b>Analytical Thinking</b>
	Not applicable
<b>Critical Thinking</b>	
Not applicable	

**NOS Version Control**

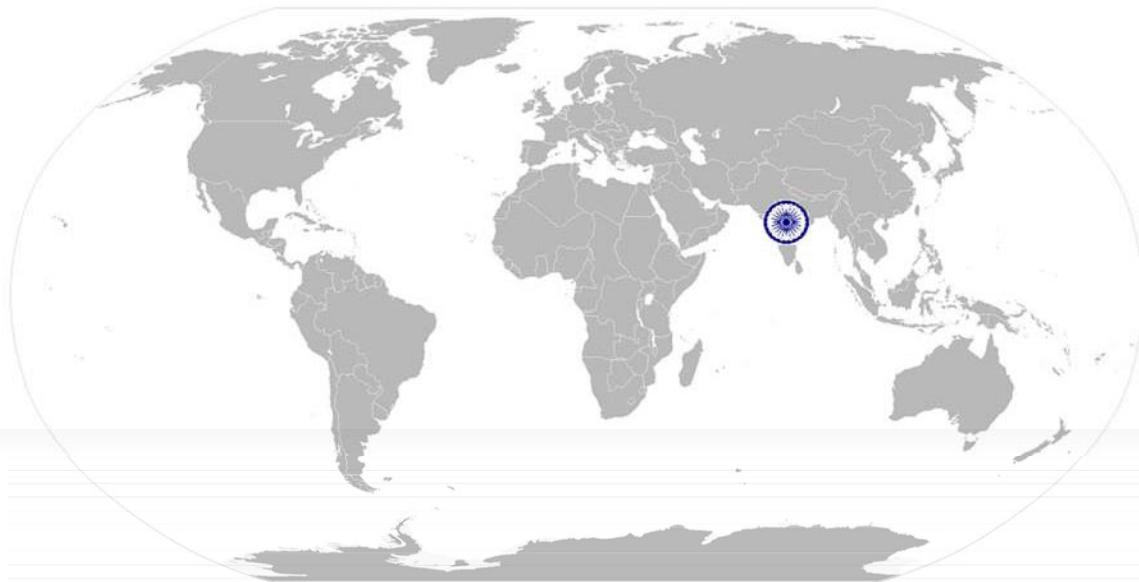
<b>NOS Code</b>	<b>HSS/N9602</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Health</b>	<b>Drafted on</b>	<b>12/05/13</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>24/07/13</b>
<b>Occupation</b>	<b>Cardiac Care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

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

<b>Unit Code</b>	HSS/N9603
<b>Unit Title</b>	<b>Act within the limits of one's competence and authority</b>
<b>Description</b>	<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>
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Acting within the limit of one's competence and authority; <ul style="list-style-type: none"> <li>○ Knowing one's job role</li> <li>○ Knowing one's job responsibility</li> <li>○ Recognizing the job role and responsibilities of co workers</li> </ul> </li> </ul> <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>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	<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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b></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</p> <p>KB2. The reasons for working within the limits of one's competence and authority</p> <p>KB3. The importance of personally promoting and demonstrating good practice</p> <p>KB4. The legislation, protocols and guidelines effecting one's work</p> <p>KB5. The organisational systems and requirements relevant to one's role</p> <p>KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work</p> <p>KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances</p> <p>KB8. The risks to quality and safety arising from:</p> <ul style="list-style-type: none"> <li>○ Working outside the boundaries of competence and authority</li> <li>○ Not keeping up to date with best practice</li> <li>○ Poor communication</li> <li>○ Insufficient support</li> <li>○ Lack of resources</li> </ul> <p>KB9. The importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements</p> <p>KB10. How to Report and minimise risks</p> <p>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</p> <p>KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported</p> <p>KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation</p> <p>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><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules</p> <p>SA2. Prepare status and progress reports</p> <p>SA3. Record daily activities</p> <p>SA4. Update other co-workers</p> <p><b>Reading Skills</b></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</p> <p>SA6. Keep updated with the latest knowledge</p> <p><b>Oral Communication (Listening and Speaking skills)</b></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>B. Professional Skills</b>	<b>Decision Making</b>
	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
	<b>Plan and Organize</b>
	Not applicable
	<b>Customer Centricity</b>
	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)
	<b>Problem Solving</b>
	Not applicable
	<b>Analytical Thinking</b>
	Not applicable
<b>Critical Thinking</b>	
Not applicable	

