

What are Occupational Standards (OS)?

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

Contact Us:

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



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Introduction

Qualifications Pack- Refractionist

SECTOR: HEALTH

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Refractionist

REFERENCE ID: HSS/ Q 3002

ALIGNED TO : NCO-2004/NIL

Refractionist: Refractionist in the healthcare industry is also known as Ophthalmic Assistant.

Brief Job Description: Refractionist provides vision care and refraction under the supervision of an ophthalmologist. They assist with taking patient histories, performing diagnostic tests and procedures, dispensing optical prescription and maintaining records.

Personal Attributes: This job requires individuals to have patience, manual dexterity and confidence. The basic requirements for becoming Refractionist are analytical skills, mechanical aptitude, good vision, coordination and self-disciplined. The work ethics characterized by dedication and persistence and the ability to deal tactfully with patients are some essential qualities to become a successful Refractionist.

Job Details	Qualifications Pack Code	HSS / Q 3002		
	Job Role	Refractionist		
	Credits(NSQF)	TBD	Version number	1.0
	Industry	Health	Drafted on	12/05/13
	Sub-sector	Allied Health & Paramedics	Last reviewed on	10/07/15
	Occupation	Refractionist	Next review date	10/07/17
	NSQC Clearance on	20/07/2015		
	Job Role	Refractionist		
	Role Description	Provides vision care and refraction under the supervision of an ophthalmologist. They assist with taking patient histories, performing diagnostic tests and procedures, dispensing optical prescription and maintaining records.		
	NSQF Level	4		
Minimum Educational Qualifications	Class XII in Science Or Level 3 Vision technician with minimum three year of experience.			
Maximum Educational Qualifications	Not Applicable			
Minimum Job Entry Age	18 Years			
Training	Not Applicable			

<p>Applicable National Occupational Standards (NOS)</p>	<p>Compulsory:</p> <p>HSS/ N 3005: Obtain the case history(advanced)</p> <p>HSS/ N 3006: Measure visual acuity (advanced)</p> <p>HSS/ N 3007: Assess visual field</p> <p>HSS/ N 3003: Assess refractive status</p> <p>HSS/ N 3004: Dispense spectacles and dispense optical prescription accurately</p> <p>HSS/ N 3008: Assess central and peripheral sensory visual functions and integrity of visual pathways (other than visual acuity and fields)</p> <p>HSS / N 5505 : Store medical records</p> <p>HSS / N 5506 : Maintain confidentiality of medical records</p> <p>HSS / N 9601 : Collate and communicate health information</p> <p>HSS / N 9603 : Act within the limits of your competence and authority</p> <p>HSS / N 9606 : Maintain a safe, healthy and secure environment</p> <p>HSS / N 9607 : Practice Code of conduct while performing duties</p> <p>HSS / N 9609 : Follow biomedical waste disposal protocols</p> <p>HSS / N 9610 : Follow infection control policies and procedures</p> <p>HSS/ N 9612 : Design and execute the examination plan</p> <p>HSS/ N 9613 : Interpret and analyse findings to establish a diagnosis and explain diagnosis to patient</p> <p>Optional: N.A.</p>
<p>Performance Criteria</p>	<p>As described in the relevant OS units</p>

Definitions

Keywords /Terms	Description
Astigmatism	A visual defect in which the unequal curvature of one or more refractive surfaces of the eye, usually the cornea, prevents light rays from focusing clearly at one point on the retina, resulting in blurred vision.
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.
Farsightedness	Hyperopia, also known as farsightedness, long-sightedness or hypermetropia, is a defect of vision caused by an imperfection in the eye (often when the eyeball is too short or the lens cannot become round enough), causing difficulty focusing on near objects, and in extreme cases causing a sufferer to be unable to focus on objects at any distance.
Focimeter	An optical instrument for determining the vertex power, axis direction and optical centre of an ophthalmic lens.
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.
Glaucoma	Glaucoma is a group of eye diseases characterized by damage to the optic nerve usually due to excessively high intraocular pressure (IOP). This increased pressure within the eye, if untreated can lead to optic nerve damage resulting in progressive, permanent vision loss, starting with unnoticeable blind spots at the edges of the field of vision, progressing to tunnel vision, and then to blindness.
Intraocular pressure	the pressure exerted against the outer coats by the contents of the eyeball
Invasive procedures	A diagnostic or therapeutic technique that requires entry of a body cavity or interruption of normal body functions.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Nearsightedness	A defect of the eye that causes light to focus in front of the retina instead of directly on it, resulting in an inability to see distant objects clearly. It is often caused by an elongated eyeball or a misshapen lens. Also called Myopia.
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.
Ocular adnexae	The adjacent structures of the eye such as the lacrimal apparatus, the extraocular muscles and the eyelids, eyelashes, eyebrows and the conjunctiva.
Ophthalmic	Pertaining to eye
Organisational Context	Organisational Context includes the way the organization 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.
Refractive error	Refractive error is a defect in the ability of the lens of the eye to focus an image accurately, as occurs in nearsightedness and farsightedness.
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 fulfill 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.
Tonography	Tonography is recording of changes in intraocular pressure due to sustained pressure on the eyeball.
Tonometry	Tonometry is measurement of tension or pressure, particularly intraocular pressure.
Topical anesthetics	Any of various drugs that are applied directly to the surface of a part of the body and produce topical anesthesia.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an '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.
Visual acuity	Sharpness of vision, especially as tested with a Snellen chart. Normal visual acuity based on the Snellen chart is 20/20.
Visual field	The space or range within which objects are visible to the immobile eyes at a given time. Also called field of vision.

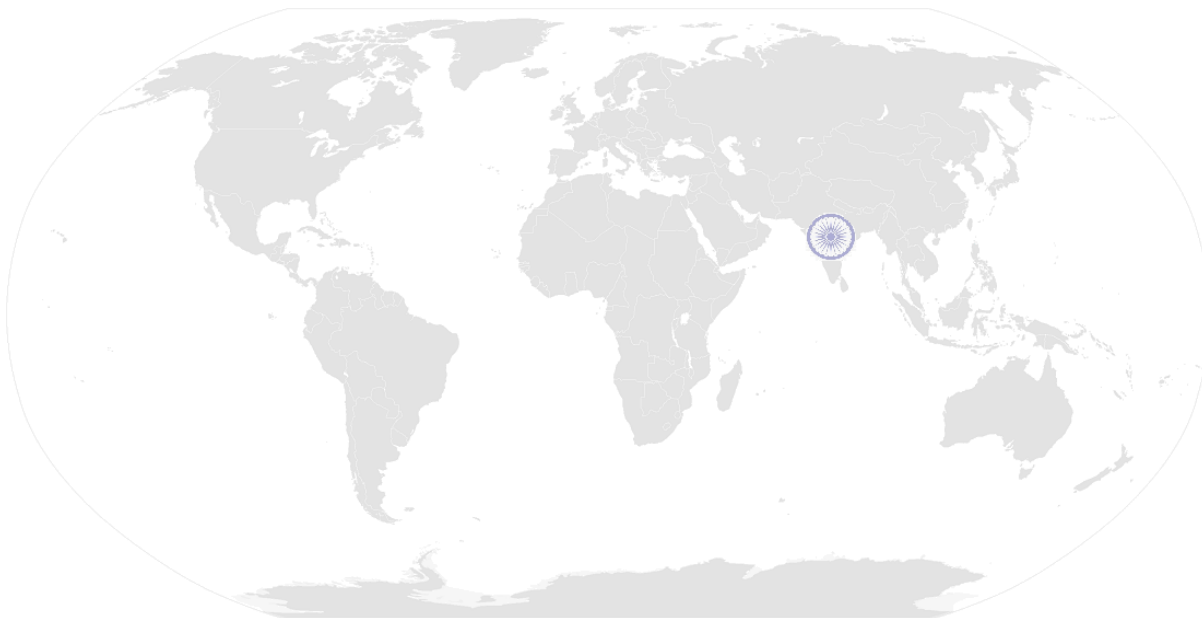
Acronyms

Keywords /Terms	Description
ERG	Electroretinogram
IOP	Intraocular pressure
LogMAR	Logarithm of the Minimum Angle of Resolution
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OCT	optical coherence tomography
OHTS	Ocular Hypertension Treatment Study
OS	Occupational Standard(s)
QP	Qualifications Pack

HSS/ N 3005:

Obtain the case history (advanced)

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to obtain clinical history from a patient prior to examination and treatment.

HSS/ N 3005:

Obtain the case history (advanced)

National Occupational Standard

Unit Code	HSS/ N 3005
Unit Title (Task)	Obtain the case history (advanced)
Description	This OS unit is about taking clinical history from a patient prior to examination and treatment.
Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Effectively recording the patient's optometric histories and ensuring that the patient is comfortable and responding to any relevant concern of the patient & refer patient for assessment and treatment
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Effectively record the patient's optometric history & refer patient for assessment and treatment 	<p>To be competent, the individual on the job must be able to:</p> <p>PC1. Obtain and record the history of patient having ocular and/or visual symptoms including the onset, course of the disease, diagnostics conducted and treatment</p> <p>PC2. Obtain and record the history of patient's past ocular diseases and conditions, including history of surgery to eye or ocular adnexae, and details of birth history/ pregnancy where appropriate</p> <p>PC3. Obtain and record a family history of diseases affecting eye or vision, and any relevant general medical conditions or diseases</p> <p>PC4. Obtain and record details of social history including occupation and details of exposure to industrial or occupational hazards</p> <p>PC5. Obtain and record a history of patient's current and past general health and trauma, including any surgical procedures</p> <p>PC6. Obtain and record a history of current medications for ocular conditions and general medical conditions</p> <p>PC7. Obtain and record a history of any allergies or other adverse reactions to treatment</p> <p>PC8. Identify area of concern and inform relevant professional if appropriate</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. Personal role, responsibilities and level of competence for history taking</p> <p>KA2. Requirement for confidentiality of information as per the protocol of organisation</p> <p>KA3. The purpose and relevant protocols for obtaining and documenting patient history</p> <p>KA4. Requirement for accurate and legible recording of information</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p>

HSS/ N 3005:

Obtain the case history (advanced)

	<p>KB1. When to refer a patient for assessment and treatment</p> <p>KB2. That the information should include the onset, nature and duration of the problem including diagnosis ; diagnostic procedures (Ocular and general), visual difficulties, and chief complaint; visual and ocular history, including family ocular history; general health history, pertinent review of systems, pregnancy and birth history, and family medical history; medication usage and medication allergies; social history; and vocational, educational, and a vocational vision requirements (i.e., needs assessment)</p> <p>KB3. Should be able to identify ophthalmic emergencies</p> <p>KB4. The anxieties or concerns which patients or their attendants may experience and how to alleviate them</p> <p>KB5. The relevance of patient history to ocular and systemic disease</p> <p>KB6. The symptoms of common diseases affecting the visual system and the relationship between ocular/visual and non- ocular symptoms and diseases of the visual system and systemic disease</p> <p>KB7. Ocular/visual manifestations of systemic disease</p> <p>KB8. The basic use of computers</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA1. Write at least one local/ official language used in the local community</p> <p>SA2. Record relevant information pertaining to the patient in a format which is understandable and useable</p> <p>SA3. Write clinical notes on patients' intake and assessment forms to record their concerns, health histories, clinical observations, visual acuity test results, diagnoses, treatment plans and recommendations for follow-up</p> <p>SA4. Obtain patient consent wherever required</p>
	Reading Skills
	<p>The individual on the job needs to know and understand how to:</p> <p>SA5. Read reports from family physicians and specialists to whom they have referred, for information on patients' general health, test results, diagnoses, medications, prognoses, recommended treatments and follow-up plans</p> <p>SA6. Keep abreast with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities</p> <p>SA7. Read notes and comments on patients' history, intake and assessment forms.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The individual on the job needs to know and understand how to:</p> <p>SA8. Communicate effectively with the patient, taking into accounts his/her</p>

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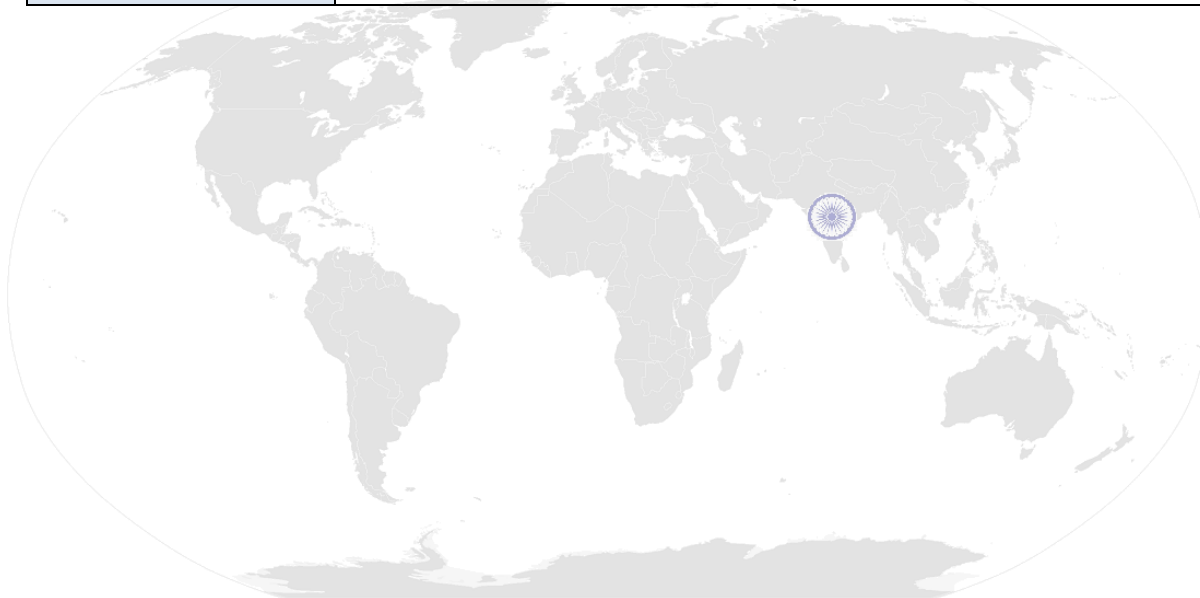
Obtain the case history (advanced)

	<p>physical, emotional, intellectual, social and cultural background</p> <p>SA9. Question patients appropriately in order to understand the nature of the compliant or request</p> <p>SA10. Take a structured, efficient, accurate history from patients with or without any ophthalmic and / or systemic problems and needs</p> <p>SA11. Give clear instructions to patients</p> <p>SA12. Keep patient informed about progress</p> <p>SA13. Avoid using jargon, slang or acronyms when communicating with a patient</p> <p>SA14. Communicate with health professionals such as family physicians and ophthalmologists to discuss specific cases or to request consultations for patients. For example, they may discuss increases in intraocular pressure with patients' family doctors to determine appropriate treatments and follow-up plans</p> <p>SA15. Communicate effectively with patients and their attendants keeping cultural and special needs in mind</p> <p>SA16. Give proper instructions about handling and storage of lenses</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions about optometric methods and tools. For example, they follow established protocols and use their specialized knowledge to decide which tests to use. They consider best practices, patients' needs, the conditions of their eyes</p>
	<p>Plan and Organise</p>
	<p>The individual on the job needs to know and understand how to :</p> <p>SB2. Organise routine patient visits within highly structured appointment schedules</p> <p>SB3. Shuffle or reschedule appointments to deal with emergencies and unusually time-consuming investigations</p> <p>SB4. Determine priority cases and decide how to adjust their schedules to provide efficient and quality patient care</p>
	<p>Customer Centricity</p>
	<p>The individual on the job needs to know and understand how to:</p> <p>SB5. Communicate effectively with patients and family</p> <p>SB6. Listen in a responsive and empathetic manner to establish rapport</p> <p>SB7. Promote openness on issues of concern</p> <p>SB8. Show sensitivity to potential cultural differences</p>
<p>Problem Solving</p>	
<p>The individual on the job needs to know and understand how to:</p> <p>SB9. Think through problems, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p>SB10. Deal with patient until attended by other care providers and try to address</p>	

HSS/ N 3005:

Obtain the case history (advanced)

	any concerns with acquired clinical knowledge SB11. Identify immediate or temporary solutions to resolve delays
	Analytical Thinking
	The individual on the job needs to know and understand how to: SB12. Integrate historical, physical, social, and ancillary data into differential diagnoses and treatment plans SB13. Understand indications for various diagnostic tests and treatment modalities SB14. Make concise, prompt, cogent, and thorough presentations based on various kinds of data collection SB15. Work and learn independently SB16. Function effectively as part of a healthcare team
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB17. Assess the health and functionality of patients' eyes and the severity of their conditions based on the patients' case histories, external and internal eye examinations, and tonometry measurements