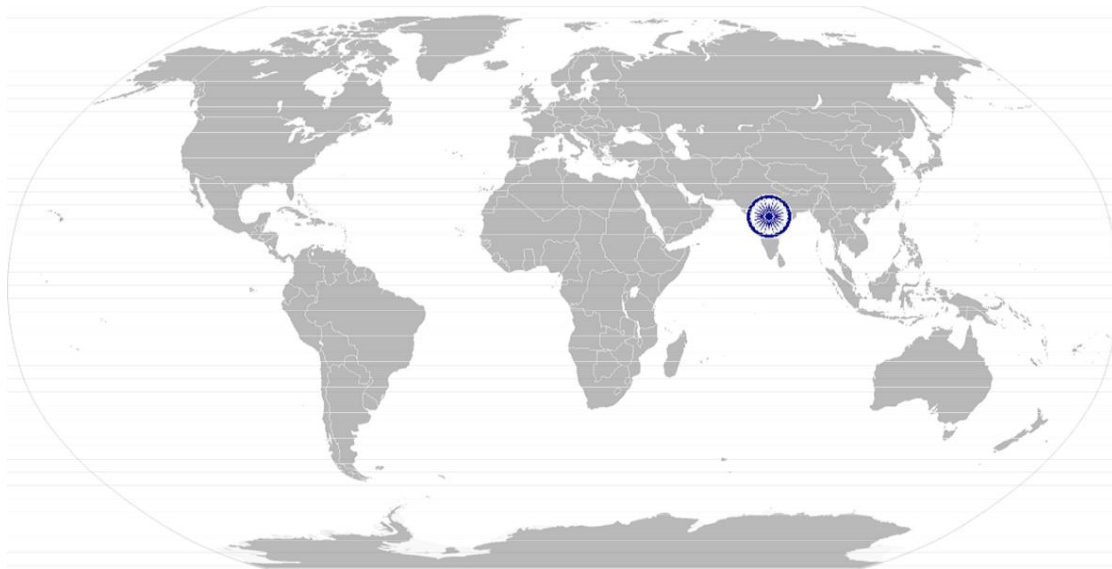


HSS/N9603

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

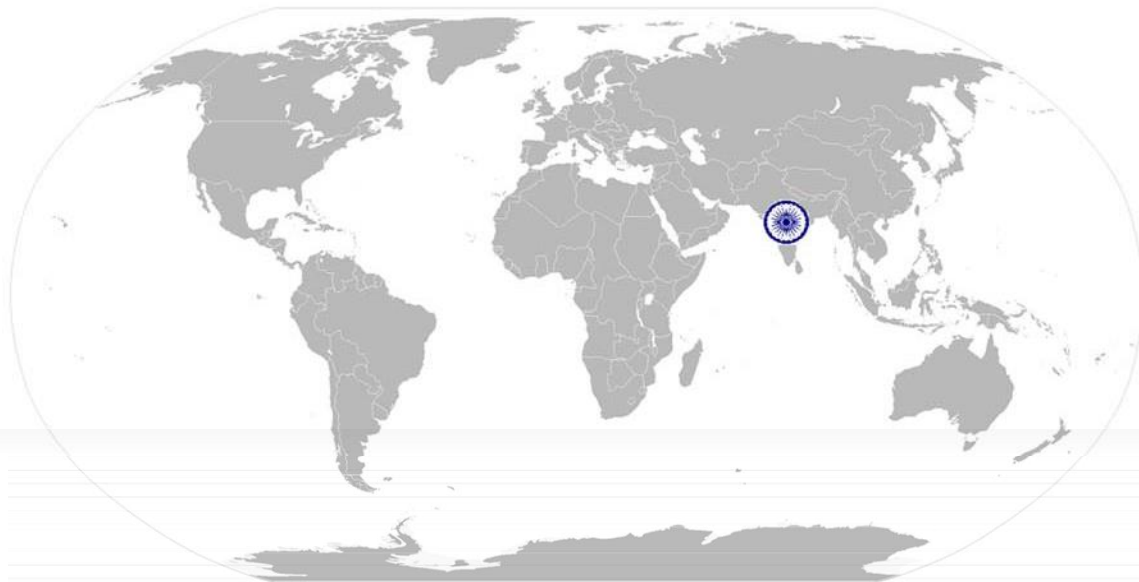


HSS/N9604

Work effectively with others

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# 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

<b>Unit Code</b>	HSS/N9604
<b>Unit Title</b>	<b>Work effectively with others</b>
<b>Description</b>	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
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>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</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	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
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	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
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	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
	<b>Reading Skills</b>
	To be competent, the user/individual on the job needs to know and understand how to: SA3. Read and understand essential information
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>	<b>Decision Making</b>
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to work
	<b>Plan and Organize</b>
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	<b>Customer Centricity</b>
	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)
	<b>Problem Solving</b>
	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
	<b>Analytical Thinking</b>
Not applicable	

HSS/N9604

Work effectively with others

	Critical Thinking
	Not applicable

## NOS Version Control

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

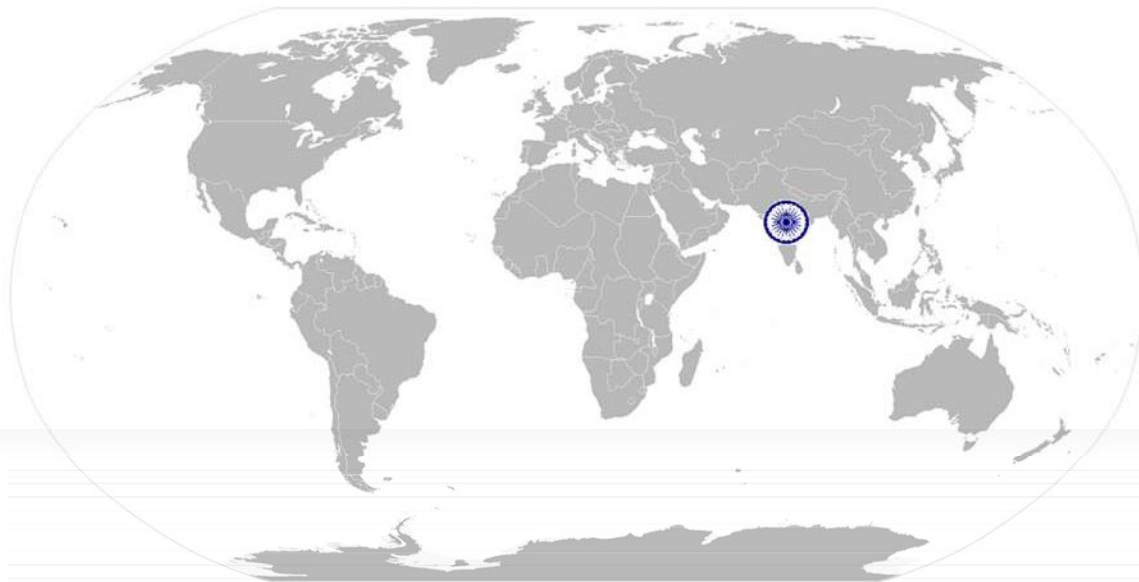


HSS/N9605

Manage work to meet requirements

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# 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

<b>Unit Code</b>	HSS/N9605
<b>Unit Title</b>	<b>Manage work to meet requirements</b>
<b>Description</b>	This OS unit is about planning and organising work and developing oneself further in the organisation This unit applies to all Allied Health professionals
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Establishing and managing requirements ,Planning and organising work, ensuring accomplishment of the requirements</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	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
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	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
<b>Skills (S)</b>	
<b>A. Core Skills/</b>	<b>Writing Skills</b>

HSS/N9605

Manage work to meet requirements

<b>Generic Skills</b>	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
	<b>Reading Skills</b>
	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
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>	<b>Decision Making</b>
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the work
	<b>Plan and Organize</b>
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	<b>Customer Centricity</b>
	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)
	<b>Problem Solving</b>
	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
	<b>Analytical Thinking</b>
	Not applicable
<b>Critical Thinking</b>	
Not applicable	

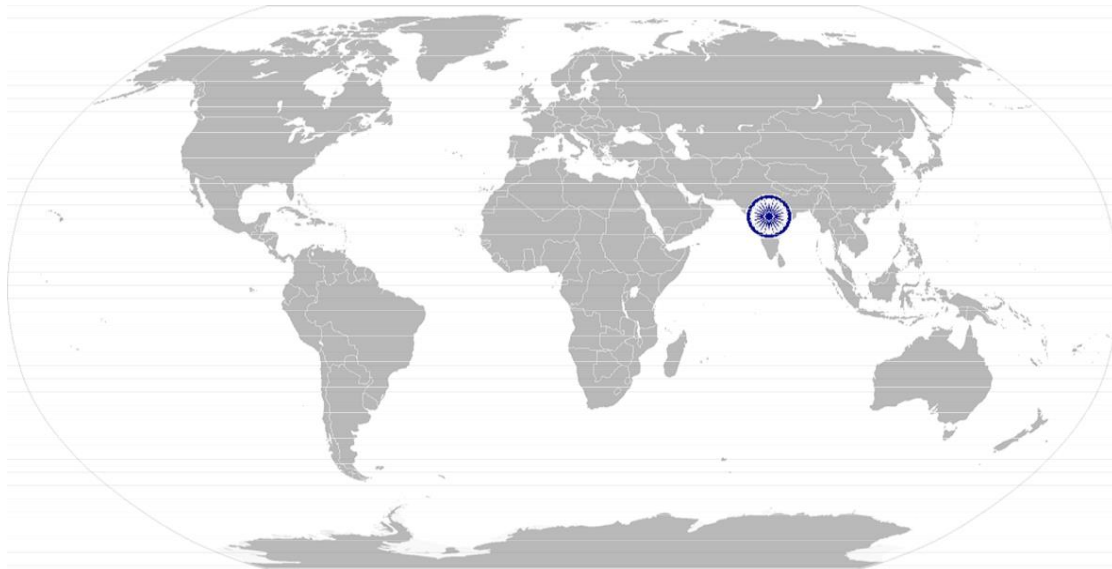


HSS/N9605

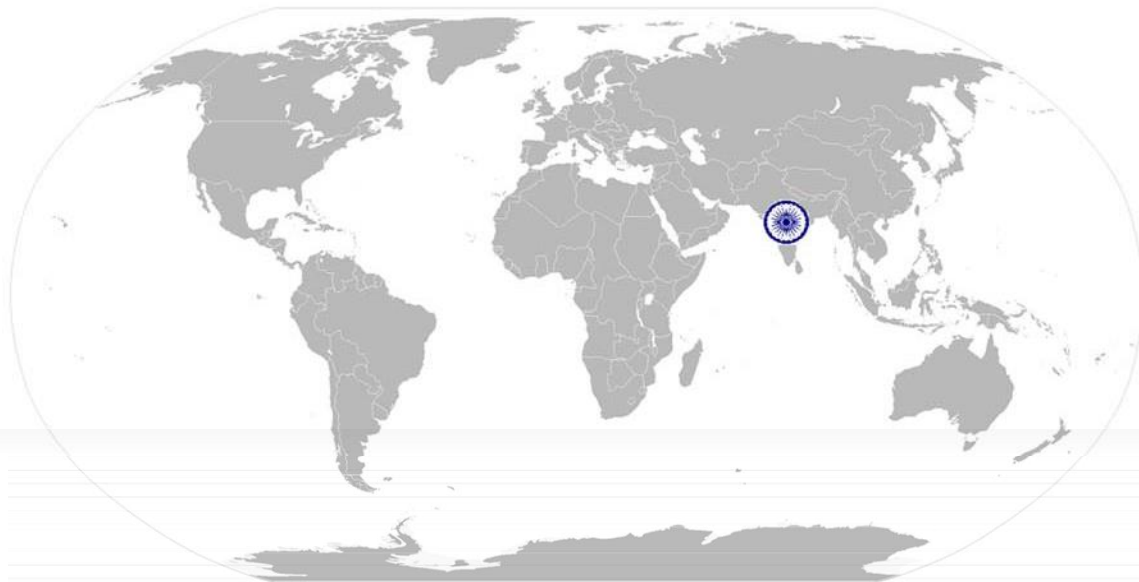
Manage work to meet requirements

## NOS Version Control

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



# 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

<b>Unit Code</b>	HSS/N9606
<b>Unit Title</b>	<b>Maintain a safe, healthy, and secure working environment</b>
<b>(Task)</b>	
<b>Description</b>	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
<b>Scope</b>	This unit covers the following: <ul style="list-style-type: none"> <li>Complying the health, safety and security requirements and procedures for Workplace</li> <li>Handling any hazardous situation with safely, competently and within the limits of authority</li> <li>Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	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
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b></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><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></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><b>Reading Skills</b></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><b>Oral Communication (Listening and Speaking skills)</b></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>B. Professional Skills</b></p>	<p><b>Decision Making</b></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><b>Plan and Organize</b></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><b>Customer Centricity</b></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><b>Problem Solving</b></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