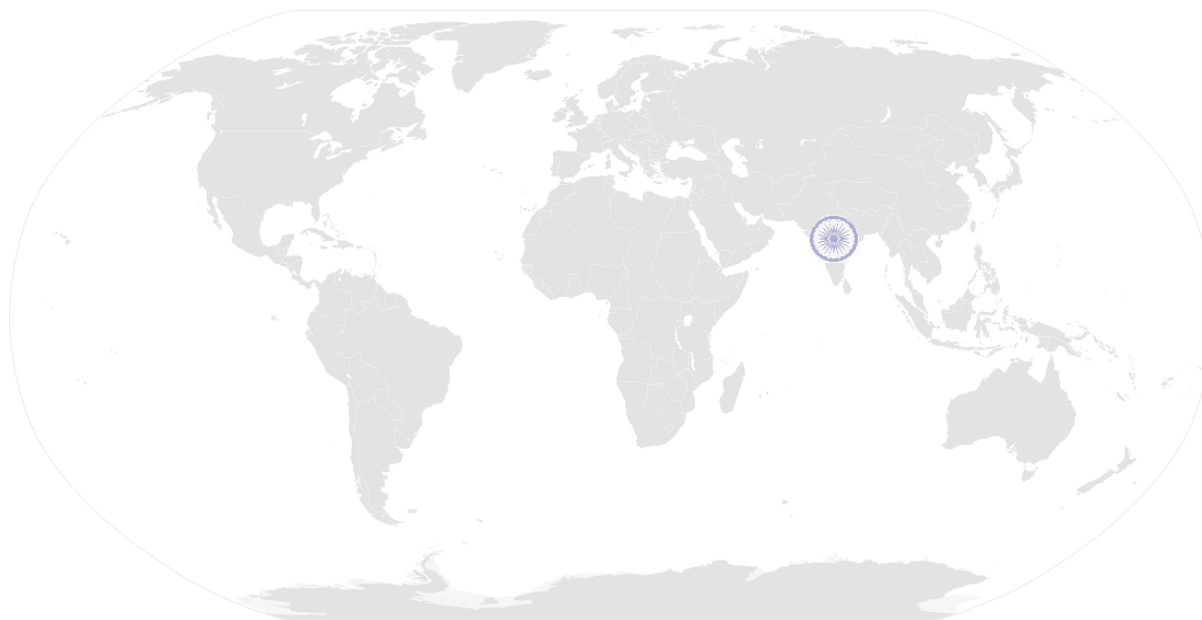


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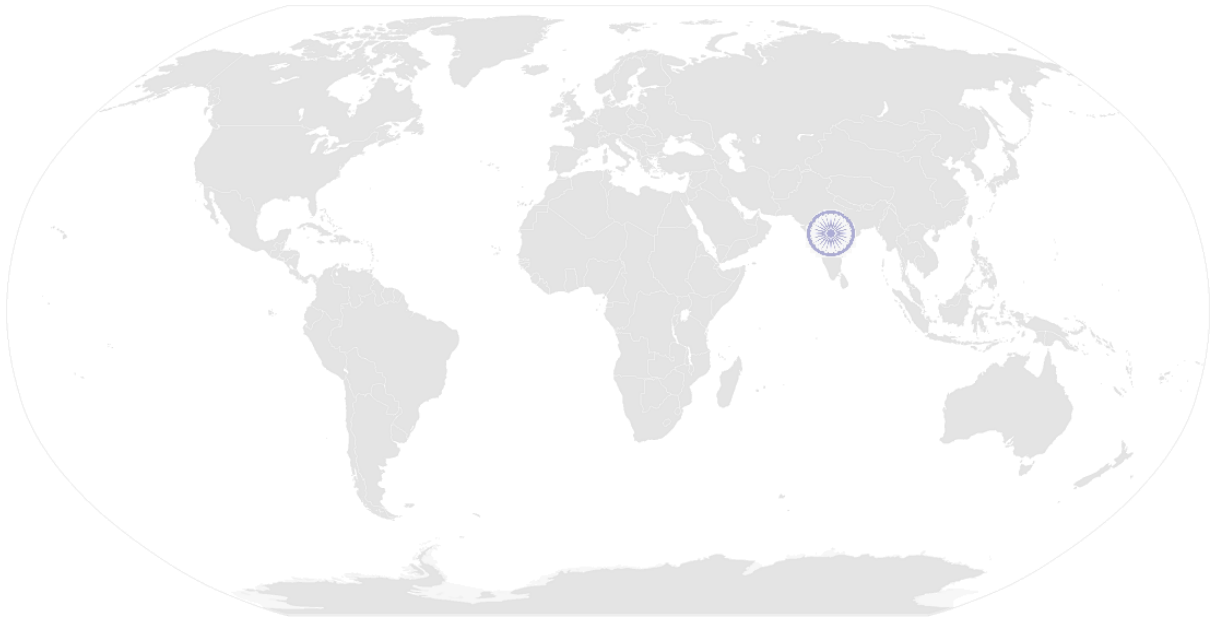
Obtain the case history (advanced)

NOS Version Control

NOS Code	HSS/ N 3005		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to perform test of visual acuity including distant and near vision with and without optical correction. It includes the assessment of visual acuity in patients of different ages including children, patients with communication difficulties and with a range of refractive error and ocular disease.

HSS/ N 3006:

Measure visual acuity (advanced)

National Occupational Standard

Unit Code	HSS/ N 3006
Unit Title (Task)	Measure visual acuity (advanced)
Description	<p>This OS relates to the performance of tests of visual acuity including distant and near vision with and without optical correction. It includes the assessment of visual acuity in patients of different ages including children, patients with communication difficulties and with a range of refractive error and ocular disease.</p> <p>Visual acuity relates to the ability to perceive details presented with good contrast. Visual acuity measurement describes the function of one small central retinal area that has the highest resolving power.</p>
Scope	<p>The unit/task considers the following:</p> <ul style="list-style-type: none"> Quantifying the degree of high-contrast vision loss and, in many cases, clearly identifying the patient's visual impairment & perform visual screening for occupation
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Quantifying the degree of high-contrast vision loss and, in many cases, clearly identifying the patient's visual impairment & perform visual screening for occupation 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Confirm patient's existing use of optical correction</p> <p>PC2. Confirm patient's understanding of procedure and requirements for compliance</p> <p>PC3. Identify any cultural and special needs that may influence performance of test</p> <p>PC4. Perform tests for visual acuity consistent with personal role, responsibilities and level of competence</p> <p>PC5. Select appropriate visual acuity test according to patients age, cooperation, ability and any cultural and special needs</p> <p>PC6. Position and align patient at the correct distance from the test chart</p> <p>PC7. Change distance from test chart if appropriate</p> <p>PC8. Ensure the chart is correctly illuminated for test purpose</p> <p>PC9. Instruct patient clearly, including wearing of current optical correction appropriate to the test distance</p> <p>PC10. Ensure correct use of occluder</p> <p>PC11. Ensure correct use of pinhole</p> <p>PC12. Accurately record results and patient responses</p> <p>PC13. Perform visual screening for occupation</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Personal role, responsibilities and level of competence for performing investigations</p> <p>KA2. Requirements for accurate and legible recording of information</p>

HSS/ N 3006:

Measure visual acuity (advanced)

<p>Organisation and its processes)</p>	<p>KA3. Relevant protocols for procedure and their correct interpretation</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Requirements and protocols for maintenance and calibration of equipment</p> <p>KB2. The principles of and relationship between visual acuity measurement and refractive error and how to estimate refractive error from unaided visual acuity</p> <p>KB3. Different types of refractive error and their correction</p> <p>KB4. The non-refractive causes of reduced visual acuity and how they affect the measurement of visual acuity</p> <p>KB5. How to identify a spectacle optical prescription by inspection</p> <p>KB6. How to provide visual screening for occupation and other purposes</p> <p>KB7. The range of tests for visual acuity, including Snellen, LogMAR, E-test, Sheridan-Gardiner and tests for near vision</p> <p>KB8. The principles and use of pinhole to correct reduced visual acuity and its limitations</p> <p>KB9. How to measure visual acuity in patients with language or communication difficulties or illiteracy</p> <p>KB10. How to measure visual acuity in patients with low vision</p> <p>KB11. The basic use of computers</p> <p>KB12. Measuring visual acuity also allows the optometrist to:</p> <ul style="list-style-type: none"> • Assess eccentric viewing postures and skills • Assess scanning ability (for patients with restricted fields) • Assess patient motivation • Teach basic concepts and skills (i.e., to eccentrically view) relevant to the rehabilitation process <p>KB13. Evaluate abnormalities detected by screening, to identify risk factors for disease, to detect and diagnose sight- and health-threatening disease, and to initiate a plan of treatment as necessary and to address the following goals:</p> <ul style="list-style-type: none"> • Identify risk factors for ocular disease • Identify systemic disease based on associated ocular findings • Identify factors that may predispose to visual loss • Determine the health status of the eye, visual system and related structures, and assess refractive errors • Discuss the nature of the findings of the examination and their implications with the parent/caregiver, primary care physician and, when appropriate, the patient • Initiate an appropriate management plan (e.g., treatment, counselling, further diagnostic tests, referral, follow-up, early intervention services)
<p>Skills (S)</p>	
<p>A. Core Skills/</p>	<p>Writing Skills</p>

HSS/ N 3006:

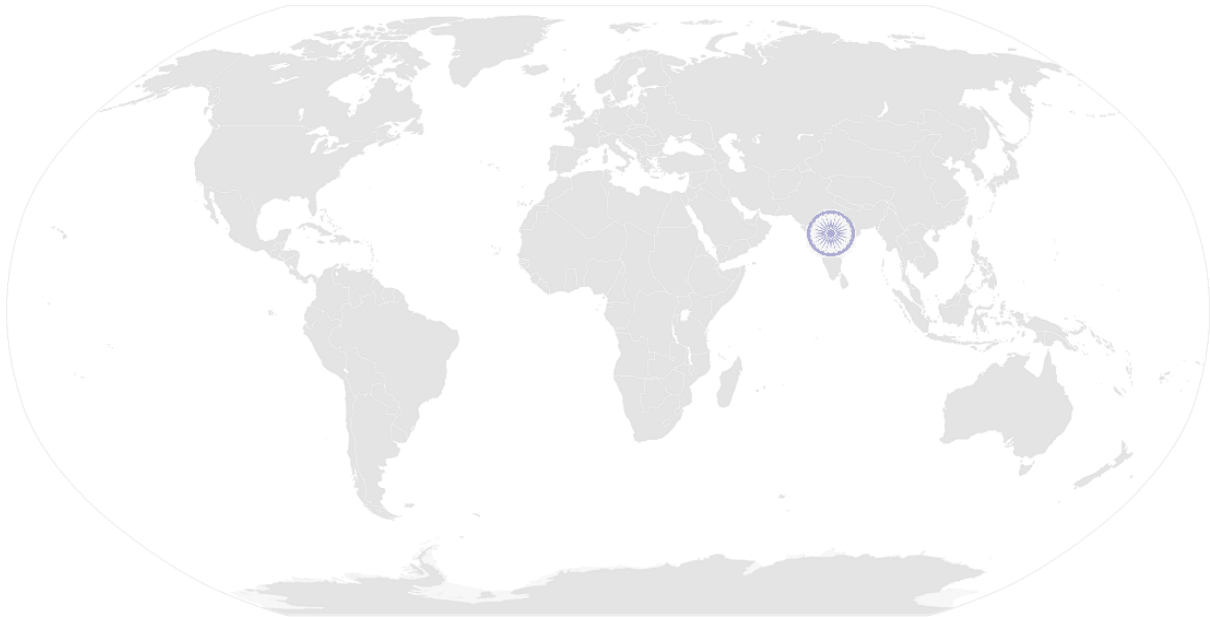
Measure visual acuity (advanced)

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Accurately record results and patient responses
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read notes and comments on patients' history, intake and assessment forms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Confirm patient's existing use of optical correction SA4. Confirm patient's understanding of procedure and requirements for compliance
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Select appropriate visual acuity test according to patients age, co-operation, ability and any cultural and special needs
	Plan and Organise
	The user/individual on the job needs to know and understand: SB2. Position and align patient at the correct distance from the test chart SB3. Change distance from test chart if appropriate SB4. Ensure the chart is correctly illuminated for test purpose
	Patient Centricity
	The user/individual on the job needs to: SB5. Perform tests for visual acuity consistent with personal role, responsibilities and level of competence SB6. Instruct patient clearly, including wearing of current optical correction appropriate to the test distance
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Interpret the patient needs related to the procedure
	Analytical Thinking

HSS/ N 3006:

Measure visual acuity (advanced)

	Not Applicable
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

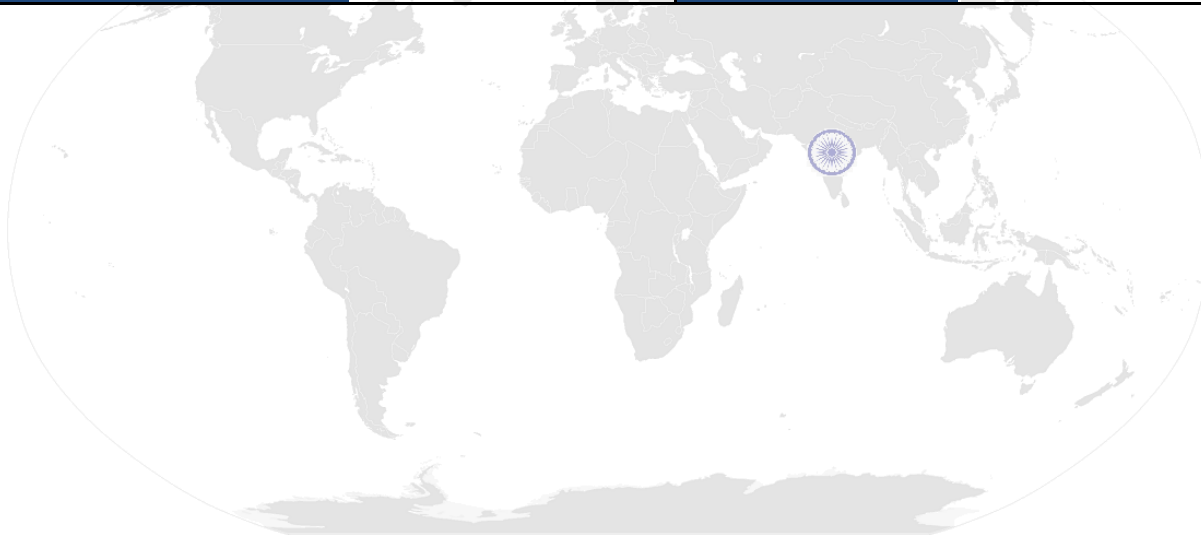


HSS/ N 3006:

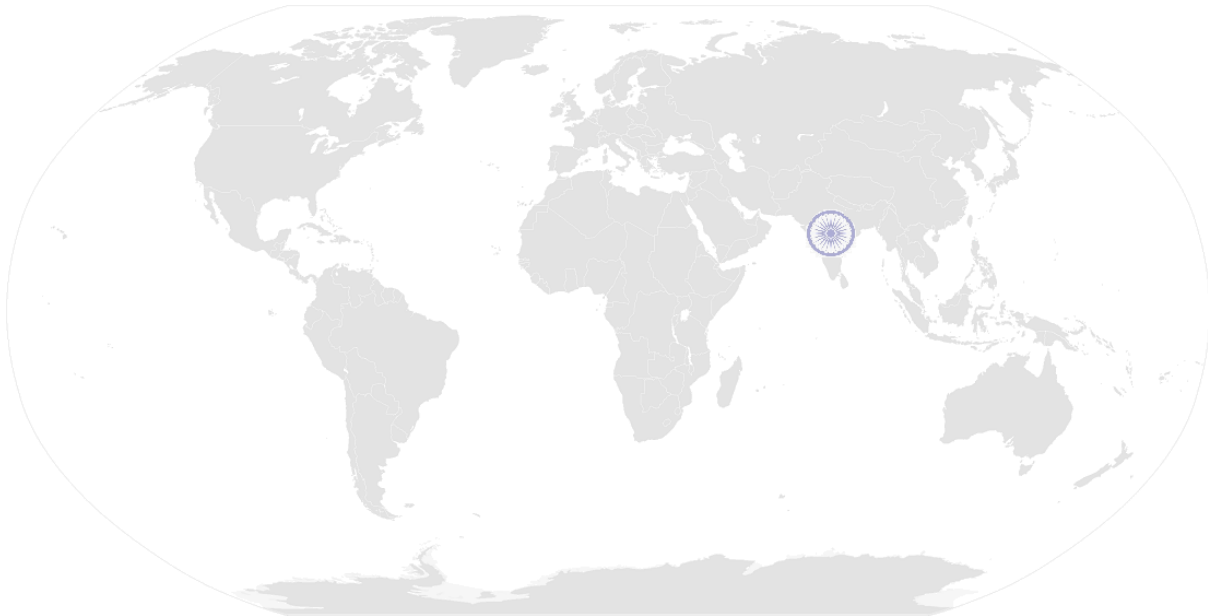
Measure visual acuity (advanced)

NOS Version Control

NOS Code	HSS/ N 3002		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Individual to perform investigations to test visual field and give judgement based on the subjective responses provided by patients. It includes automated and non-automated static and kinetic perimetry and tests for central field.