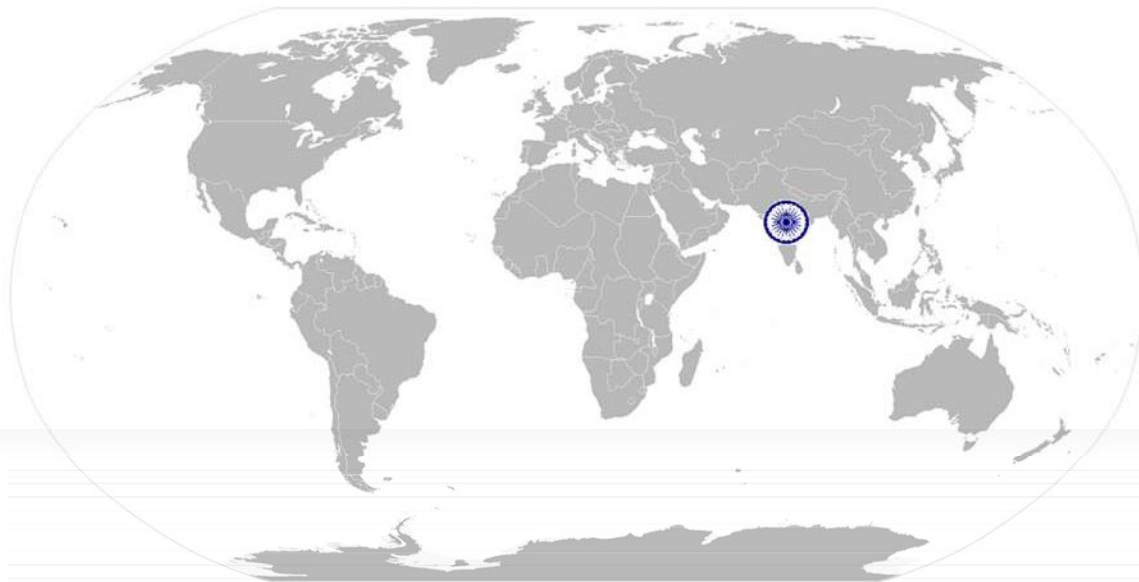
Maintain a safe, healthy, and secure working environment

	<b>Analytical Thinking</b>
	To be competent, the user needs to know and understand how to: SB9. Analyse the seriousness of hazards
	<b>Critical Thinking</b>
	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

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

<b>Unit Code</b>	HSS/N9607
<b>Unit Title</b>	Practice code of conduct while performing duties
<b>(Task)</b>	
<b>Description</b>	<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>
<b>Scope</b>	<p>This unit covers the following:</p> <ul style="list-style-type: none"> <li>Recognizing the guidelines and protocols relevant to the field and practice</li> </ul> <p>Following the code of conduct as described by the healthcare provider</p> <p>Demonstrating best practices while on the field</p>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	<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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	<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"> <li>Working outside the boundaries of competence and authority not keeping up to date with best practice</li> <li>poor communication</li> <li>insufficient support</li> <li>lack of resources</li> </ul> <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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	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
	<b>Reading Skills</b>
	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
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>	<b>Decision Making</b>
	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
	<b>Plan and Organize</b>
	Not applicable
	<b>Customer Centricity</b>
	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
	<b>Problem Solving</b>
	Not applicable
	<b>Analytical Thinking</b>
	Not applicable
	<b>Critical Thinking</b>
	Not applicable

**NOS Version Control**

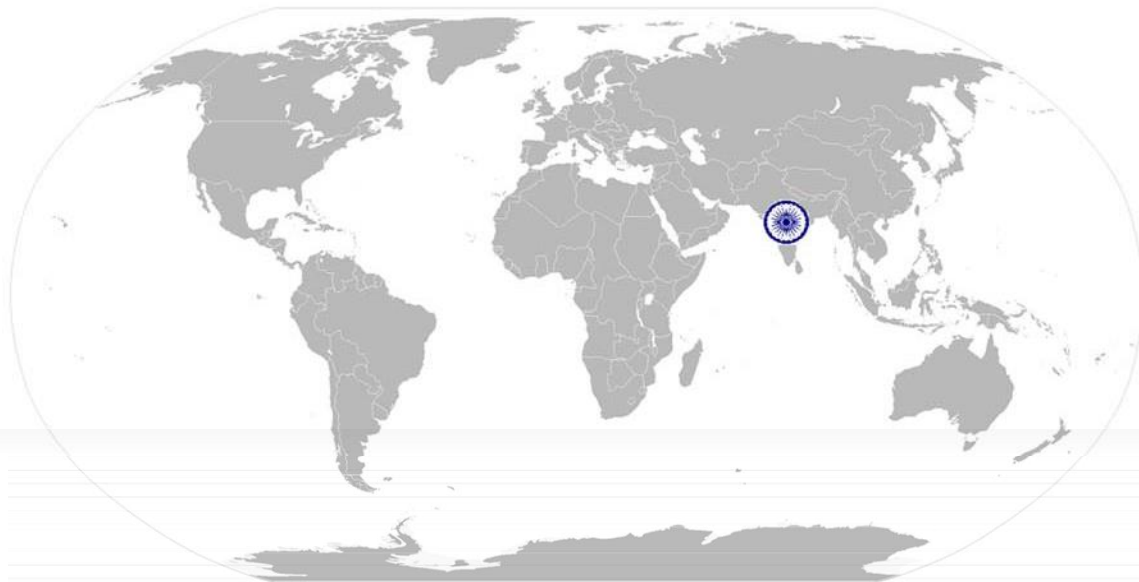
NOS Code	HSS/N9607		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

HSS/N9609

Follow biomedical waste disposal protocols

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# 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

<b>Unit Code</b>	HSS/N9609
<b>Unit Title (Task)</b>	Follow biomedical waste disposal protocols
<b>Description</b>	This OS unit is about the safe handling and management of health care waste. This unit applies to all Allied Health professionals.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Classification of the Waste Generated, Segregation of Biomedical Waste ,Proper collection and storage of Waste</li> </ul> <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>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	<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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	<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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	<b>Reading Skills</b>
	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
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>	<b>Decision Making</b>

HSS/N9609

**Follow biomedical waste disposal protocols**

	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
	<b>Plan and Organize</b>
	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
	<b>Customer Centricity</b>
	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
	<b>Problem Solving</b>
	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
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB8. Analyse the seriousness of hazards and proper waste management
	<b>Critical Thinking</b>
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**

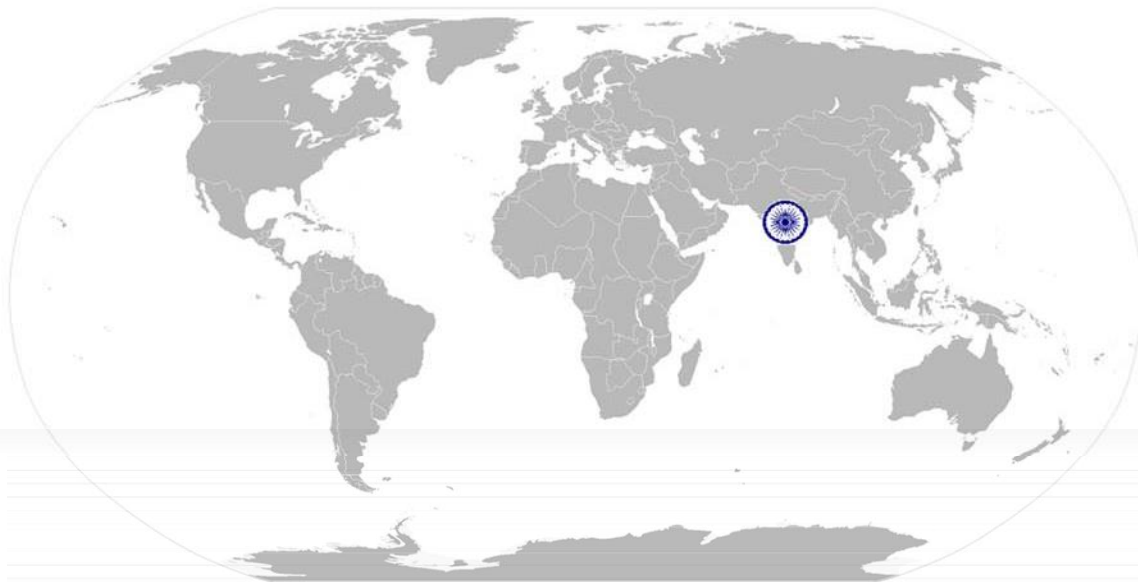
<b>NOS Code</b>	HSS/N9609		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Health</b>	<b>Drafted on</b>	<b>12/05/13</b>
<b>Industry Sub-sector</b>	<b>Allied Health and Paramedics</b>	<b>Last reviewed on</b>	<b>24/07/13</b>
<b>Occupation</b>		<b>Next review date</b>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

HSS/N9611

Monitor and assure quality

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# 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

<b>Unit Code</b>	HSS/N9611
<b>Unit Title</b>	<b>Monitor and assure quality</b>
<b>(Task)</b>	
<b>Description</b>	This OS unit is about Assuring quality in all procedures. This unit applies to all Allied Health professionals.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>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</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
	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
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	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

HSS/N9611

**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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>	<b>Decision Making</b>
	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
	<b>Plan and Organize</b>
	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
	<b>Customer Centricity</b>
	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
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB3. Identify hazards and suggest effective solutions to identified problems
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB4. Analyse the seriousness of hazards
<b>Critical Thinking</b>	
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	

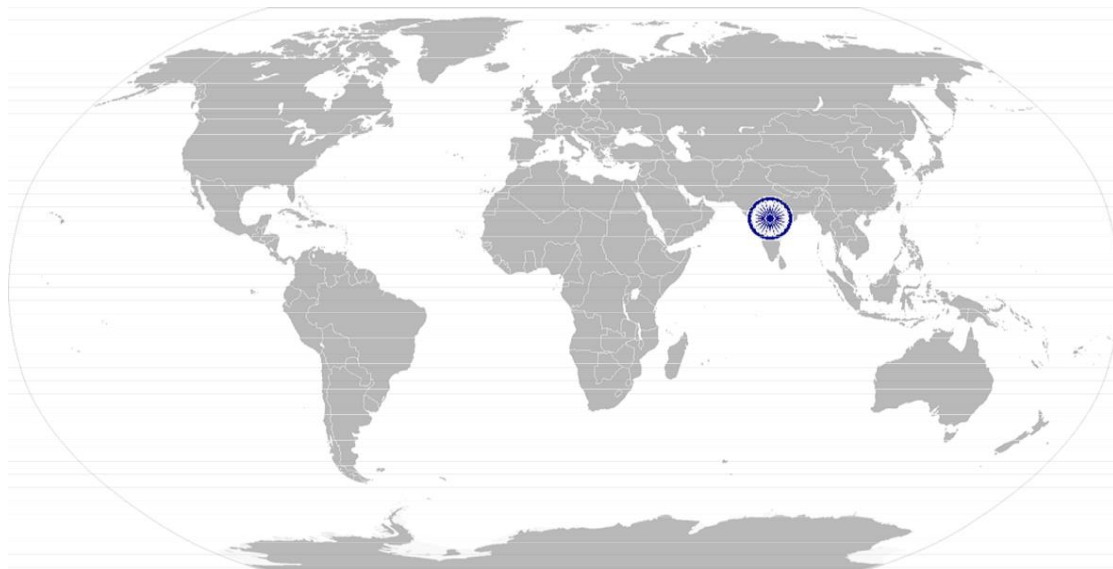


HSS/N9611

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



<b>Job Role</b>	Phlebotomy Technician
<b>Qualification Pack Code</b>	HSS/Q0501
<b>Sector Skill Council</b>	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

<b>Skills Practical and Viva (80% weightage)</b>	
	<b>Marks Allotted</b>
<b>Grand Total-1 (Subject Domain)</b>	<b>400</b>
<b>Grand Total-2 (Soft Skills and Communication)</b>	<b>100</b>
<b>Grand Total-(Skills Practical and Viva)</b>	<b>500</b>
<b>Passing Marks (80% of Max. Marks)</b>	<b>400</b>
<b>Theory (20% weightage)</b>	
	<b>Marks Allotted</b>
<b>Grand Total-1 (Subject Domain)</b>	<b>80</b>
<b>Grand Total-2 (Soft Skills and communication)</b>	<b>20</b>
<b>Grand Total-(Theory)</b>	<b>100</b>
<b>Passing Marks (50% of Max. Marks)</b>	<b>50</b>