HSS/ N 3007:

Assess visual field

National Occupational Standard

Unit Code	HSS/ N 3007
Unit Title (Task)	Assess visual field
Description	This OS relates to the performance of investigations to test visual field and requires judgement in respect of subjective responses provided by patients. It includes automated and non-automated static and kinetic perimetry and tests for central field. Visual field relates to the ability to simultaneously perceive visual information from various parts of the environment. Visual field seeks to describe the function of the entire, central and peripheral retina and the lateral extent of vision.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assessing the visual field which include Visual field testing, Amsler or threshold, Amsler grid assessment, Automated static perimetry, Tangent screen testing
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Assess Visual Field 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Record correct patient data and optical prescription data</p> <p>PC2. Identify possible precautions which need to be taken or contra-indications to planned procedures by obtaining relevant history from patient and patient's records</p> <p>PC3. Take action or seek advice as appropriate from relevant personnel where precautions or contra-indications to procedure have been identified</p> <p>PC4. Ensure accurate visual acuity is recorded prior to commencement of visual field test</p> <p>PC5. Ensure appropriate test conditions including illumination and test distance and occlusion of non-tested eye</p> <p>PC6. Ensure that appropriate optical prescription is used and positioned correctly for test performance</p> <p>PC7. Provide clear and concise instructions to the patient and reassure patient throughout to obtain compliance</p> <p>PC8. Monitor patient behaviour to obtain required fixation and concentration throughout testing</p> <p>PC9. Evaluate reliability of patient responses and alter testing strategies as indicated</p> <p>PC10. Analyse results and carry out additional tests as appropriate</p> <p>PC11. Document results in patient record</p> <p>PC12. Accurately record patient responses and any difficulties with compliance</p> <p>PC13. Limit risks of infection by using appropriate infection control procedures</p>
Knowledge and Understanding (K)	

HSS/ N 3007:

Assess visual field

<p>A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Personal role, responsibilities and level of competence for performing investigations</p> <p>KA2. Relevant international and national recommendations for performance of investigation in addition to local protocols</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Requirements and protocols for maintenance and calibration of equipment</p> <p>KB2. How to maintain and calibrate equipment</p> <p>KB3. Correct use of equipment</p> <p>KB4. Principles of perimetry</p> <p>KB5. Different methods and equipment used for these measurements</p> <p>KB6. Precautions and contra-indications to procedure and relevant personnel to contact for further advice</p> <p>KB7. Anatomy and physiology of the eye and visual pathway relevant to visual field examination</p> <p>KB8. Range of clinical conditions that can give rise to defects in visual field and relevance of test to these conditions</p> <p>KB9. How to choose appropriate test strategy according to patients age, co-operation, ability and clinical condition</p> <p>KB10. How to instruct and reassure the patient to maximise effectiveness and compliance</p> <p>KB11. Methods of judging reliability of patient response</p> <p>KB12. Sources of error and artefact and how to overcome them, including operator error, ocular conditions, and patient compliance</p> <p>KB13. How to recognise abnormal measurements and their significance to diagnosis or treatment, and to take appropriate action</p> <p>KB14. How to annotate data and record patient compliance</p> <p>KB15. Requirements for accurate and legible recording of information</p> <p>KB16. Infection control procedures</p> <p>KB17. The basic use of computers</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record correct patient and optical prescription data</p> <p>SA2. Document results in patient record</p> <p>SA3. Accurately record patient responses and any difficulties with compliance</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read the test results</p>

HSS/ N 3007:

Assess visual field

	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Provide clear and concise instructions to the patient and reassure patient throughout to obtain compliance</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify possible precautions which are needed to be taken or contra-indications to planned procedures by obtaining relevant history from patient and patient’s records</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Ensure accurate and correct visual acuity is recorded prior to commencement of visual field test</p> <p>SB3. Ensure appropriate test conditions including illumination and test distance and occlusion of non-tested eye</p> <p>SB4. Ensure that appropriate optical prescription is used and positioned correctly for test performance</p> <p>SB5. Limit risks of infection by using appropriate infection control procedures</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Provide clear and concise instructions to the patient and reassure patient throughout to obtain compliance</p> <p>SB7. Monitor patient behaviour to obtain required fixation and concentration throughout testing</p> <p>SB8. Evaluate reliability of patient responses and alter testing strategies as indicated</p>
	<p>Problem Solving</p> <p>Not Applicable</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Analyse results and carry out additional tests as appropriate</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>

HSS/ N 3007:

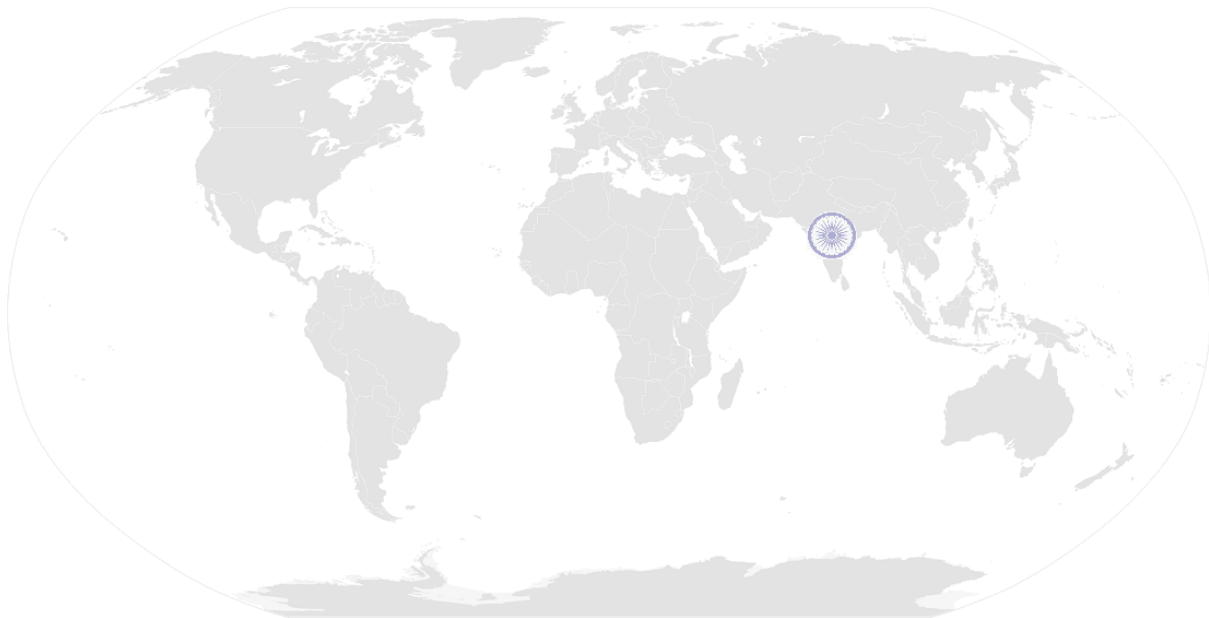
Assess visual field

NOS Version Control

NOS Code	HSS/ N 3007		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to measure the refractive error. Individuals performing refraction must, as a minimum, be able to perform autorefraction and understand the principles of retinoscopy and subjective refraction.

HSS/ N 3003

Assess refractive status

National Occupational Standard

Unit Code	HSS/ N 3003
Unit Title (Task)	Assess refractive status
Description	This OS relates to the measurement of refractive error. Individuals performing refraction must, as a minimum, be able to perform autorefraction and understand the principles of retinoscopy and subjective refraction.
Scope	The unit/task covers the following: <ul style="list-style-type: none"> Improving the visual acuity, visual function, and visual comfort in patients with a refractive error by correcting the refractive error when appropriate
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Improving the visual acuity, visual function, and visual comfort in patients with a refractive error by correcting the refractive error when appropriate. 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Confirm patient's existing use of optical correction</p> <p>PC2. Confirm patient's understanding of procedure and requirements for compliance</p> <p>PC3. Instil mydriatic or cycloplegic drops or ointments as indicated, according to personal role and responsibilities and local protocols</p> <p>PC4. Position and align patient correctly</p> <p>PC5. Measure refractive error for distance with an autorefractor</p> <p>PC6. Document refraction accurately, with correct notation in patient record</p> <p>PC7. Transpose the optical prescription as needed</p> <p>PC8. Perform additional measurements of refractive error consistent with personal role, responsibilities and level of competence</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Personal role, responsibilities and level of competence for performing procedures</p> <p>KA2. Requirements for accurate and legible recording of information</p> <p>KA3. Relevant protocols for procedure and their correct interpretation</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Requirements and protocols for maintenance and calibration of equipment</p> <p>KB2. Different types of refractive error and their correction</p> <p>KB3. Principles and methods of objective and subjective measurement of refractive error</p> <p>KB4. Indications and contraindications for medications used for cycloplegic refraction and possible adverse effects</p> <p>KB5. Optical prescription notation, and how to transpose an optical prescription</p>

HSS/ N 3003

Assess refractive status

	<p>KB6. Possible consequences of inaccurate measurement and recording of refractive error</p> <p>KB7. Changes in corneal curvature and refraction that can be induced by contact lens wear</p> <p>KB8. The principles of and relationship between refractive error and visual acuity and how to estimate refractive error from unaided visual acuity</p> <p>KB9. The basic use of computers</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record observations made during the procedure</p> <p>SA2. Document refraction accurately, with correct notation in patient record</p> <p>SA3. Transpose the optical prescription as needed</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read notes and comments on patients' history, intake and assessment forms</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Confirm patient's existing use of optical correction</p> <p>SA6. Confirm patient's understanding of procedure and requirements for compliance</p> <p>SA7. Interact with patients during eye examinations. They explain diagnoses and discuss the pros and cons of various treatment options. During optometric testing, they question patients about their lifestyles, general health status, medical history, occupations and hobbies to recommend the most appropriate types of glasses or contact lenses. Optometrists must reassure patients who are apprehensive, restless, upset or feel uncomfortable with the level of physical closeness required for most examinations</p> <p>SA8. Communicate with health professionals such as family physicians and ophthalmologists to discuss specific cases or to request consultations for patients. For example, they may discuss increases in intraocular pressure with patients' family doctors to determine appropriate treatments and follow-up plans</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions about optometric methods and tools. For example, they follow established protocols and use their specialized knowledge to decide which tests to use. They consider best practices, patients' needs, the conditions of their eyes, costs and patients' preferences to select treatment options such as type of lens and degree of magnification.</p>

HSS/ N 3003

Assess refractive status

	SB2. Decide when to refer patients to specialists. They consider the urgency and severity of patients' problems and the normal development of their diseases.
	Plan and Organise
	The user/individual on the job needs to know and understand:
	SB3. Optometrists organise routine patient visits within highly structured appointment schedules
	Patient Centricity
	The user/individual on the job needs to know and ensure that:
	SB4. Position and align patient correctly
	SB5. Perform additional measurements of refractive error consistent with personal role, responsibilities and level of competence
	SB6. Measure refractive error for distance with an autorefractor
	Problem Solving
	The user/individual on the job needs to know and understand how to:
SB7. Treat patients who have unexplained symptoms or provide information that is inconsistent with optometric test results. They may repeat tests to confirm their accuracy, consult the Compendium of Pharmaceutical Specialties to see if patients' medications could cause the unexplained symptoms, consult colleagues or refer patients to their family doctors or specialists to reach reliable diagnoses	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. Interpret the observations and report them	
SB9. Estimate the size and position of abnormalities noted during eye examinations (Numerical Estimation)	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB10. Assess the health and functionality of patients' eyes and the severity of their conditions	
SB11. Analyse the reason for variation in readings of autorefractor and take appropriate measures	

HSS/ N 3003

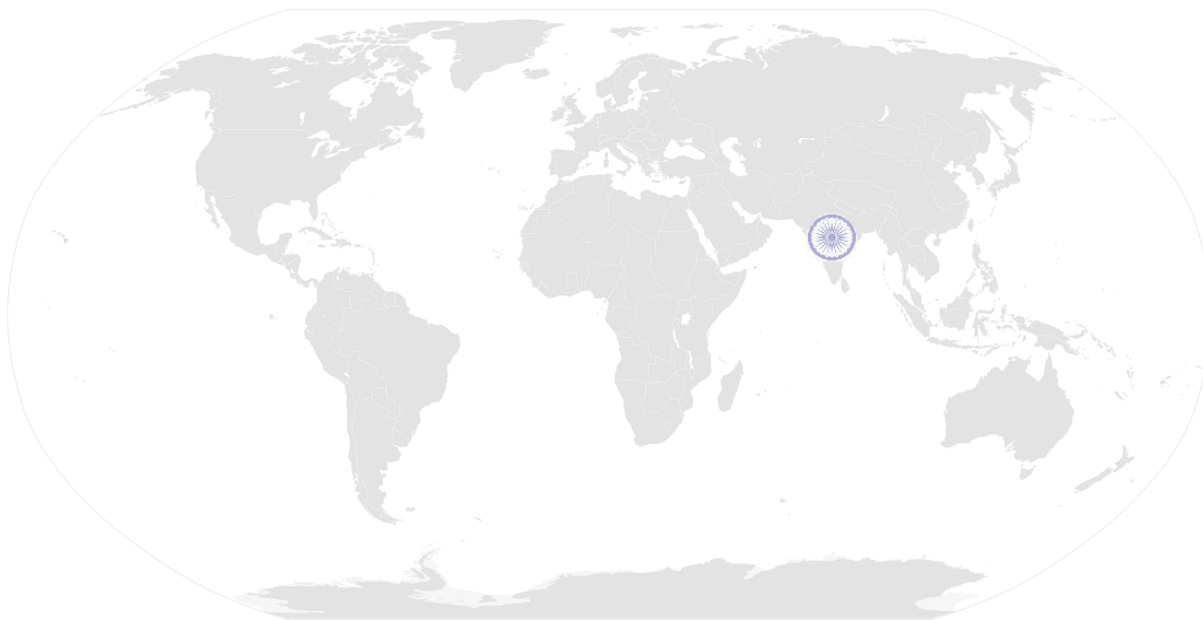
Assess refractive status

NOS Version Control

NOS Code	HSS/ N 3003		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual for prescribing the spectacles and dispensing the optical prescription accurately.

HSS/ N 3004

Dispense spectacles and dispense optical prescription accurately

National Occupational Standard

Unit Code	HSS/ N 3004
Unit Title (Task)	Dispense spectacles and dispense optical prescription accurately
Description	This OS relates to dispensing spectacles and dispensing optical prescription accurately.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Ascertaining the presence of such conditions as near-sightedness, farsightedness, or astigmatism & assist for prescribed treatment (e.g., dispensing eyeglasses and contact lenses, low vision aids, and, as discussed above, topical medications for the eye)
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Ascertaining the presence of such conditions as near-sightedness, farsightedness, or astigmatism & assist for prescribed treatment 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Confirm patient's existing use of optical correction</p> <p>PC2. Assist during measurement of optical prescription of spectacles, including distance, intermediate, near and prismatic corrections of visual aids and dispense optical prescription accordingly</p> <p>PC3. Dispense optical prescription as needed</p> <p>PC4. Document optical prescription accurately, with correct notation in patient record</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Personal role, responsibilities and level of competence for performing investigations</p> <p>KA2. Requirements for accurate and legible recording of information</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Requirements and protocols for maintenance and calibration of equipment</p> <p>KB2. How to maintain and calibrate focimeter</p> <p>KB3. How to identify the type of spectacle optical prescription by inspection</p> <p>KB4. How to identify spectacle correction by neutralisation of lenses</p> <p>KB5. Optical prescription notation and how to transpose an optical prescription</p> <p>KB6. Principles of focimetry and different types of focimeters</p> <p>KB7. Principles of optics relevant to lenses and prisms and correction of refractive error</p>

HSS/ N 3004

Dispense spectacles and dispense optical prescription accurately

	<p>KB8. Different methods for measuring and documenting optical prescriptions in bifocals, trifocals, varifocals and contact lenses</p> <p>KB9. How to identify the optical centre of a lens and lens decentration</p> <p>KB10. How to identify and measure the power and orientation of a prism incorporated into a lens</p> <p>KB11. Possible consequences of inaccurate measurement and recording of optical prescriptions</p> <p>KB12. What are the different types of lenses (varifocal, bifocal and single vision lenses and advise the patients accordingly</p> <p>KB13. The basic use of computers</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document optical prescription accurately, with correct notation in patient record as per ophthalmologist advice</p> <p>SA2. Complete optical prescription forms as per advice. They enter data such as patients' prescriptions for each eye including the sphere, cylinder, axis, prism and type of lenses required</p> <p>SA3. Write e-mail to colleagues, suppliers and patients. For example, they write short messages to colleagues on professional issues such as legislation, and queries to suppliers about products such as contact lenses.</p> <p>SA4. Enter data on intake and assessment forms. They record patients' health histories, diagnoses, clinical observations, eye health and visual acuity test results, recommended treatments and follow-up plans. They may mark eye diagrams to indicate patients' fields of vision, types of sight and corneal thickness</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read product descriptions from contact lens manufacturers, pharmaceutical companies and optical laboratories to stay informed about new products</p> <p>SA6. Read instructions, warnings and other text on the labels of products such as contact lenses.</p> <p>SA7. Read short reports from family physicians and specialists to whom they have referred patients for information on patients' general health, test results, diagnoses, medications, prognoses, recommended treatments and follow-up plans</p> <p>SA8. Refer to data in tables and lists. For example, use conversion tables to determine required prescriptions when switching patients from eyeglasses to contact lenses. They scan product lists to identify the most appropriate brands of contact lenses to meet patients' needs. They review the water</p>

HSS/ N 3004

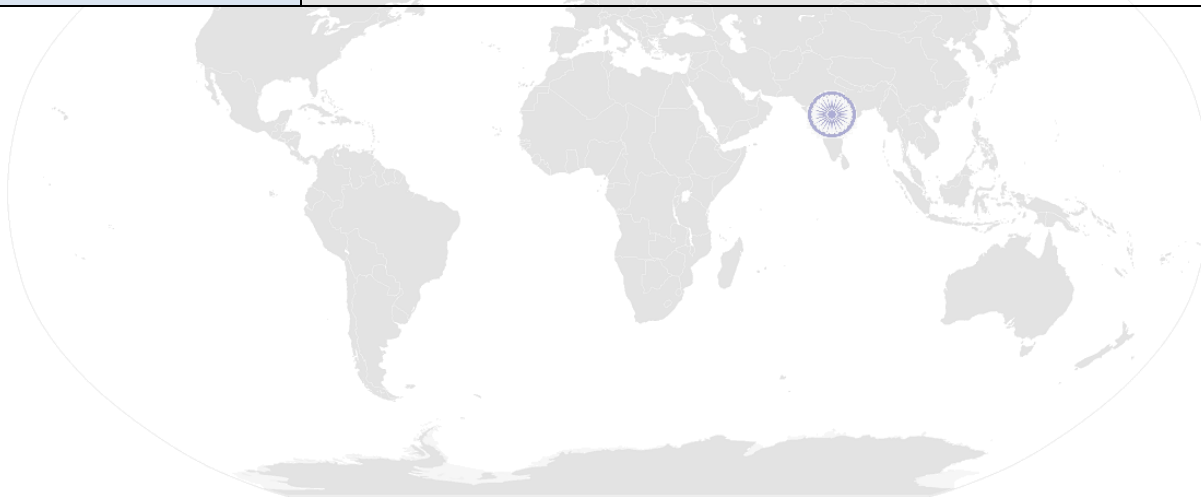
Dispense spectacles and dispense optical prescription accurately

	content, oxygen permeability, diameter, available prescription power and care instructions for various brands and types of contact lenses
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA9. Confirm patient’s existing use of optical correction SA10. Answer questions that the patient may have
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. Make decisions about optometric methods and tools. For example, they follow established protocols and use their specialized knowledge to decide which tests to use. They consider best practices, patients' needs, the conditions of their eyes
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB2. Document the procedure completion and any observations SB3. Ensure that all the necessary equipment required to perform a particular task are handy
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. Use patient centric approach and make the patient feel comfortable
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. Find that patients are unhappy with their glasses and contact lenses. For example, some patients may claim they cannot see well with their new glasses or that their contact lenses irritate their eyes. Optometrists schedule follow-up examinations to investigate the causes of the patients' complaints. For adaptation complaints, they may suggest patients continue to use the new glasses or contact lenses. If there are measurement errors, optometrists write new prescriptions for the glasses and contact lenses
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. Interpret observations and report them SB7. Measure optical prescription of spectacles, including distance, intermediate, near and prismatic corrections of visual aids with manual and automatic focimeters

HSS/ N 3004

Dispense spectacles and dispense optical prescription accurately

	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Judge the suitability of prescribing contact lenses for particular clients they reach judgements by gathering information from files and conversations with clients. They also take measurements and may consult parents and caregivers for their opinions</p> <p>SB9. Assess the appropriateness of glasses for children since many vision problems can be corrected if detected and treated early. They consider the children's ages, the complexity of their problems and the opinions of parents</p> <p>SB10. Interpret the results of vision tests such as retinoscopy and visual acuity and determine whether patients have glaucoma by measuring the pressure within their eyes, examining the optic nerves of their eyes and measuring their visual fields. Optometrists may evaluate patients' abilities to change focus, perceive colour and depth correctly</p>