<b>Grand Total-(Skills Practical and Viva + Theory)</b>		<b>600</b>			
<b>Overall Result</b>		<b>Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail</b>			
<b>Detailed Break Up of Marks</b>		<b>Skills Practical &amp; Viva</b>			
<b>Subject Domain</b>		<b>Pick any 2 NOS each of 200 marks totaling 400</b>			
<b>Assessable Outcomes</b>	<b>Assessment Criteria for the Assessable Outcomes</b>	<b>Total Marks (400)</b>	<b>Out Of</b>	<b>Marks Allocation</b>	
				<b>Viva</b>	<b>Skills Practical</b>
1. HSS/ N 0501: Interpret test request forms	PC1. Introduce themselves to the patient, and ask the patient to state their full name and date of birth	<b>200</b>	15	5	10
	PC2. Check that the laboratory form matches the patient's identity (i.e., match the patient's details with the laboratory form, to ensure accurate identification)		50	20	30
	PC3. Ask whether the patient has allergies, phobias or has ever fainted during previous injections or blood draws		15	10	5
	PC4. Check if the patient is anxious or afraid, reassure the person and ask what would make them more comfortable		15	10	5
	PC5. Discuss the test to be performed and obtain verbal consent and ensure that the patient has understood the procedure		30	15	15
	PC6. Take relevant history of the patient covering health and high-risk behaviour		15	10	5
	PC7. Take account of current and recent medications or chronic infections		15	10	5
	PC8. Take history of prolonged bleeding or a past diagnosis of bleeding disorders		15	10	5
	PC9. Ask for informed written consent to the patient		30	15	15
	<b>Total</b>		<b>200</b>	<b>105</b>	<b>95</b>

2.HSS/ N 0502: Prepare an appropriate site for obtaining blood samples	PC1. Extend the patient’s arm and inspect the antecubital fossa or forearm	<b>200</b>	40	10	30
	PC2. Locate a vein of a good size that is visible, straight and clear without damaging the nerve or artery		40	10	30
	PC3. Insert the needle at the right site where veins are not diverting to avoid chances of haematoma		40	10	30
	PC4. Locate the vein correctly for determining the correct size of needle		40	10	30
	PC5. Apply the tourniquet about 4–5 finger widths above the venepuncture site and re-examine the vein		40	10	30
<b>Total</b>			200	50	150
3.HSS/ N 0503: Prepare and maintain necessary equipment and supplies	PC1. Collect all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley, ensuring that all the items are clearly visible	<b>200</b>	50	20	30
	PC2. Collect the list of equipment that includes sterile glass or plastic tubes with rubber caps ,Vacuum-extraction blood tubes ,Glass tubes with screw caps ,A sterile glass or bleeding pack (collapsible) if large quantities of blood are to be collected, well-fitting, non-sterile gloves, an assortment of blood-sampling devices that includes safety-engineered devices or needles and syringes of different sises, a tourniquet, alcohol hand rub, 70% alcohol swabs for skin disinfection, gause or cotton-wool ball to be applied over puncture site, laboratory specimen labels, writing equipment, laboratory forms , leak-proof transportation bags and containers, a puncture-resistant sharps container		100	20	80
	PC3. Ensure that the rack containing the sample tubes is close to the phlebotomist but away from the patient, to avoid it being accidentally tipped over		50	40	10
<b>Total</b>			200	80	120

4.HSS/ N 0504: Draw blood specimens from patients using correct techniques	PC1. Anchor the vein by holding the patient’s arm and placing a thumb below the venepuncture site	<b>200</b>	25	10	15
	PC2. Ask the patient to form a fist so the veins are more prominent		10	2	8
	PC3. Enter the vein swiftly at a 30 degree angle or less, and continue to introduce the needle along the vein at the easiest angle of entry		40	10	30
	PC4. Release the tourniquet before withdrawing the needle once sufficient blood has been collected		25	10	15
	PC5. Withdraw the needle gently and apply gentle pressure to the site with a clean gauze or dry cotton-wool ball		40	10	30
	PC6. Ask the patient to hold the gauze or cotton wool in place, with the arm extended and raised		10	2	8
	PC7. Ask the patient not to bend the arm, because doing so causes a haematoma		10	5	5
	PC8. Use appropriate equipment if required		10	8	2
	PC9. Perform hand hygiene (if using soap and water, dry hands with single-use towels)		30	5	25
<b>Total</b>			200	62	138
5. HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes	PC1. Label blood sample so that the results of the test match the patient	<b>200</b>	25	5	20
	PC2. Use the key elements in labelling that include patient's surname, first and middle and patient's ID number		25	5	20
	PC3. Make sure that both of the above MUST match the same on the requisition form		25	5	20
	PC4. Make sure that Date, time and initials of the phlebotomist must be on the label of EACH tube		25	5	20
	PC5. Make sure that automated systems include labels with bar codes.		15	5	10
	PC6. Discard the used needle and syringe or blood sampling device into a puncture-resistant sharps container		20	5	15

	PC7. Check the label and forms for accuracy. The label should be clearly written with the information required by the laboratory, which is typically the patient's first and last names, file number, date of birth, and the date and time when the blood was taken		20	5	15
	PC8. Discard used items into the appropriate category of waste. Items used for phlebotomy that would not release a drop of blood if squeezed (e.g. gloves) may be discarded in the general waste, unless local regulations state otherwise		20	5	15
	PC9. Perform hand hygiene		15	5	10
	PC10. Recheck the labels on the tubes and the forms before dispatch		10	0	10
	<b>Total</b>		200	45	155
6.HSS/ N 0506: Transport the blood/ urine/ stool/ tissue samples to the laboratory	PC1. Immediately transport the specimen to the Laboratory	<b>200</b>	100	40	60
	PC2. Use one requisition for each culture set, indicating the site used and time collected		100	40	60
	<b>Total</b>		200	80	120
7.HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen	PC1. Deal with patients and be able to calm them	<b>200</b>	20	0	20
	PC2. Work well under pressure and communicate effectively with the patients		40	10	30
	PC3. Converse with patients to allay fear of procedure		20	5	15
	PC4. Maintain standards for quality care for patients		20	10	10
	PC5. Assist the patient before, during and after collection of blood specimen		40	10	30
	PC6. Greet patients and assist them in proper specimen collection methods		40	10	30
	PC7. Provide a calm environment for patients in which blood samples are drawn		20	10	10
<b>Total</b>		200	55	145	
8.HSS/ N 0508: Update patient records	PC1. Keep patients record carefully	<b>200</b>	20	10	10
	PC2. Update patient medical record		40	20	20
	PC3. Perform basic clerical tasks		20	0	20
	PC4. Clearly check label of blood		40	10	30