HSS/ N 3004

Dispense spectacles and dispense optical prescription accurately

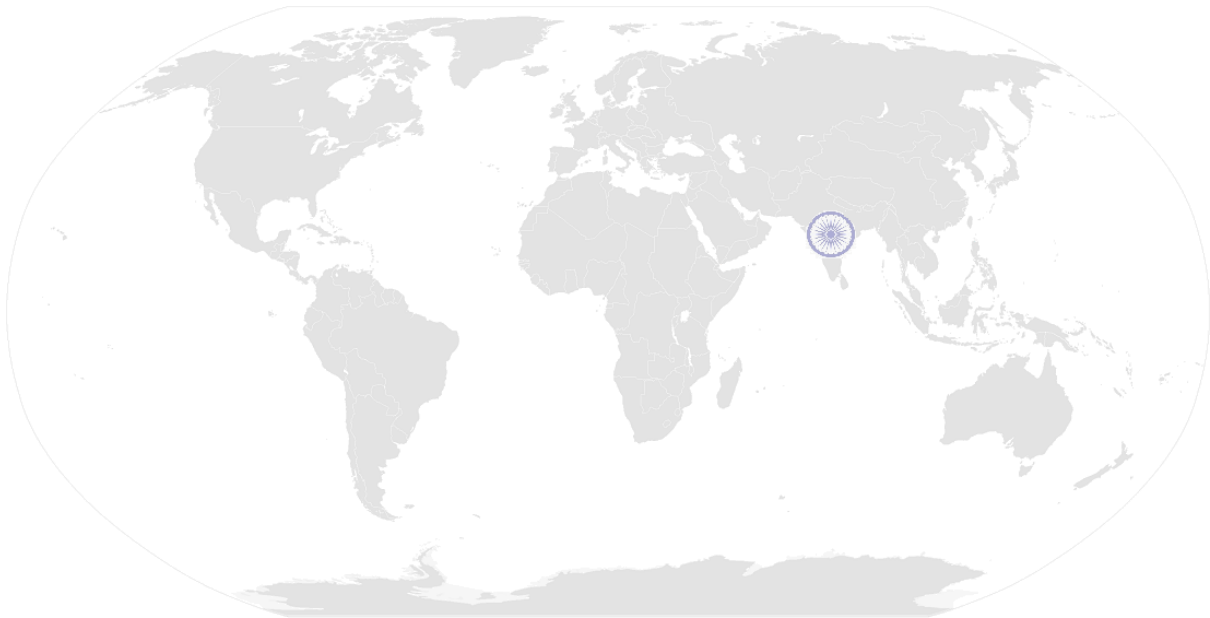
NOS Version Control

NOS Code	HSS/ N 3004		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



HSS/ N 3008 Assess central and peripheral sensory visual functions and integrity of visual pathways
(other than visual acuity and fields)

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an individual to perform other psychophysical tests of visual function, and judge based on the subjective responses provided by patients. This may include tests of colour vision, glare, contrast sensitivity, dark adaptation and macular photo stress.

HSS/ N 3008 Assess central and peripheral sensory visual functions and integrity of visual pathways (other than visual acuity and fields)

National Occupational Standard

Unit Code	HSS/ N 3008
Unit Title (Task)	Assess central and peripheral sensory visual functions and integrity of visual pathways (other than visual acuity and fields)
Description	This OS relates to the performance of other psychophysical tests of visual function, and requires judgement in respect of subjective responses provided by patients. This may include tests of colour vision, glare, contrast sensitivity, dark adaptation and macular photo stress.
Scope	The unit/task consider the following: <ul style="list-style-type: none"> Assessment of the health of the eyes and associated structures. The components of ocular health assessment may include: External examination (adnexa, lids, conjunctiva, cornea, iris, lens, and pupillary responses), Biomicroscopy (lids, lashes, conjunctiva, tear film, cornea, anterior chamber, iris, and lens), Tonometry, Central and peripheral fundus examination with dilation, unless contraindicated
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Assessment of eye & It's components with regards to health, structure 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with relevant protocols for specified investigations</p> <p>PC2. Enter correct patient data</p> <p>PC3. Identify possible precautions which need to be taken or contraindications to planned procedures by obtaining relevant history from patient and patient's records</p> <p>PC4. Ensure test equipment is of adequate quality for reliable test performance</p> <p>PC5. Perform tests consistent with personal role, responsibilities and level of competence and local protocols</p> <p>PC6. Ensure appropriate test conditions</p> <p>PC7. Ensure that appropriate optical prescription is used and positioned correctly for test performance</p> <p>PC8. Provide clear and concise instructions to the patient</p> <p>PC9. Judge reliability of patient responses and repeat test if necessary</p> <p>PC10. Complete the required series of tests</p> <p>PC11. Accurately record patient responses</p> <p>PC12. Limit infection with appropriate infection control procedures</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/	The user/individual on the job needs to know and understand: <p>KA1. Personal role, responsibilities and level of competence for performing investigations</p>

HSS/ N 3008 Assess central and peripheral sensory visual functions and integrity of visual pathways (other than visual acuity and fields)

<p>Organisation and its processes)</p>	
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Precautions and contra-indications to procedure and relevant personnel to contact for further advice</p> <p>KB2. Anatomy, physiology and pathology of visual system relevant to procedure</p> <p>KB3. Principles of measurement of psychophysical functions</p> <p>KB4. Different methods and equipment used for these measurements and their clinical indications as relevant</p> <p>KB5. Range of clinical conditions that can affect vision relevant to the test performed</p> <p>KB6. How to instruct and reassure the patient to maximise effectiveness and compliance</p> <p>KB7. Importance of correct illumination and how this may affect test result</p> <p>KB8. Correct use of test devices</p> <p>KB9. How to recognise and interpret abnormal results and their significance to diagnosis or treatment</p> <p>KB10. Requirements for accurate and legible recording of information</p> <p>KB11. Infection control procedures</p> <p>KB12. The basic use of computers</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Enter correct patient data</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read the test results</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Provide clear and concise instructions to the patient</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify and decide possible precautions which need to be taken or contra-indications to planned procedures by obtaining relevant history from patient and patient's records</p> <p>Plan and Organise</p>

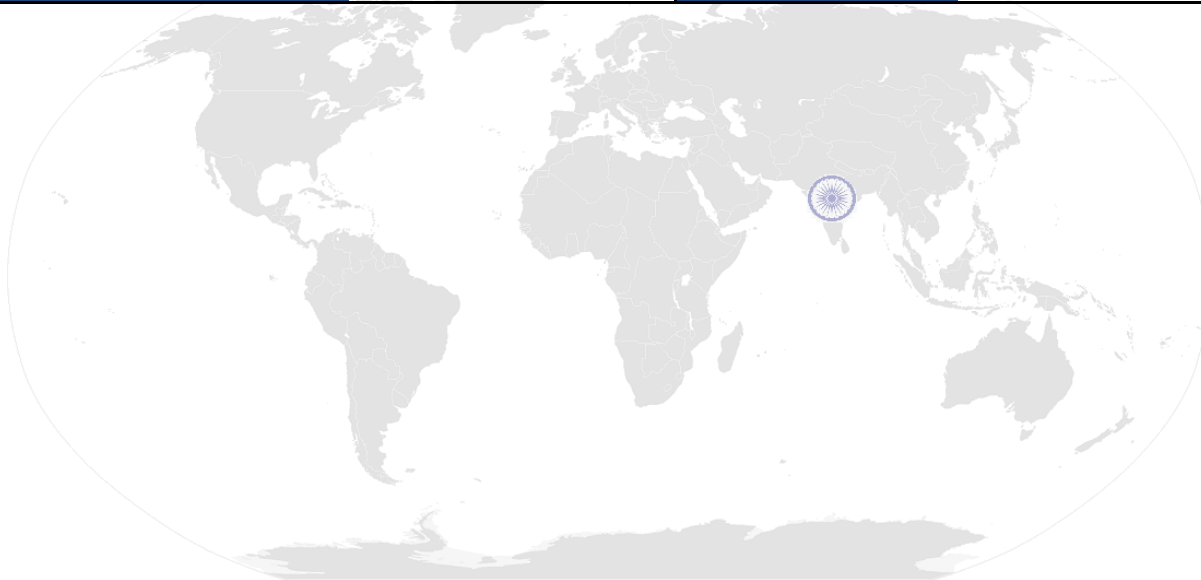
HSS/ N 3008 Assess central and peripheral sensory visual functions and integrity of visual pathways (other than visual acuity and fields)

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Comply with relevant protocols for specified investigations</p> <p>SB3. Ensure test equipment is of adequate quality for reliable test performance</p> <p>SB4. Ensure appropriate test conditions</p> <p>SB5. Ensure that appropriate optical prescription is used and positioned correctly for test performance</p>
	Patient Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Perform tests consistent with personal role, responsibilities and level of competence and local protocols</p> <p>SB7. Complete the required series of tests</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Judge reliability of patient responses and repeat test if necessary</p>
	Analytical Thinking
	Not Applicable
	Critical Thinking
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>	

**HSS/ N 3008 Assess central and peripheral sensory visual functions and integrity of visual pathways
(other than visual acuity and fields)**

NOS Version Control

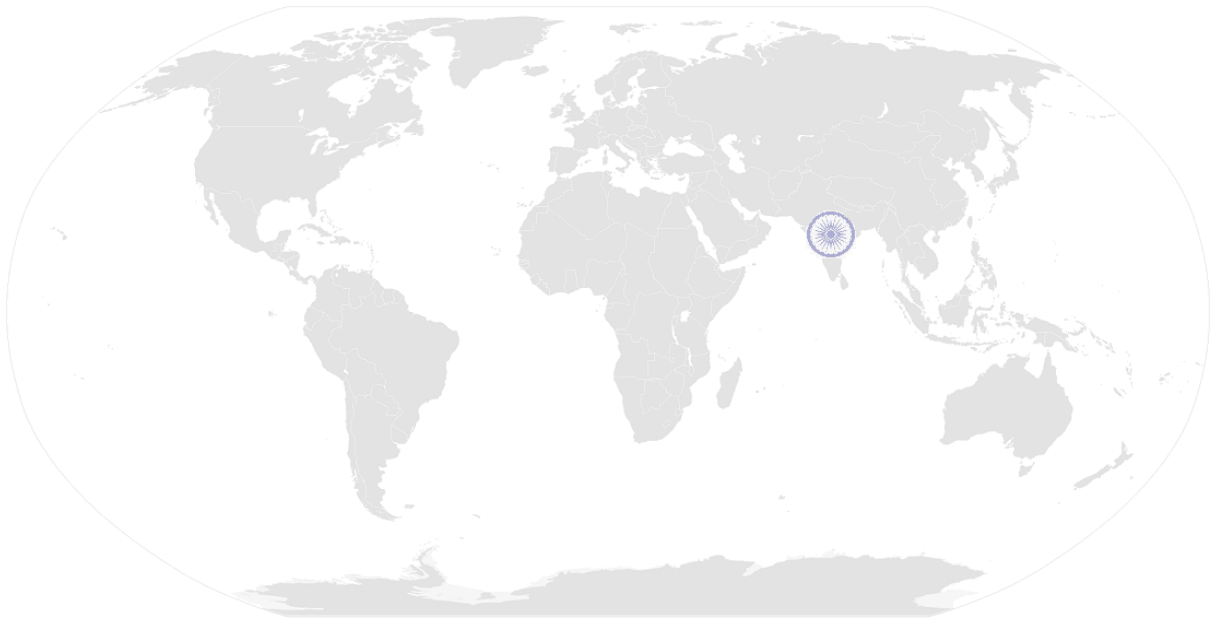
NOS Code	HSS/ N 3008		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



HSS / N 5505:

Store medical records

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to store and retain the medical records.

HSS / N 5505:

Store medical records

National Occupational Standard

Unit Code	HSS/ N 5505
Unit Title (Task)	Store medical records
Description	This OS unit is about Medical records and health information technician storing and retaining the medical records for future reference
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Storage and retention of medical records for future reference
Performance Criteria (PC) wrt the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Storage and retention of medical records for future reference 	<p>To be competent, the user/individual on the job must:</p> <p>PC1. Retain and store the medical records as per the organisation protocol and review them for completion</p> <p>PC2. Know how to store the medical records</p> <p>PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists</p> <p>PC4. Enter the laboratory results in the report carefully</p> <p>PC5. Know how to maintain and store the old records</p> <p>PC6. Take approval prior to destroying any old medical record</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The importance of maintaining confidentiality of the patient information</p> <p>KA3. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records</p>
B Technical Knowledge	<p>The user/individual on the job needs to:</p> <p>KB1. Use correct code</p> <p>KB2. Ensure that all data is present if not then ask the concerned person</p> <p>KB3. Check that all laboratory results are same as those in laboratory reports and no information is missing</p> <p>KB4. Regularly update the reports</p> <p>KB5. Know the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant</p> <p>KB6. Arrange records properly in shelves in numeric order to facilitate easy retrieval when required</p> <p>KB7. Take special care to reserve the safety of records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust</p>
Skills (S) (Optional)	

HSS / N 5505:

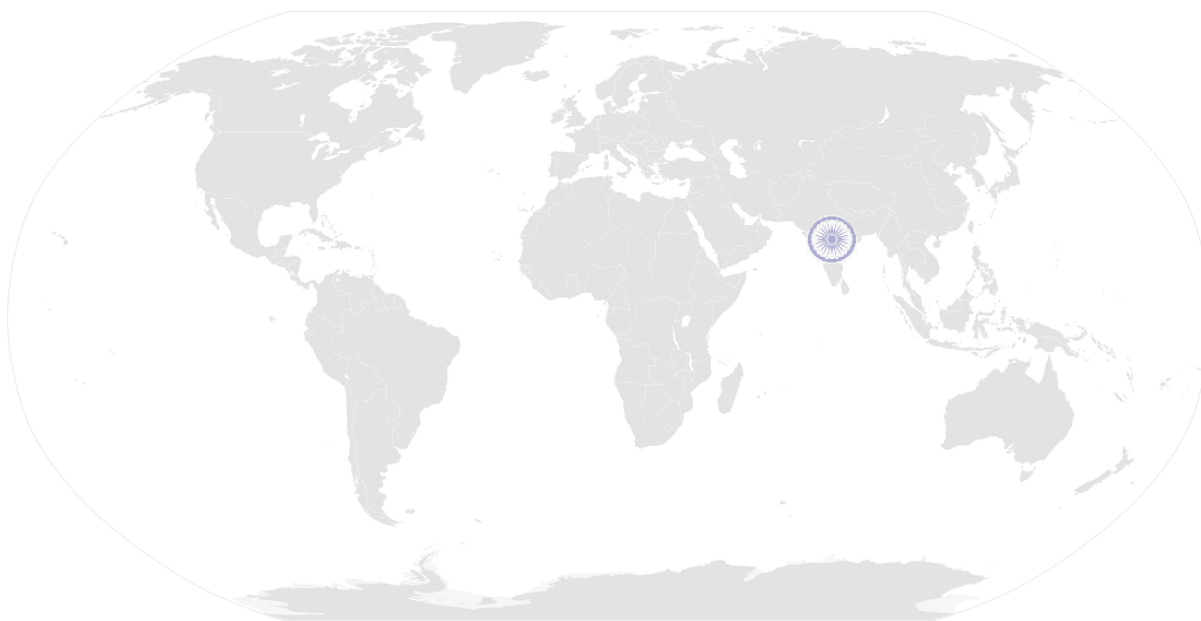
Store medical records

A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication strategies SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation
	Reading Skills
	The user/individual on the job needs to: SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand: SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
	Plan and Organise
	The user/individual on the job needs to know and understand how to : SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Patient Centricity
	The user/individual on the job needs to know and understand: SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to: SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations
Analytical Thinking	

HSS / N 5505:

Store medical records

	The user/individual on the job needs to know and understand how to:
	SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
	SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

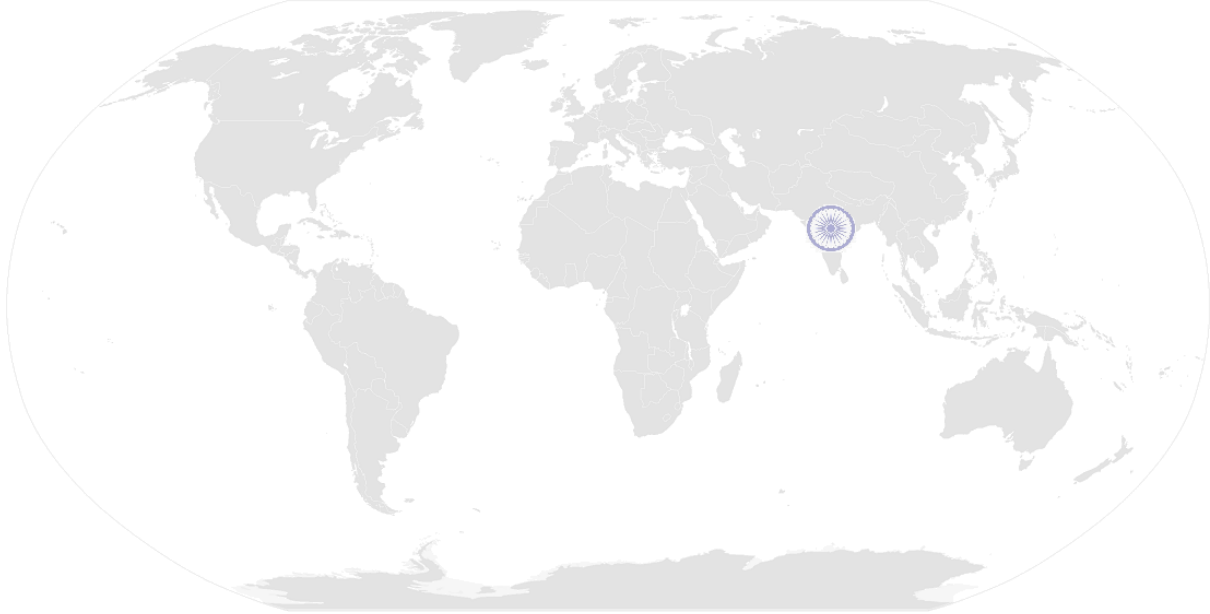


HSS / N 5505:

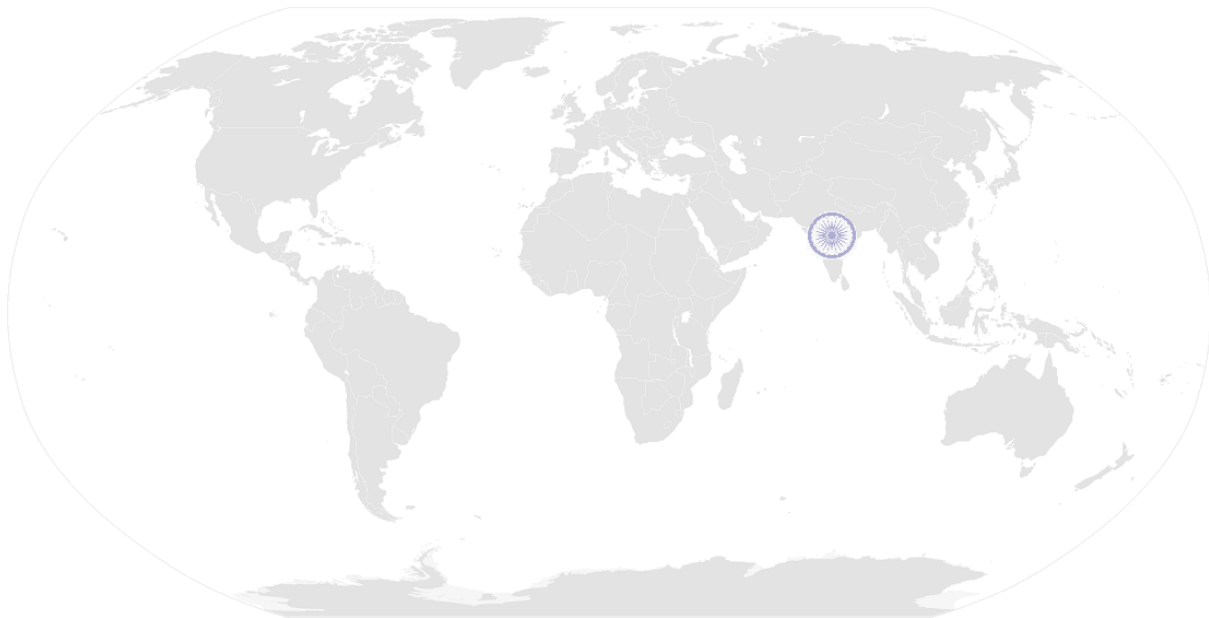
Store medical records

NOS Version Control

NOS Code	HSS/ N 5505		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical records and health information technician to maintain confidentiality of medical records.