	samples				
	PC5. Keep track of patient data and information		20	10	10
	PC6. Maintain safety and sanitation records		20	10	10
	PC7. Utilise medical databases or other computer programs		40	10	30
	<b>Total</b>		200	70	130
9. HSS/ N 0509: Follow all safety and infection control procedures	PC1. Wear gloves and a lab coat or gown when handling blood/body fluids	<b>200</b>	20	5	15
	PC2. Change gloves after each patient or when contaminated		20	5	15
	PC3. Wash hands frequently		20	5	15
	PC4. Dispose of items in appropriate containers		20	5	15
	PC5. Dispose of needles immediately upon removal from the patient's vein.		20	5	15
	PC6. Clean up any blood spills with a disinfectant such as freshly made 10% bleach		40	10	30
	PC7. Wash the contaminated area well with soap and water		20	10	10
	PC8. Place blood collection equipment away from patients, especially children and psychiatric patients		20	10	10
	PC9. Practice hygiene for the patient's protection. When wearing gloves, change them between each patient and wash your hands frequently		10	10	0
	PC10. wear a clean lab coat or gown always		10	10	0
	<b>Total</b>		200	75	125
<b>Grand Total-1 (Subject Domain)</b>		<b>400</b>			
<b>Soft Skills and Communication</b>		<b>Pick one field from both parts each carrying 50 marks totaling 100</b>			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
<b>Part 1 (Pick one field randomly carrying 50 marks)</b>					
<b>1. Attitude</b>					

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	<b>30</b>	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	<b>20</b>	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
<b>Attitude Total</b>		<b>50</b>	50	19	31
<b>2. Work Management</b>					
HSS/ N 9602 (Ensure availability of medical and diagnostic supplies)	PC1. Maintain adequate supplies of medical and diagnostic supplies	<b>25</b>	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		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	<b>25</b>	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		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		
<b>Work Management Total</b>		<b>50</b>	50	29	21
<b>3. Attitude</b>					
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	<b>25</b>	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		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		

HSS/ N 9601 (Collate and Communicate Health Information)	PC1. Respond to queries and information needs of all individuals	25	2	2	0
	PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics		5	0	5
	PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them		5	0	5
	PC4. Utilise all training and information at one's disposal to provide relevant information to the individual		5	5	0
	PC5. Confirm that the needs of the individual have been met		2	2	0
	PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality		2	2	0
	PC7. Respect the individual's need for privacy		2	2	0
	PC8. Maintain any records required at the end of the interaction		2	2	0
			25	15	10
<b>Work Management Total</b>		<b>50</b>	50	26	24

**Part 2 (Pick one field 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

<b>2. Safety management</b>					
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
<b>3. Waste Management</b>					
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		4	0	4

	requirements				
	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 with current legislation and procedures		4	4	0
	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		4	4	0

	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		4	4
	PC8. Follow the organisation's emergency procedures promptly, calmly, and efficiently		4	4
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person		4	4
	PC10. Complete any health and safety records legibly and accurately		4	4
			50	32
				18
<b>Grand Total-2 (Soft Skills and communication)</b>		<b>100</b>		
<b>Detailed Break Up of Marks</b>		<b>Theory</b>		
<b>Subject Domain</b>		<b>Pick all NOS totalling 80 marks</b>		
<b>Assessable Outcomes</b>	<b>Assessment Criteria for the Assessable Outcomes</b>	<b>Weightage</b>	<b>Marks Allocation</b>	
			<b>Theory</b>	
1. HSS/ N 0501: Interpret test request forms	PC1. Introduce themselves to the patient, and ask the patient to state their full name and date of birth	9	9	
	PC2. Check that the laboratory form matches the patient's identity (i.e., match the patient's details with the laboratory form, to ensure accurate identification)			
	PC3. Ask whether the patient has allergies, phobias or has ever fainted during previous injections or blood draws			
	PC4. Check if the patient is anxious or afraid, reassure the person and ask what would make them more comfortable			
	PC5. Discuss the test to be performed and obtain verbal consent and ensure that the patient has understood the procedure			
	PC6. Take relevant history of the patient covering health and high-risk behaviour			
	PC7. Take account of current and recent medications or chronic infections			
	PC8. Take history of prolonged bleeding or a past diagnosis of bleeding disorders			

	PC9. Ask for informed written consent to the patient		
	<b>Total</b>		9
2.HSS/ N 0502: Prepare an appropriate site for obtaining blood samples	PC1. Extend the patient’s arm and inspect the antecubital fossa or forearm	<b>9</b>	9
	PC2. Locate a vein of a good size that is visible, straight and clear without damaging the nerve or artery		
	PC3. Insert the needle at the right site where veins are not diverting to avoid chances of haematoma		
	PC4. Locate the vein correctly for determining the correct size of needle		
	PC5. Apply the tourniquet about 4–5 finger widths above the venepuncture site and re-examine the vein		
	<b>Total</b>		9
3.HSS/ N 0503: Prepare and maintain necessary equipment and supplies	PC1. Collect all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley, ensuring that all the items are clearly visible	<b>9</b>	9
	PC2. Collect the list of equipment that includes sterile glass or plastic tubes with rubber caps ,Vacuum-extraction blood tubes ,Glass tubes with screw caps ,A sterile glass or bleeding pack (collapsible) if large quantities of blood are to be collected, well-fitting, non-sterile gloves, an assortment of blood-sampling devices that includes safety-engineered devices or needles and syringes of different sizes, a tourniquet, alcohol hand rub, 70% alcohol swabs for skin disinfection, gauze or cotton-wool ball to be applied over puncture site, laboratory specimen labels, writing equipment, laboratory forms , leak-proof transportation bags and containers, a puncture-resistant sharps container		
	PC3. Ensure that the rack containing the sample tubes is close to the phlebotomist but away from the patient, to avoid it being accidentally tipped over		
	<b>Total</b>		9
4.HSS/ N 0504: Draw blood specimens from patients	PC1. Anchor the vein by holding the patient’s arm and placing a thumb below the venepuncture site	<b>9</b>	9
	PC2. Ask the patient to form a fist so the veins are more prominent		

using correct techniques	PC3. Enter the vein swiftly at a 30 degree angle or less, and continue to introduce the needle along the vein at the easiest angle of entry		
	PC4. Release the tourniquet before withdrawing the needle once sufficient blood has been collected		
	PC5. Withdraw the needle gently and apply gentle pressure to the site with a clean gauze or dry cotton-wool ball		
	PC6. Ask the patient to hold the gauze or cotton wool in place, with the arm extended and raised		
	PC7. Ask the patient not to bend the arm, because doing so causes a haematoma		
	PC8. Use appropriate equipment if required		
	PC9. Perform hand hygiene (if using soap and water, dry hands with single-use towels)		
	<b>Total</b>		
5. HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes	PC1. Label blood sample so that the results of the test match the patient	9	9
	PC2. Use the key elements in labelling that include patient's surname, first and middle and patient's ID number		
	PC3. Make sure that both of the above MUST match the same on the requisition form		
	PC4. Make sure that Date, time and initials of the phlebotomist must be on the label of EACH tube		
	PC5. Make sure that automated systems include labels with bar codes.		
	PC6. Discard the used needle and syringe or blood sampling device into a puncture-resistant sharps container		
	PC7. Check the label and forms for accuracy. The label should be clearly written with the information required by the laboratory, which is typically the patient's first and last names, file number, date of birth, and the date and time when the blood was taken		
	PC8. Discard used items into the appropriate category of waste. Items used for phlebotomy that would not release a drop of blood if squeezed (e.g. gloves) may be discarded in the general waste, unless local regulations state otherwise		
	PC9. Perform hand hygiene		

	PC10. Recheck the labels on the tubes and the forms before dispatch		
	<b>Total</b>		9
6.HSS/ N 0506: Transport the blood/ urine/ stool/ tissue samples to the laboratory	PC1. Immediately transport the specimen to the Laboratory	<b>9</b>	9
	PC2. Use one requisition for each culture set, indicating the site used and time collected		
	<b>Total</b>		9
7.HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen	PC1. Deal with patients and be able to calm them	<b>9</b>	9
	PC2. Work well under pressure and communicate effectively with the patients		
	PC3. Converse with patients to allay fear of procedure		
	PC4. Maintain standards for quality care for patients		
	PC5. Assist the patient before, during and after collection of blood specimen		
	PC6. Greet patients and assist them in proper specimen collection methods		
	PC7. Provide a calm environment for patients in which blood samples are drawn		
<b>Total</b>		9	
8.HSS/ N 0508: Update patient records	PC1. Keep patients record carefully	<b>9</b>	9
	PC2. Update patient medical record		
	PC3. Perform basic clerical tasks		
	PC4. Clearly check label of blood samples		
	PC5. Keep track of patient data and information		
	PC6. Maintain safety and sanitation records		
	PC7. Utilise medical databases or other computer programs		
<b>Total</b>		9	
9. HSS/ N 0509: Follow all safety and infection control procedures	PC1. Wear gloves and a lab coat or gown when handling blood/body fluids	<b>8</b>	8
	PC2. Change gloves after each patient or when contaminated		
	PC3. Wash hands frequently		
	PC4. Dispose of items in appropriate containers		
	PC5. Dispose of needles immediately upon removal from the patient's vein.		
	PC6. Clean up any blood spills with a disinfectant such as freshly made 10% bleach		



	PC7. Wash the contaminated area well with soap and water		
	PC8. Place blood collection equipment away from patients, especially children and psychiatric patients		
	PC9. Practice hygiene for the patient's protection. When wearing gloves, change them between each patient and wash your hands frequently		
	PC10. wear a clean lab coat or gown always		
	<b>Total</b>		8
<b>Grand Total-1 (Subject Domain)</b>		<b>80</b>	<b>80</b>

<b>Soft Skills and Communication</b>		<b>Select each part each carrying 10 marks totalling 20</b>	
<b>Assessable Outcomes</b>	<b>Assessment Criteria for the Assessable Outcomes</b>	<b>Weightage</b>	<b>Marks Allocation</b>
			<b>Theory</b>

**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	<b>2</b>	<b>2</b>
	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		
	<b>Total</b>		<b>2</b>
HSS/ N 9607 (Practice Code)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	<b>2</b>	<b>2</b>

of conduct while performing duties)	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		
	<b>Total</b>		
<b>Attitude Total</b>		<b>4</b>	<b>4</b>
<b>2. Work Management</b>			
HSS/ N 9602 (Ensure availability of medical and diagnostic supplies)	PC1. Maintain adequate supplies of medical and diagnostic supplies	<b>2</b>	<b>2</b>
	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		
<b>Total</b>		<b>2</b>	
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	<b>2</b>	<b>2</b>
	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		
<b>Total</b>		<b>2</b>	
<b>Work Management Total</b>		<b>4</b>	<b>4</b>
<b>3. Attiquete</b>			
HSS/ N 9601 (Collate and	PC1. Respond to queries and information needs of all individuals	<b>2</b>	<b>2</b>

Communicate Health Information)	PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics		
	PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them		
	PC4. Utilise all training and information at one's disposal to provide relevant information to the individual		
	PC5. Confirm that the needs of the individual have been met		
	PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality		
	PC7. Respect the individual's need for privacy		
	PC8. Maintain any records required at the end of the interaction		
	<b>Total</b>		
<b>Attiquete Total</b>		<b>2</b>	<b>2</b>
<b>Part 1 Total</b>		<b>10</b>	<b>10</b>

**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		
	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		
<b>Total</b>		<b>2</b>	

**2. Safety management**

HSS/ N 9606 (Maintain a safe, healthy,	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	<b>2</b>	<b>2</b>
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and secure working environment)	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		
<b>Total</b>			2

**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		
	<b>Total</b>		4

**4. Quality Assurance**

HSS/ N 9611: Monitor and assure quality	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	2	2
	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		
	<b>Total</b>		2
<b>Part 2 Total</b>		<b>10</b>	<b>10</b>
<b>Grand Total-2 (Soft Skills and Communication)</b>		<b>20</b>	