HSS/ N 5506

Maintain confidentiality of medical records

National Occupational Standard

Unit Code	HSS/ N 5506
Unit Title (Task)	Maintain confidentiality of medical records
Description	This OS unit is about the Medical records and health information technician maintaining confidentiality of medical records
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Maintaining confidentiality of medical records
Performance Criteria (PC) wrt the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Maintaining confidentiality of medical records 	<p>To be competent, the user/individual on the job must know:</p> <p>PC1. How to maintain the confidentiality of the medical records</p> <p>PC2. That patient information should not be disclosed to any unauthorised person</p> <p>PC3. While releasing any information related to patient record follow the organisation policy and procedure and should have written consent by authorised person</p> <p>PC4. Medical Records in the department are kept secured and in strict confidentiality</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The importance of maintaining confidentiality of the patient information</p> <p>KA3. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA4. How to follow established protocols as defined in organisation's policy while keeping and maintaining the medical records</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Medical Records can be taken out of Medical Records Department only by authorised persons</p> <p>KB2. If the file/s are required for a purpose, other than patient appointment, the persons requesting the file/s should have written consent available</p> <p>KB3. To ensure maximum security against loss, tampering and from use by any unauthorised individual: <ul style="list-style-type: none"> No unauthorised persons should be allowed to enter medical records department or to have access to patient medical records out of the department Patients or their relatives will not be allowed to carry the patient files or to keep them in their possessions </p> <p>KB4. Disclosure of information contained in the medical records are a breach of confidentiality</p> <p>KB5. Disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination</p>

HSS/ N 5506

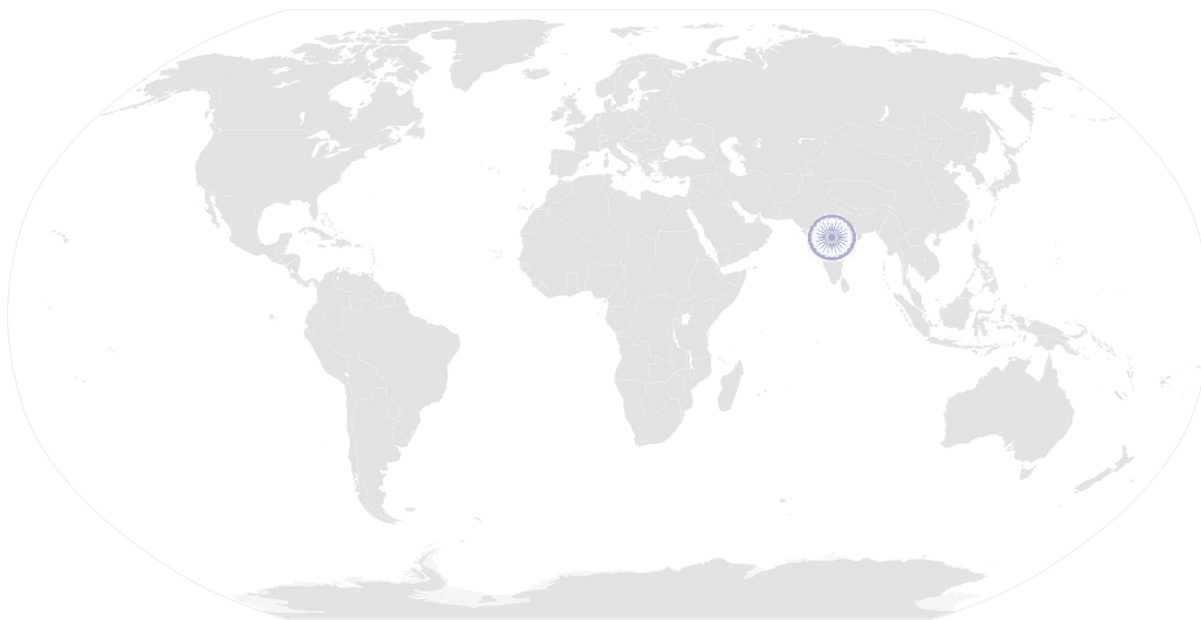
Maintain confidentiality of medical records

Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Write medical reports clearly and concisely and in a proper format SA2. Use effective written communication strategies SA3. Ensure that laboratory results are accurately documented and retained in accordance with existing legislation
	Reading Skills
	The user/individual on the job needs to: <ul style="list-style-type: none"> SA4. Understand written sentences and paragraphs in work related documents SA5. Read the lab results and medical reports provided by nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Seek out and listen to colleagues and other health professionals SA8. Communicate with the concerned person if the information provided or the medical records are not complete
	Decision Making
	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> SB1. How to arrange the file management area for easy access and efficiency SB2. Where to file documents and how to classify or code files based on notes accompanying the documents and classification rules and policies SB3. How to decide what requests merit priority and how to classify and file reports for the ease of retrieval by records staff and other personnel
B. Professional Skills	Plan and Organise
	The user/individual on the job needs to know and understand how to : <ul style="list-style-type: none"> SB4. Develop specific goals and plans to prioritise, organise, and accomplish work
	Patient Centricity
	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> SB5. How to maintain patient confidentiality
	Problem Solving
	The user/individual on the job needs to: <ul style="list-style-type: none"> SB6. Sometimes cope with a lost file by attempting to locate it and by checking probable locations

HSS/ N 5506

Maintain confidentiality of medical records

	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Follow medical records and diagnoses, and then decide how best to code them in a patient's medical records
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
	SB9. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

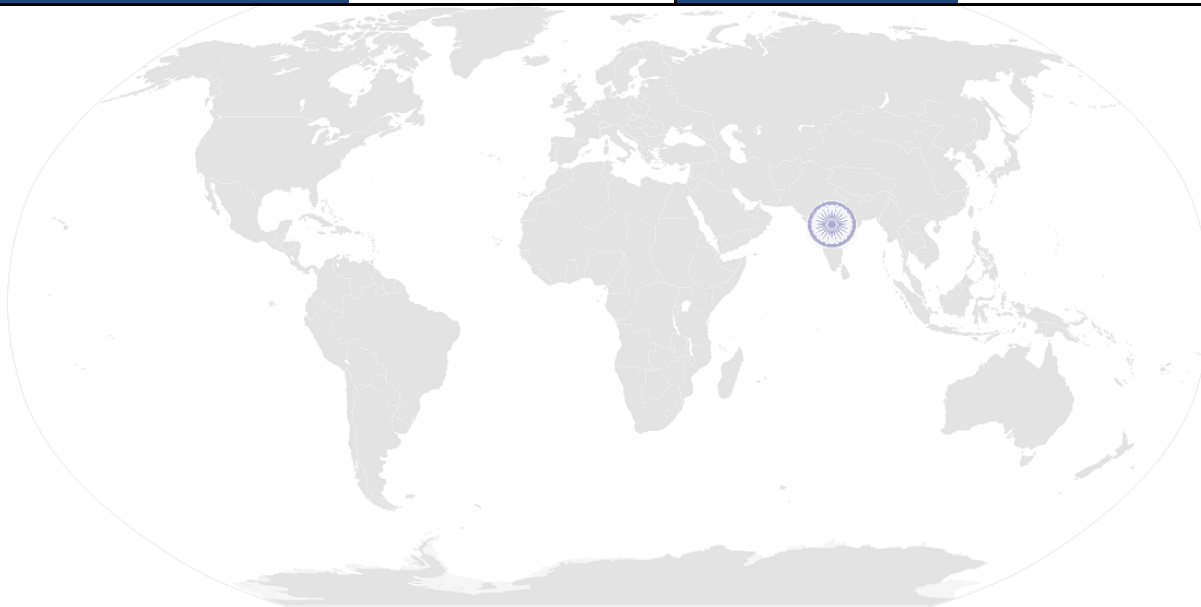


HSS/ N 5506

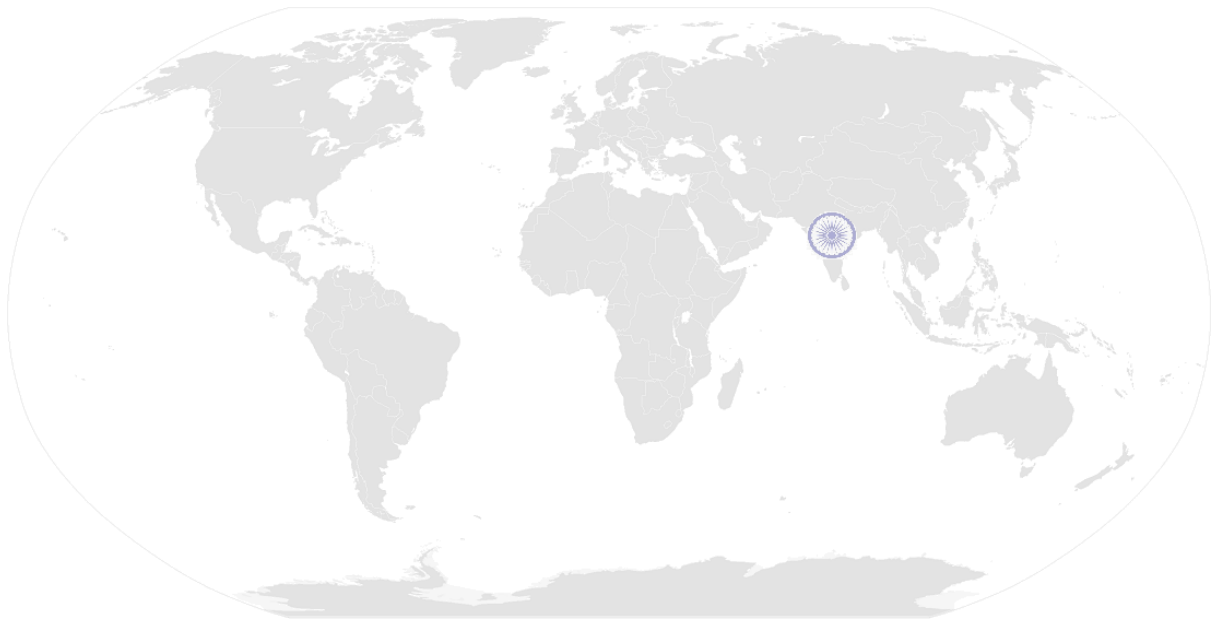
Maintain confidentiality of medical records

NOS Version Control

NOS Code	HSS/ N 5506		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



National Occupational Standards



Overview

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

HSS/ N 9601:

Collate and Communicate Health Information

National Occupational Standard

Unit Code	HSS/ N 9601
Unit Title (Task)	Collate and Communicate Health Information
Description	This OS unit is about collating and communicating health information to community members, their family or others in response to queries or as part of health advice and counselling. This OS unit applies to all allied health professionals required to communicate health related information to patients, individuals, families and others
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Communicating with individuals, patients, their family and others about health issues
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Respond to queries and information needs of all individuals</p> <p>PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics</p> <p>PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them</p> <p>PC4. Utilise all training and information at one's disposal to provide relevant information to the individual</p> <p>PC5. Confirm that the needs of the individual have been met</p> <p>PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality</p> <p>PC7. Respect the individual's need for privacy</p> <p>PC8. Maintain any records required at the end of the interaction</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Guidelines on communicating with individuals</p> <p>KA2. Guidelines on maintaining confidentiality and respecting need for privacy</p> <p>KA3. Guidelines of the organisation/ health provider on communicating with individuals and patients</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand:

HSS/ N 9601:

Collate and Communicate Health Information

	<p>KB1. How to communicate effectively</p> <p>KB2. When to ask for assistance when situations are beyond one’s competence and authority</p> <p>KB3. How to maintain confidentiality and to respect an individual’s need for privacy</p> <p>KB4. How to ensure that all information provided to individuals is from reliable sources</p> <p>KB5. How to handle stressful or risky situations when communicating with individuals</p> <p>KB6. Difficulties that can occur when communicating with individuals and family members in stressful situations and how to manage these</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write at least one local/ official language used in the local community</p> <p>SA2. Maintain any records required after the interaction</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read instructions and pamphlets provided as part of training</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Speak at least one local language</p> <p>SA5. Communicate effectively with all individuals</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</p>
	Plan and Organise
	<p>Not applicable</p>
	Patient Centricity

HSS/ N 9601:

Collate and Communicate Health Information

	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
	Problem Solving
	The user/individual on the job needs to know and understand how to:
SB5. Create work-around to overcome problems faced in carrying out roles and duties	
Analytical Thinking	
Not applicable	
Critical Thinking	
Not applicable	

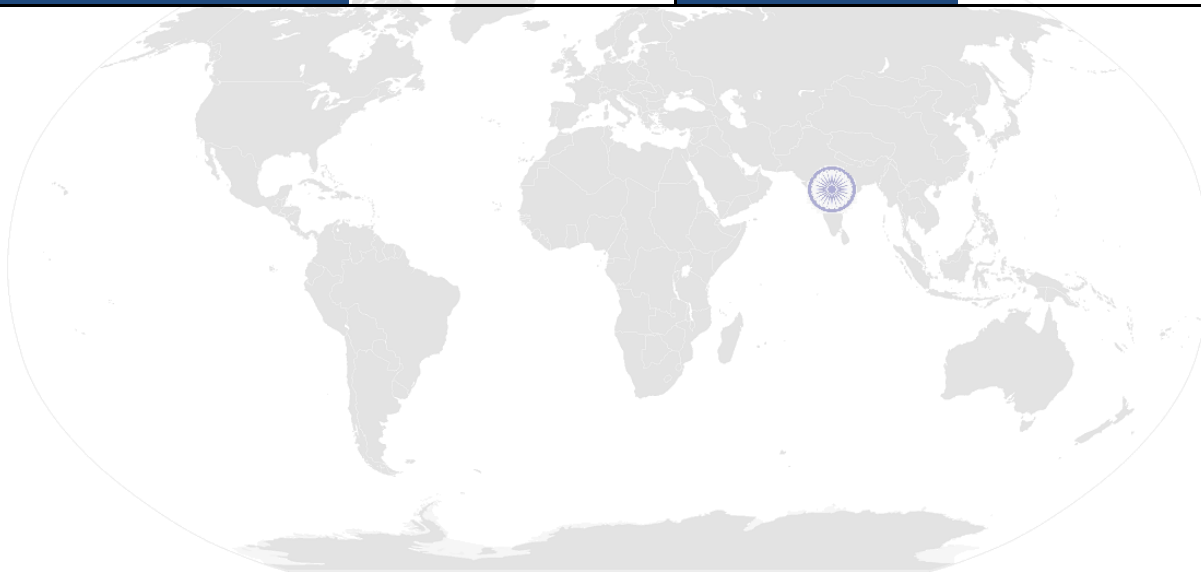


HSS/ N 9601:

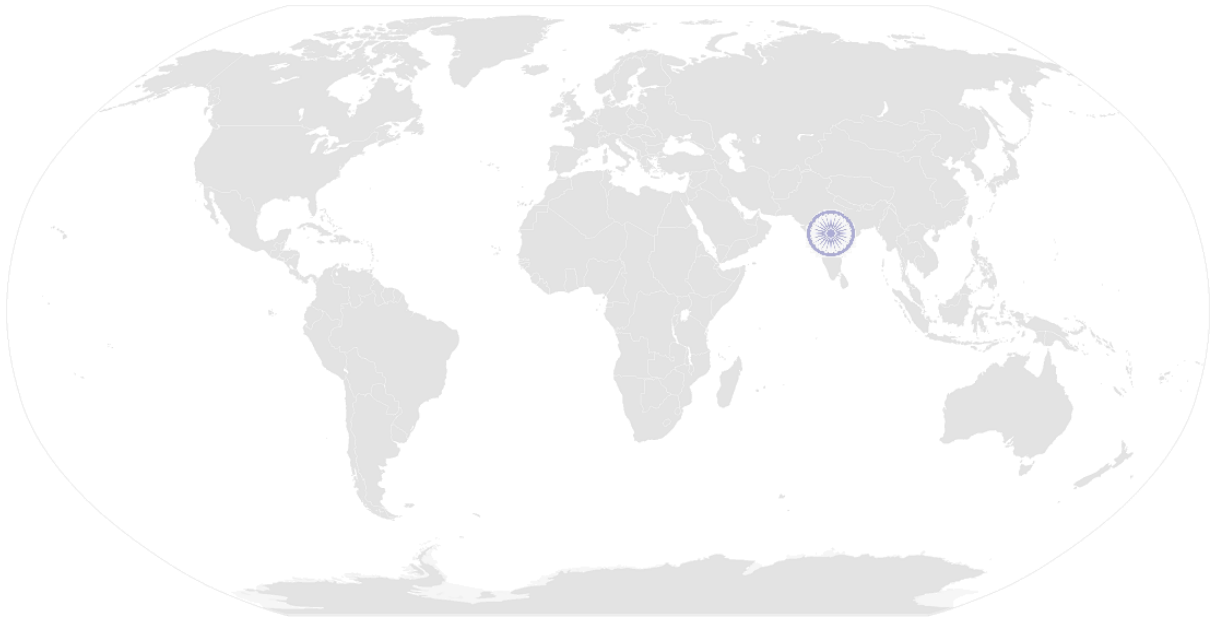
Collate and Communicate Health Information

NOS Version Control

NOS Code	HSS/ N 9601		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



National Occupational Standards



Overview

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

HSS/ N 9603:

Act within the limits of one's competence and authority

National Occupational Standard

Unit Code	HSS/ N 9603
Unit Title (Task)	Act within the limits of one's competence and authority
Description	<p>This OS unit is about recognising the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines</p> <p>This is applicable to all Allied Health Professionals working in an organised, regulated environment</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one's competence and authority; <ul style="list-style-type: none"> ○ Knowing one's job role ○ Knowing one's job responsibility ○ Recognising the job role and responsibilities of co workers <p>Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their permission'.</p>
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> • Acting within the limit of one's competence and authority; 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to one's role</p> <p>PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC4. Maintain competence within one's role and field of practice</p> <p>PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC8. Evaluate and reflect on the quality of one's work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand:

HSS/ N 9603:

Act within the limits of one's competence and authority

<p>(Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>KA1. The relevant legislation, standards, policies, and procedures followed in the organisation KA2. The medical procedures and functioning of required medical equipment KA3. Role and importance of assisting other healthcare providers in delivering care</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The boundaries of one's role and responsibilities and other team members KB2. The reasons for working within the limits of one's competence and authority KB3. The importance of personally promoting and demonstrating good practice KB4. The legislation, protocols and guidelines effecting one's work KB5. The organisational systems and requirements relevant to one's role KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances KB8. The risks to quality and safety arising from:</p> <ul style="list-style-type: none"> ○ Working outside the boundaries of competence and authority ○ Not keeping up to date with best practice ○ Poor communication ○ Insufficient support ○ Lack of resources <p>KB9. The importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements KB10. How to Report and minimise risks KB11. The principle of meeting the organisation's needs, and how this should enable one to recognise one's own limitations and when one should seek support from others KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation KB14. The actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team</p>
<p>Skills (S)</p>	
<p>A. Core Skills /Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules SA2. Prepare status and progress reports SA3. Record daily activities SA4. Update other co-workers</p>

HSS/ N 9603:

Act within the limits of one’s competence and authority

	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about changes in legislations and organisational policies SA6. Keep updated with the latest knowledge</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Discuss task lists, schedules, and work-loads with co-workers SA8. Give clear instructions to patients and co-workers SA9. Keep patient informed about progress SA10. Avoid using jargon, slang or acronyms when communicating with a patient</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work in relation to job role</p>
	Plan and Organise
	Not applicable
	Patient Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Communicate effectively with patients and their family, physicians, and other members of the health care team SB3. Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)</p>
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

HSS/ N 9603:

Act within the limits of one's competence and authority

NOS Version Control

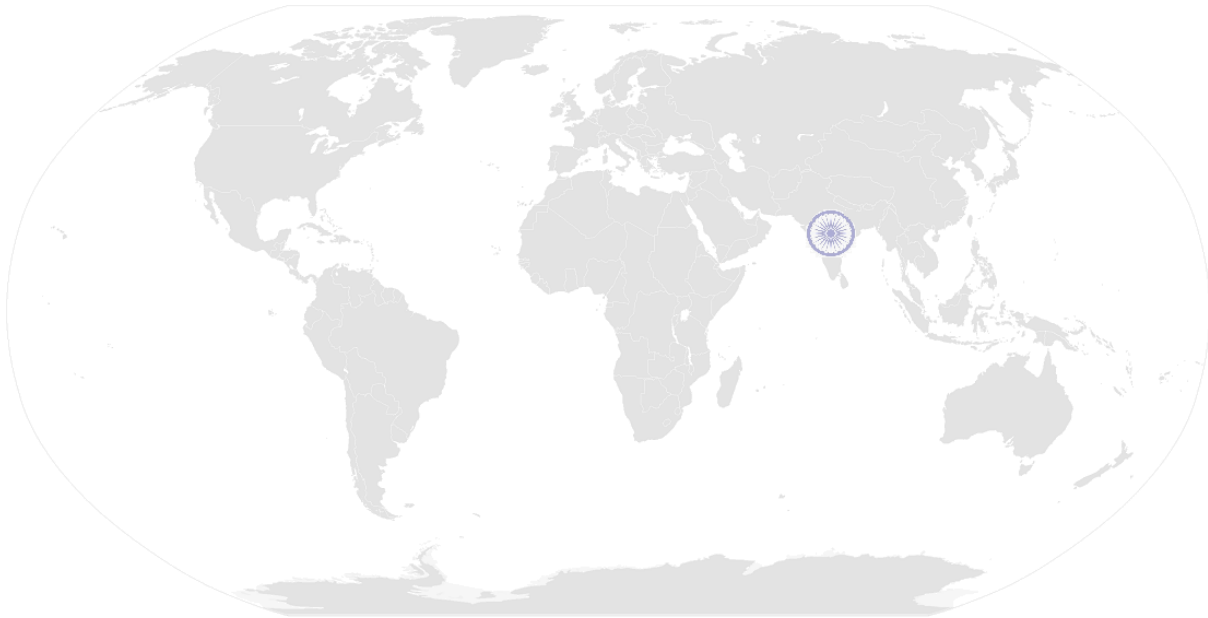
NOS Code	HSS/ N 9603		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



HSS/ N 9606:

Maintain a safe, healthy, and secure working environment

National Occupational Standards



Overview

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

HSS/ N 9606:

Maintain a safe, healthy, and secure working environment

National Occupational Standard

Unit Code	HSS/ N 9606
Unit Title (Task)	Maintain a safe, healthy, and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions This OS unit applies to all Allied Health professionals working within an organised workplace
Scope	This unit covers the following: <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for workplace, handling any hazardous situation with safely, competently and within the limits of authority & reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Complying the health, safety and security requirements, handle hazardous situation & reporting to next level to ensure a safe, healthy, secure working environment 	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. Comply with health, safety and security procedures for the workplace</p> <p>PC3. Report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC4. Identify potential hazards and breaches of safe work practices</p> <p>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>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</p> <p>PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently</p> <p>PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC9. Complete any health and safety records legibly and accurately</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. The importance of health, safety, and security in the workplace</p> <p>KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace</p> <p>KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. How to report the hazard</p> <p>KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>

HSS/ N 9606:

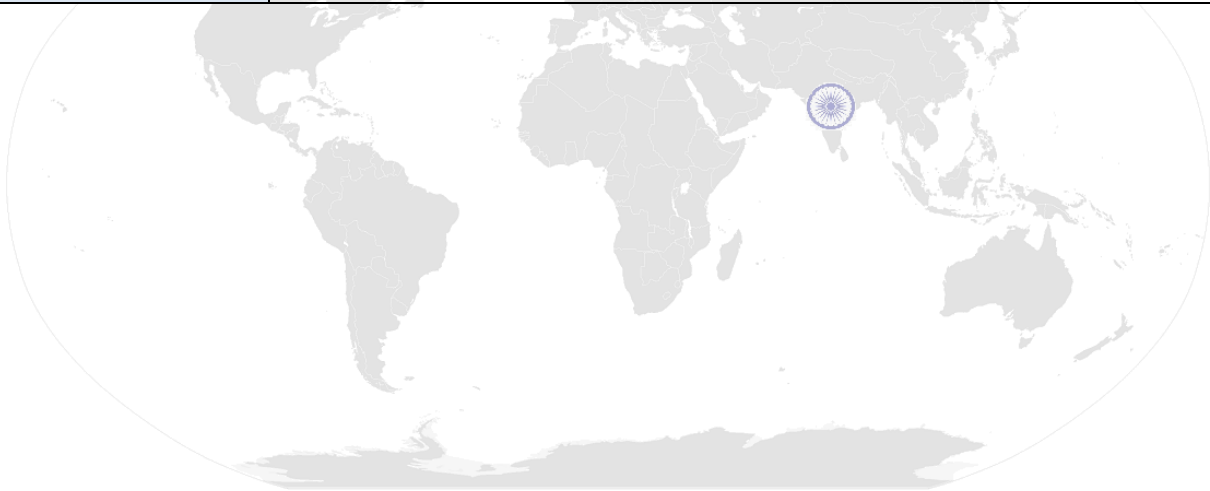
Maintain a safe, healthy, and secure working environment

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

HSS/ N 9606:

Maintain a safe, healthy, and secure working environment

	SB5. Be sensitive to potential cultural differences
	SB6. Maintain patient confidentiality
	SB7. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to:
	SB8. Identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking
	To be competent, the user needs to know and understand how to:
	SB9. Analyse the seriousness of hazards
	Critical Thinking
To be competent, the user needs to know and understand how to:	
SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	



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

NOS Version Control

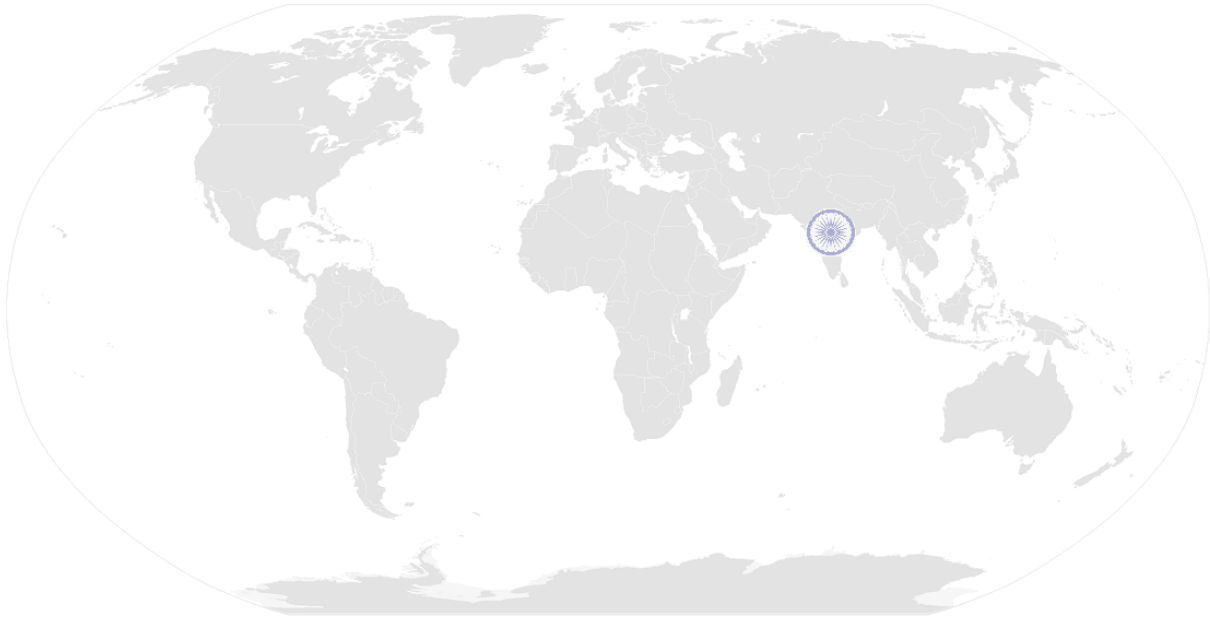
NOS Code	HSS/ N 9606		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



HSS/ N 9607:

Practice Code of conduct while performing duties

National Occupational Standards



Overview

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

HSS/ N 9607:

Practice code of conduct while performing duties

National Occupational Standard

Unit Code	HSS/ N 9607
Unit Title (Task)	Practice Code of conduct while performing duties
Description	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. This OS unit applies to all Allied health professionals working in an organised environment and to whom specific regulations and codes of conduct apply.
Scope	This unit covers the following: <ul style="list-style-type: none"> Recognising the guidelines and protocols relevant to the field and practice, follow the code of conduct as described by the healthcare provider, demonstrating best practices while one the field
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Recognizing the guidelines and protocols relevant to the field and practice 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to protocols and guidelines relevant to the role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to the role</p> <p>PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority</p> <p>PC4. Maintain competence within the role and field of practice</p> <p>PC5. Use protocols and guidelines relevant to the field of practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and patient safety</p> <p>PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospital</p> <p>KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA3. Personal hygiene measures and handling techniques</p>
B. Technical Knowledge	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. The limitations and scope of the role and responsibilities along with an</p>

HSS/ N 9607:

Practice code of conduct while performing duties

	<p>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 practice, and which combination is most applicable in different circumstances</p> <p>KB10. Implications to quality and safety arising from:</p> <ul style="list-style-type: none"> • Working outside the boundaries of competence and authority • not keeping up to date with best practice • poor communication • insufficient support • lack of resources <p>KB11. The organisational structure and the various processes related to reporting and monitoring</p> <p>KB12. The procedure for accessing training, learning and development needs</p>
Skills (S)	
A. Core Skills /Generic Skills	Writing Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules with co-workers</p> <p>SA2. Prepare status and progress reports related to patient care</p> <p>SA3. Update the physician and the other co-workers</p>
	Reading Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA4. Read about procedures, regulations and guidelines related to the organisation and the profession</p> <p>SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities</p>
	Oral Communication (Listening and speaking skills)

HSS/ N 9607:

Practice code of conduct while performing duties

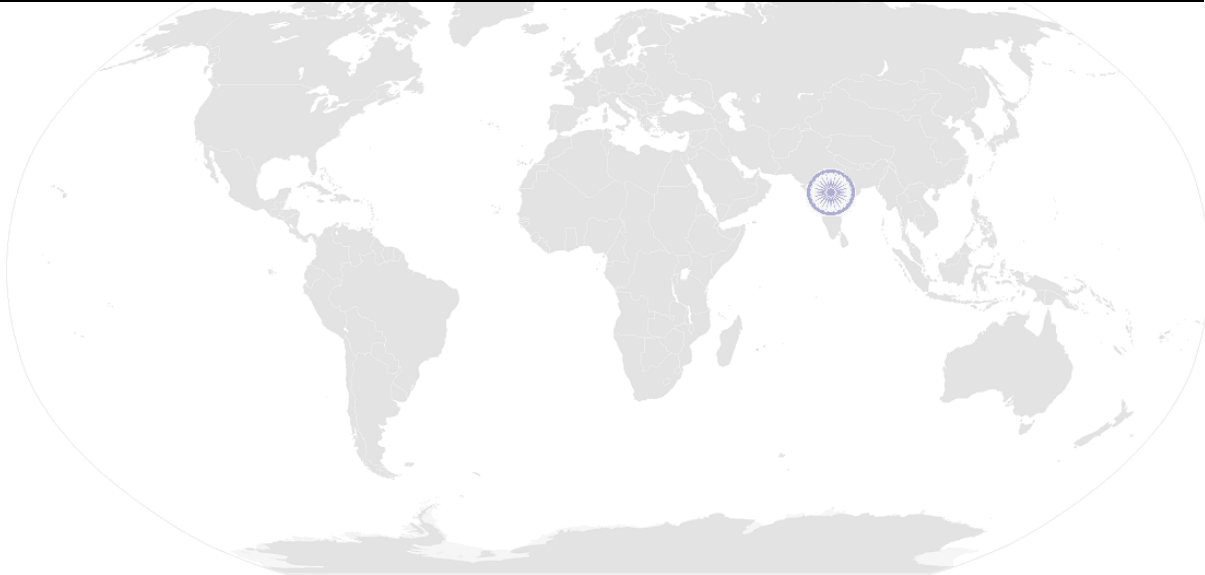
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA6. Interact with patients</p> <p>SA7. Give clear instructions to patients, patients relatives and other healthcare providers</p> <p>SA8. Avoid using jargon, slang or acronyms, while communicating with a patient</p>
B. Professional Skills	Decision Making
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise</p> <p>SB2. Act decisively by balancing protocols and work at hand</p>
	Plan and Organise
	Not applicable
	Patient Centricity
	<p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Maintain patient confidentiality</p> <p>SB5. Respect the rights of the patient(s)</p> <p>SB6. Respond patients' queries and concerns</p> <p>SB7. Maintain personal hygiene to enhance patient safety</p>
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

HSS/ N 9607:

Practice code of conduct while performing duties

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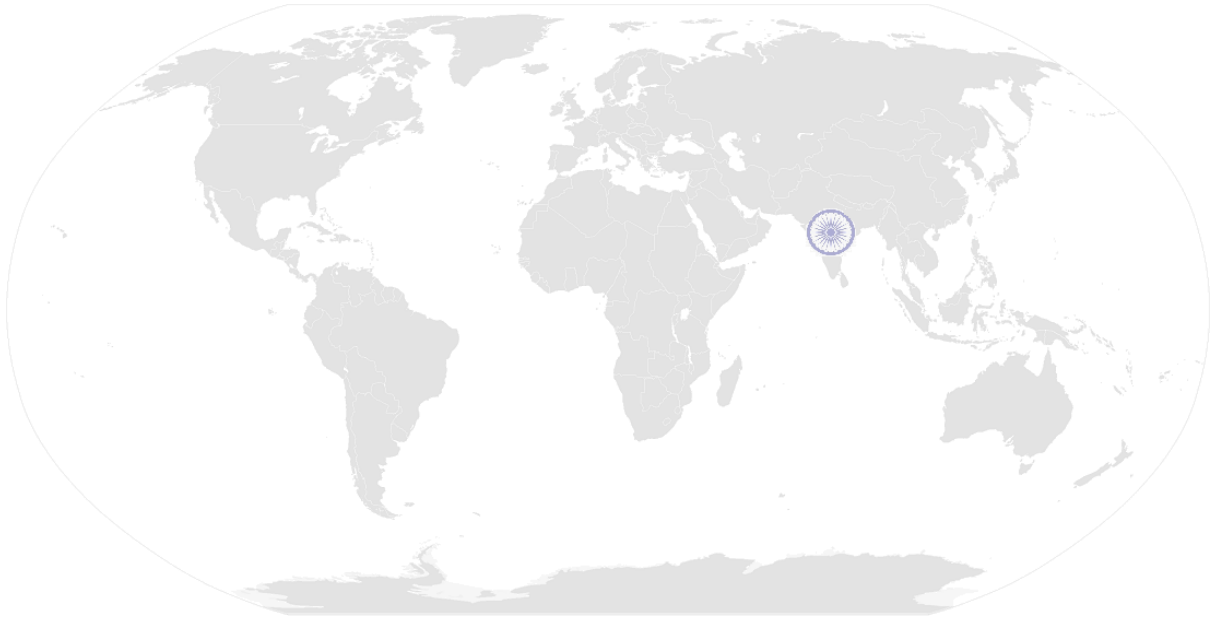
NOS Code	HSS/ N 9607		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



HSS/ N 9609:

Manage biomedical waste

National Occupational Standards



Overview

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

HSS/ N 9609:

Follow biomedical waste disposal protocols

National Occupational Standard

Unit Code	HSS/ N 9609
Unit Title (Task)	Follow biomedical waste disposal protocols
Description	This OS unit is about the safe handling and management of health care waste. This unit applies to all Allied Health professionals.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Classification of the Waste Generated, Segregation of Biomedical Waste & Proper collection and storage of Waste <p>Reference : 'The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHCHS212 Disposal of clinical and non-clinical waste within healthcare and SFHCHS213 Implement an audit trail for managing waste within healthcare]'</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Classification, Segregation & Proper collection and storage of Bio Medical Waste 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type</p> <p>PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste</p> <p>PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements</p> <p>PC4. Segregation should happen at source with proper containment, by using different color coded bins for different categories of waste</p> <p>PC5. Check the accuracy of the labelling that identifies the type and content of waste</p> <p>PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal</p> <p>PC7. Check the waste has undergone the required processes to make it safe for transport and disposal</p> <p>PC8. Transport the waste to the disposal site, taking into consideration its associated risks</p> <p>PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures</p> <p>PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the	<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</p>

HSS/ N 9609:

Follow biomedical waste disposal protocols

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

HSS/ N 9609:

Follow biomedical waste disposal protocols

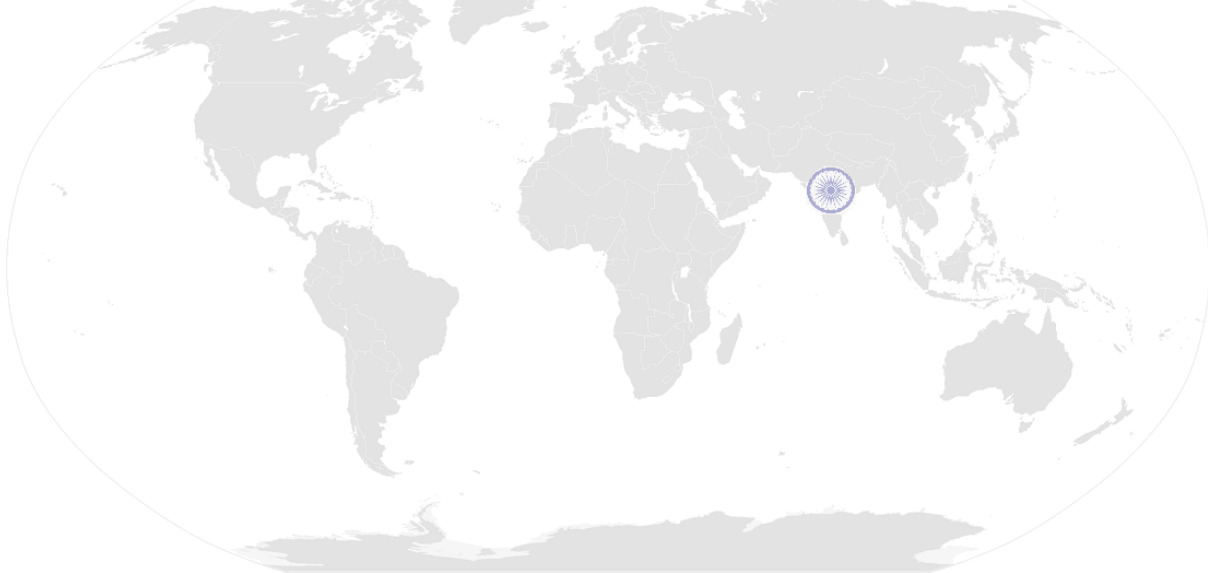
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures for managing biomedical waste
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organisation and exert effort and perseverance
	Plan and Organise
	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 SB5. Recommend and implement plan of action
	Patient Centricity
	The user/individual on the job needs to know and understand: SB6. How to make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify hazards and suggest effective solutions to identified problems of waste management
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse the seriousness of hazards and proper waste management
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB9. Evaluate opportunities to improve health, safety and security SB10. Show understanding and empathy for others	

HSS/ N 9609:

Follow biomedical waste disposal protocols

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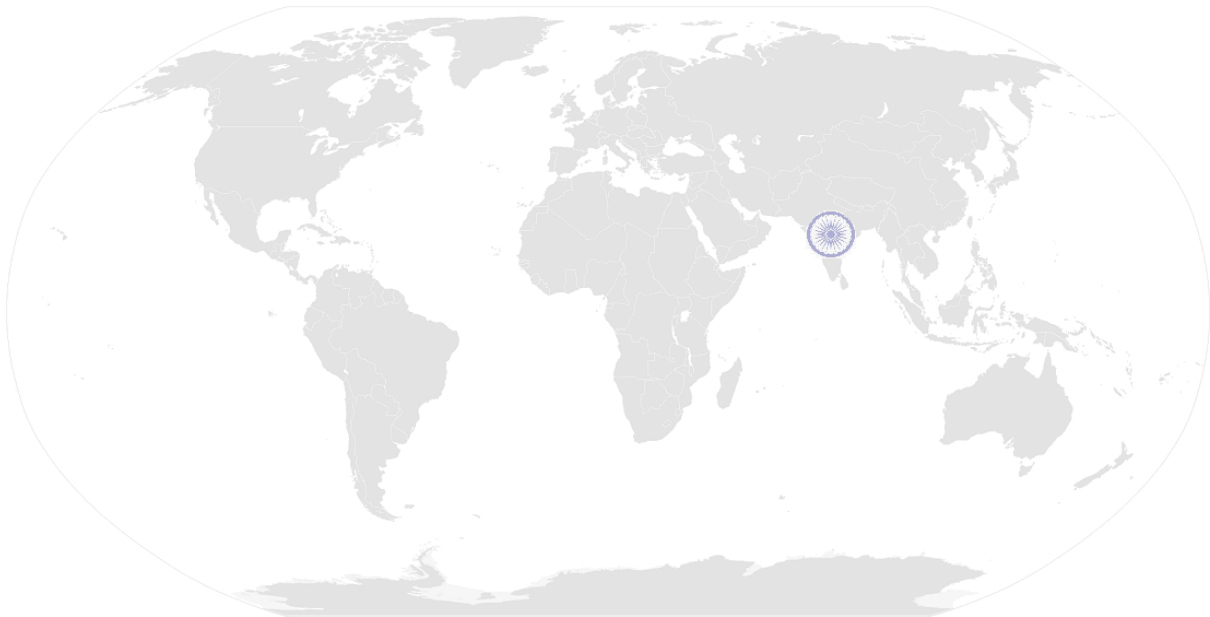
NOS Code	HSS/ N 9609		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



HSS/ N 9610:

Follow infection control policies and procedures

National Occupational Standards



Overview

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

HSS/ N 9610:

Follow infection control policies and procedures

National Occupational Standard

Unit Code	HSS/ N 9610
Unit Title (Task)	Follow infection control policies and procedures
Description	This OS unit is about complying with infection control policies and procedures. It is applicable to workers who are responsible for workplace procedures to maintain infection control. This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Complying with an effective infection control strategy with an effective infection control strategy that ensures the safety of the patient (or end-user of health-related products/services) with maintaining personal protection and preventing the transmission of infections from person to person
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Infection control strategy to ensure self and patient safety utilizing PPE and preventing transmission of infections 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements</p> <p>PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p> <p>PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter</p> <p>PC4. Identify infection risks and implement an appropriate response within own role and responsibility</p> <p>PC5. Document and report activities and tasks that put patients and/or other workers at risk</p> <p>PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization</p> <p>PC7. Follow procedures for risk control and risk containment for specific risks</p> <p>PC8. Follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC9. Place appropriate signs when and where appropriate</p> <p>PC10. Remove spills in accordance with the policies and procedures of the organization</p> <p>PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination</p> <p>PC12. Follow hand washing procedures</p> <p>PC13. Implement hand care procedures</p> <p>PC14. Cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use</p> <p>PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled</p>

HSS/ N 9610:

Follow infection control policies and procedures

	<p>and where appropriate, after each patient contact</p> <p>PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work</p> <p>PC18. Confine records, materials and medicaments to a well-designated clean zone</p> <p>PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste</p> <p>PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified</p> <p>PC22. Store clinical or related waste in an area that is accessible only to authorised persons</p> <p>PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements</p> <p>PC25. Wear personal protective clothing and equipment during cleaning procedures</p> <p>PC26. Remove all dust, dirt and physical debris from work surfaces</p> <p>PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols</p> <p>PC29. Dry all work surfaces before and after use</p> <p>PC30. Replace surface covers where applicable</p> <p>PC31. Maintain and store cleaning equipment</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The organisation's infection control policies and procedures</p> <p>KA2. Organisation requirements relating to immunisation, where applicable</p> <p>KA3. Standard precautions</p> <p>KA4. Good personal hygiene practice including hand care</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Additional precautions</p> <p>KB2. Aspects of infectious diseases including:</p> <ul style="list-style-type: none"> - opportunistic organisms - pathogens <p>KB3. Basic microbiology including:</p> <ul style="list-style-type: none"> - bacteria and bacterial spores

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Follow infection control policies and procedures

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

HSS/ N 9610:

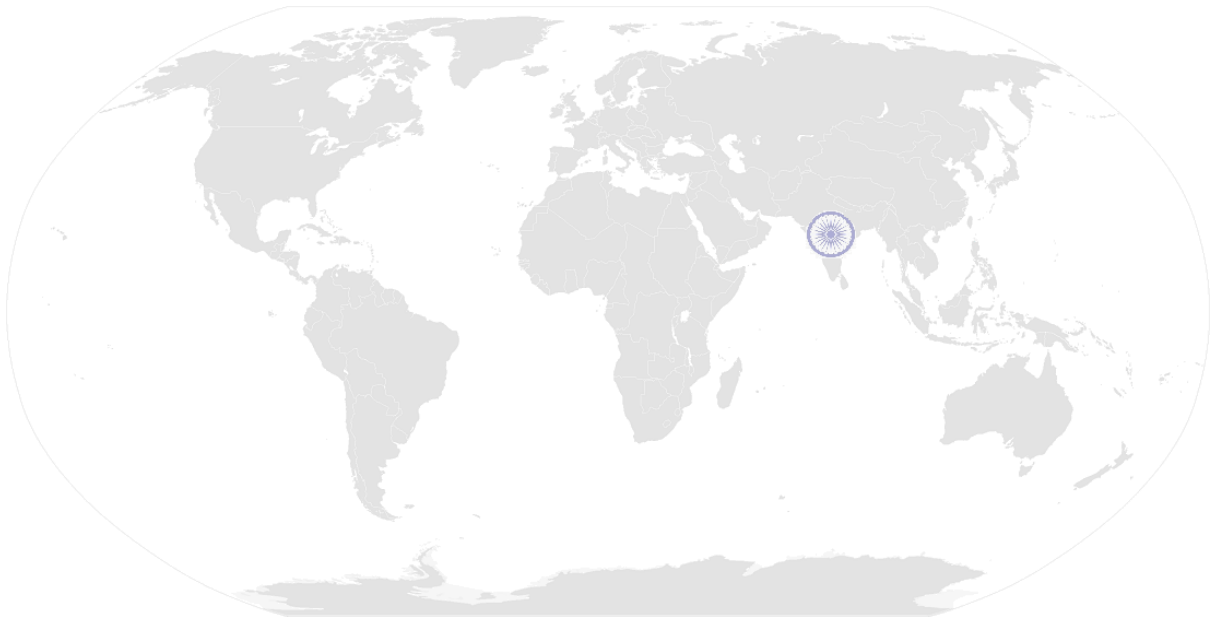
Follow infection control policies and procedures

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Follow instructions as specified in the protocols</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Listen patiently SA6. Provide feedback (verbal and non-verbal) to encourage smooth flow of information</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues SB2. Apply additional precautions when standard precautions are not sufficient</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to:</p> <p>SB3. Consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate) SB4. Consistently follow the procedure for washing and drying hands SB5. Consistently limit contamination SB6. Consistently maintain clean surfaces and manage blood and body fluid spills</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Be a good listener and be sensitive to patient SB8. Avoid unwanted and unnecessary communication with patients SB9. Maintain eye contact and non-verbal communication</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Communicate only facts and not opinions SB11. Give feedback when required</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Coordinate required processes effectively</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p>

HSS/ N 9610:

Follow infection control policies and procedures

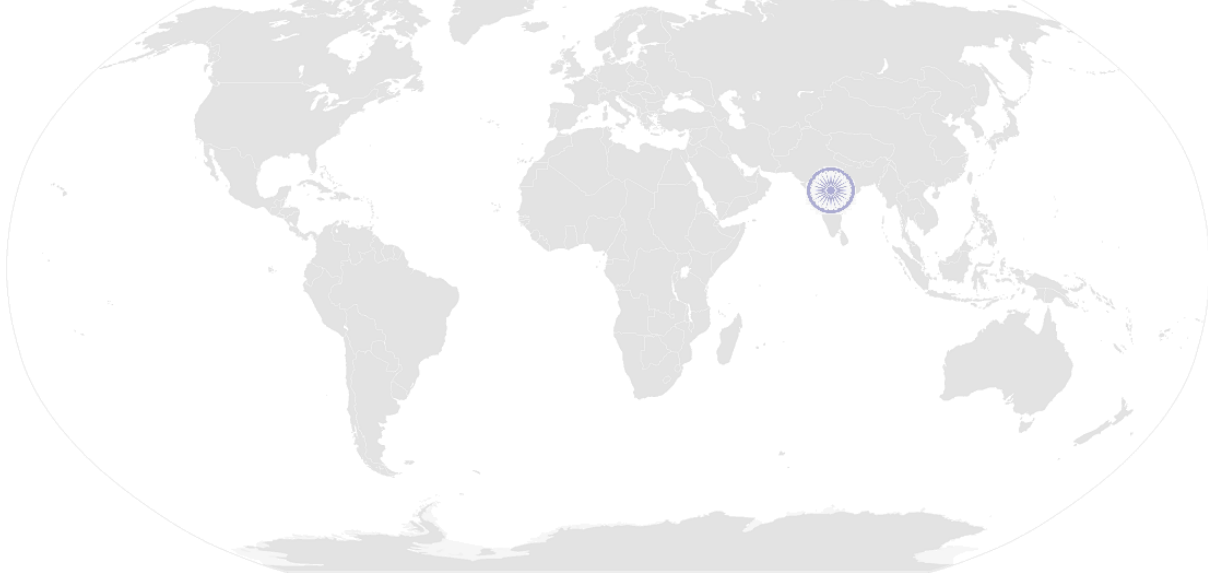
	<p>SB13. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p> <p>SB14. Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues</p>
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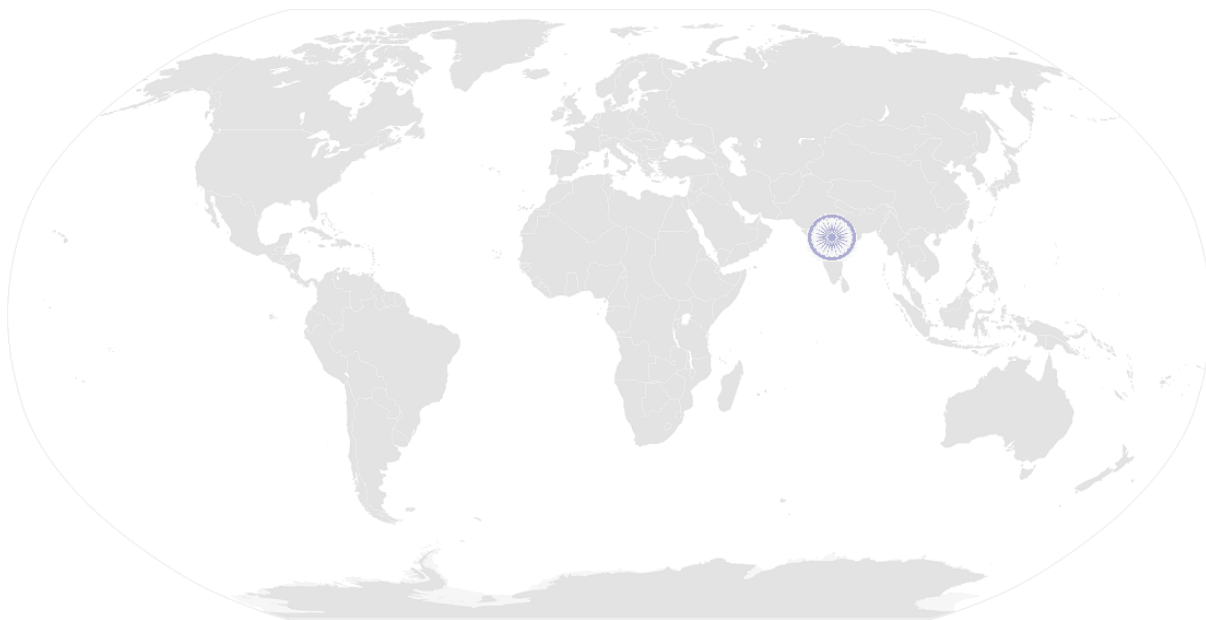
HSS/ N 9610: Follow infection control policies and procedures

NOS Version Control

NOS Code	HSS/ N 9610		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional for the clinical interpretation of one or more investigations for a single individual leading to the preparation of an interpretative report. The clinical interpretation may require additional supplementary information from the individual's medical history, current health status or other information. The individual should be able to provide information on diagnosis or for a treatment plan and from the information available may be able to offer advice, guidance and information on prior, current or expected prognosis and may influence patient management regimes.

HSS/ N 9612:

Design and execute the examination plan

National Occupational Standard

Unit Code	HSS/ N 9612
Unit Title (Task)	Design and execute the examination plan
Description	This OS unit is about designing and executing the examination plan for performing test and diagnosis. This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Design & execute the examination plan based on patient history <p>Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHCHS220, Provide clinical interpretation from investigations] It has been tailored to apply to healthcare in India and has been reproduced with their permission'.</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Design & execute the examination plan based on patient history 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Collate results of investigations and review the results obtained against the clinical history provided</p> <p>PC2. Review the data obtained from the relevant diagnostic and/or therapeutic investigation to provide information relevant to the clinical question</p> <p>PC3. Identify any need for and obtain additional results or clinical information to complete the interpretation in an appropriate time frame</p> <p>PC4. Identify the need for and provide supplementary scientific/technological data within the report to facilitate understanding</p> <p>PC5. Consult, as appropriate, with colleagues to support, confirm or resolve concerns in interpretation</p> <p>PC6. Provide the type and level of relevant detail to enable the original requester to make an informed decision</p> <p>PC7. Produce a clinically interpretative report in a form which meets the needs of intended recipients</p> <p>PC8. Authorise and issue the report in a timely manner and in a format that addresses the urgency of the report</p> <p>PC9. When specifically requested, provide a verbal clinical interpretation giving clear, factual and pertinent information in response to any queries, in the appropriate medium to meet the needs of the recipient</p> <p>PC10. Maintain full, accurate and legible records and store in the correct location in line with current legislation, guidelines, local policies and protocols</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/	The user/individual on the job needs to know and understand: <p>KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organisation</p> <p>KA2. Person(s) responsible for health, safety, and security in the organisation</p>

HSS/ N 9612:

Design and execute the examination plan

<p>Organisation and its processes)</p>	<p>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</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The range of clinical features and/or conditions leading to and underpinning the investigation or therapy KB2. The range of diagnostic or therapeutic results which may require urgent action and how to instigate such action KB3. How to source information regarding the individuals medical history, current health status and presenting condition and/or any other relevant information KB4. Why it may be necessary to refer to published data and other information sources to assist with decision making and how to obtain and use approved sources of information KB5. The importance of protocols and procedures for maintaining confidentiality and privacy issues relating to providing a clinical interpretation to other individuals KB6. The importance of a systematic and logical approach to the analysis of information KB7. The importance of appropriate data analysis and validation methods in providing results for clinical interpretation KB8. The range of normal and abnormal values and ranges and the significance of any variances within the results relevant to the clinical interpretation KB9. The verification and authorisation protocols to avoid making a premature or incorrect interpretation within your work practice KB10. How to find and check the validity of the individual's results to provide clinical interpretation KB11. How to carry out the test and procedures as guided by the doctor</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Report and record the results and diagnosis</p> <p>Reading Skills The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures</p>
	<p>Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA3. Report and communicate the results</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>

HSS/ N 9612:

Design and execute the examination plan

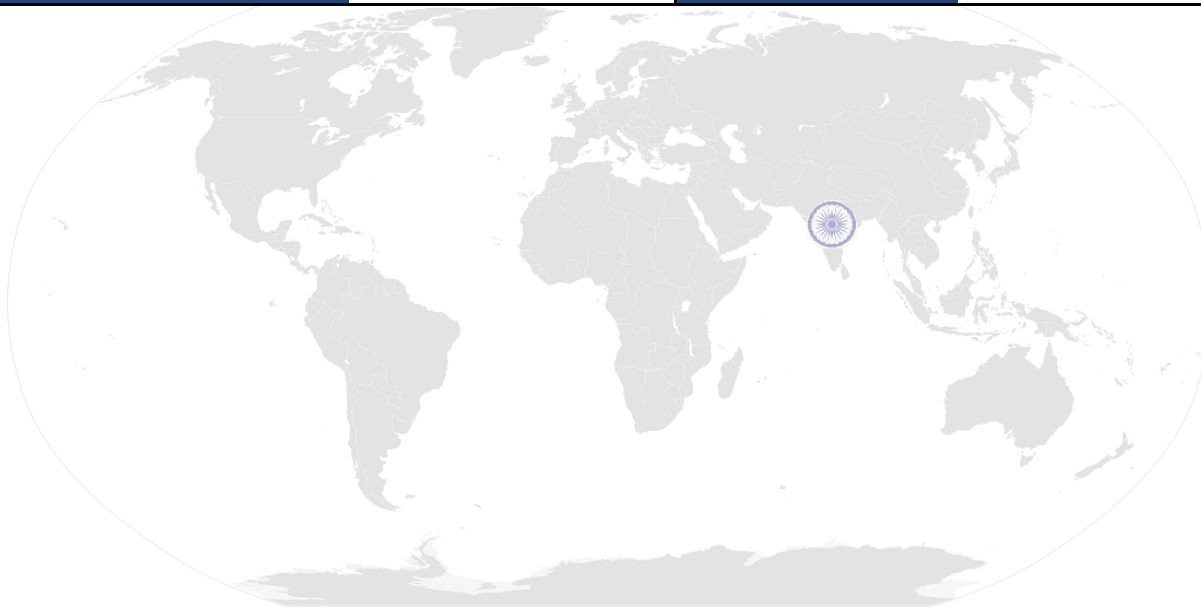
	The user/individual on the job needs to know and understand how to:
	SB1. Make decisions pertaining to the case history and diagnosis
	SB2. Exhibit commitment to the organisation and exert effort and perseverance
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB3. Organise files and documents
	SB4. Plan for safety of the work environment
	SB5. Recommend and implement plan of action
	Patient Centricity
	The user/individual on the job needs to know and understand:
SB6. How to make exceptional effort to meet patient needs and resolve conflict to patient satisfaction	
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB7. Identify hazards and suggest effective solutions to identified problems	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. Analyse the seriousness of hazards	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB9. Evaluate opportunities to improve health, safety and security	
SB10. Show understanding and empathy for others	

HSS/ N 9612:

Design and execute the examination plan

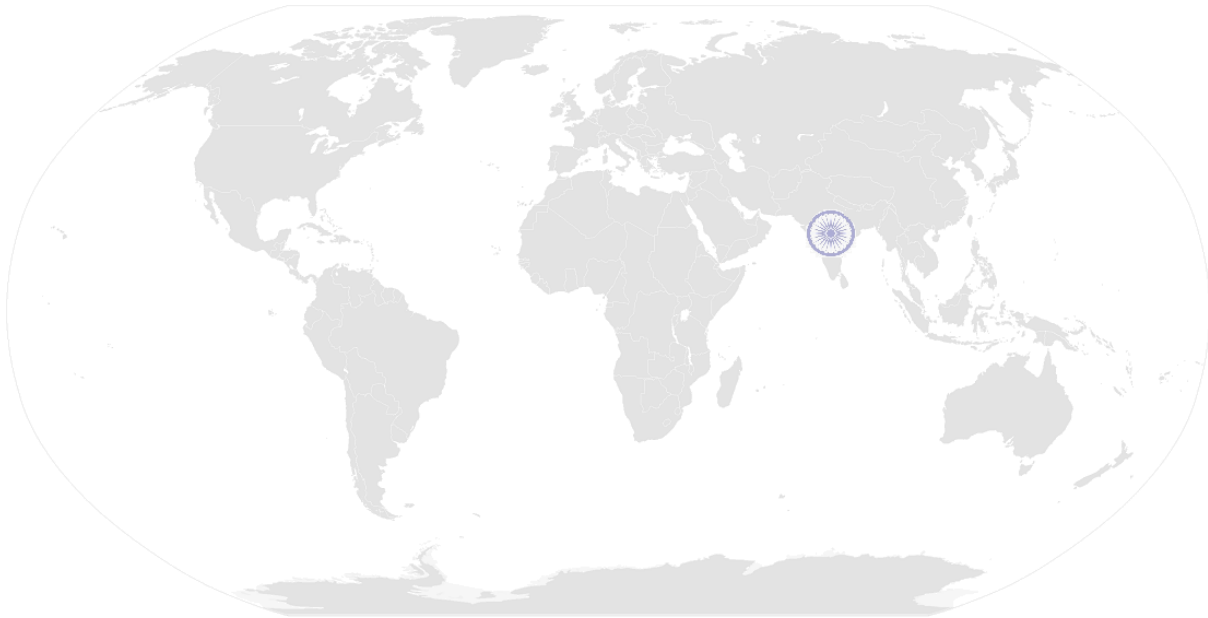
NOS Version Control

NOS Code	HSS/ N 9612		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



HSS/ N 9613: Interpret and analyse findings to establish a diagnosis and explain diagnosis to patient

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to determine a diagnosis following initial assessment and investigate about an individual's health condition. It involves reviewing the results of the initial assessment and initiating any further tests to confirm the diagnosis and the possible underlying causes and hence presenting and explaining diagnosis to patient.

HSS/ N 9613: Interpret and analyse findings to establish a diagnosis and explain diagnosis to patient

National Occupational Standard

Unit Code	HSS/ N 9613
Unit Title (Task)	Interpret and analyse findings to establish a diagnosis and explain diagnosis to patient
Description	This OS unit is about interpreting and analyzing findings to establish a diagnosis and explain diagnosis to patient This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assess and investigate about an individual's health condition & review the results of the initial assessment <p>Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHCHS40, Establish a diagnosis of an individual's health condition] It has been tailored to apply to healthcare in India and has been reproduced with their permission'.</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
<ul style="list-style-type: none"> Assess and investigate about an individual's health condition & review the results of the initial assessment 	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check the individuals identity and confirm valid consent has been obtained for the healthcare investigations or activities required to establish a diagnosis</p> <p>PC2. Respect the individual's privacy, dignity, wishes and beliefs at all times</p> <p>PC3. Communicate with the individual in an appropriate manner, recognising the stressful nature of a potential diagnosis</p> <p>PC4. Consider all the relevant evidence from the individual's history, baseline observations and tests, and clinical examination</p> <p>PC5. Make use of clinical interpretations and reports to make justifiable assessment of the nature, likely causes and prognosis of the individual's health condition in accordance with clinical governance</p> <p>PC6. Request further investigations, if required, following national, local and organisational guidelines and protocols</p> <p>PC7. Explain to the individual the reason for further investigations and if any, what can be expected to happen and the expected timescales to review the findings and possible implications of normal and abnormal results</p> <p>PC8. Provide opportunities for the individual to ask questions and increase their understanding of their condition</p> <p>PC9. Assess the need for support and provide reassurance where appropriate</p> <p>PC10. Discuss with colleagues, or seek advice from others who are able to assist, where the information you have gathered is difficult to interpret</p> <p>PC11. Discuss the diagnosis with the individual to enable them to think through the implications and how these can be managed</p> <p>PC12. Make a full, accurate and clear record of the information obtained used to establish the diagnosis</p> <p>PC13. Reassure the individual and relevant carers and explain and confirm understanding for the next steps</p>

HSS/ N 9613: Interpret and analyse findings to establish a diagnosis and explain diagnosis to patient

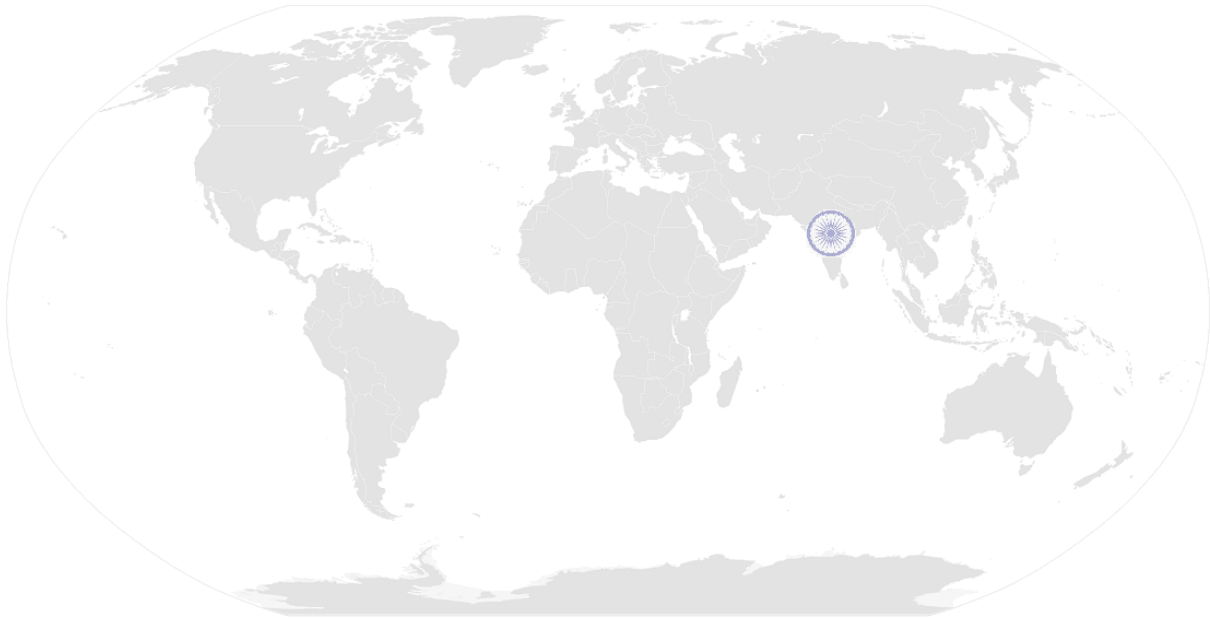
	PC14. Ensure you maintain the confidentiality of information at all times in accordance with information governance
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organisation</p> <p>KA2. Person(s) responsible for health, safety, and security in the organisation</p> <p>KA3. Relevant up-to-date information on health, safety, and security that applies to the organisation</p> <p>KA4. Organisation's emergency procedures and responsibilities for handling hazardous situations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance and methods of obtaining valid consent and how to do so</p> <p>KB2. The importance of obtaining full and accurate information about an individual's and their family past medical history and how to do so</p> <p>KB3. How to interpret evidence from an individual's history, baseline observations and tests, and further investigations in order to make a diagnosis of suspected health conditions</p> <p>KB4. The importance of communicating with individuals and relevant carers in a manner that is consistent with their level of understanding, culture, background and preferred ways of communicating</p> <p>KB5. The anatomy and physiology of the human body relevant to the individuals presenting health condition</p> <p>KB6. The range of baseline and additional observations/ investigations that can be undertaken, how and when they are performed, their relevance to the diagnostic process</p> <p>KB7. Clinical examination skills and procedures appropriate to establishing a diagnosis of suspected health conditions</p> <p>KB8. The difference between assessment and diagnosis</p> <p>KB9. Normal and abnormal results from investigations and their implications</p> <p>KB10. The factors which determine the risk of specific health conditions and the relative impact of these factors</p> <p>KB11. Signs, symptoms and indications of the different stages of specific health conditions</p> <p>KB12. Conditions which may present with similar symptoms to suspected health conditions</p> <p>KB13. Short-, medium- and long term effects of specific health conditions on physical, psychological, mental and biological states and functions</p> <p>KB14. The socio-economic and epidemiological factors affecting specific health conditions</p> <p>KB15. The effects, side-effects and potential interactions of different drugs and their effect on the diagnostic process</p> <p>KB16. The methods for establishing prognosis and the implication of different types of prognosis</p>

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	<p>KB17. How information concerning individuals should be recorded and stored in accordance with information governance</p> <p>KB18. The information technology available to maintain registers and call and recall people for assessments to establish a diagnosis, and how to use it</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Report and record the results and diagnosis
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. Read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. Report and communicate the results
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. Make decisions pertaining to the case history and diagnosis
	SB2. Exhibit commitment to the organisation and exert effort and perseverance
	Plan and Organise
	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
	SB5. Recommend and implement plan of action
	Patient Centricity
	The user/individual on the job needs to know and understand:
SB6. How to make exceptional effort to meet patient needs and resolve conflict to patient satisfaction	
SB7. How to respect individuals' privacy, dignity, wishes and beliefs	
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB8. Identify hazards and suggest effective solutions to identified problems	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB9. Analyse the seriousness of hazards	

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	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Evaluate opportunities to improve health, safety and security</p> <p>SB11. Show understanding and empathy for others</p>



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NOS Version Control

NOS Code	HSS/ N 9613		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	10/07/2015
Occupation	Refractionist	Next review date	10/07/2017



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Refractionist
Qualification Pack Code	HSS/Q 3002
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

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

Grand Total-(Theory)		100			
Passing Marks (50% of Max. Marks)		50			
Grand Total-(Skills Practical and Viva + Theory)		600			
Overall Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			
Detailed Break Up of Marks		Skills Practical & Viva			
Subject Domain		Pick any 2 NOS each of 200 marks totaling 400			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
HSS / N 3005 : Obtain the case history (Advanced)	PC1. Obtain and record the history of patient having ocular and/or visual symptoms including the onset, course of the disease, diagnostics conducted and treatment	200	30	20	10
	PC2. Obtain and record the history of patient's past ocular diseases and conditions, including history of surgery to eye or ocular adnexae, and details of birth history/ pregnancy where appropriate		30	20	10
	PC3. Obtain and record a family history of diseases affecting eye or vision, and any relevant general medical conditions or diseases		20	20	10
	PC4. Obtain and record details of social history including occupation and details of exposure to industrial or occupational hazards		20	10	10
	PC5. Obtain and record a history of patient's current and past general health and trauma, including any surgical procedures		30	20	10
	PC6. Obtain and record a history of current medications for ocular conditions and general medical conditions		30	10	20
	PC7. Obtain and record a history of any allergies or other adverse reactions to treatment		30	10	20

	PC8. Identify area of concern and inform relevant professional if appropriate		10	3	7
	Total		200	113	97
HSS/ N 3006: Measure visual acuity (advanced)	PC1. Confirm patient's existing use of optical correction	200	10	5	5
	PC2. Confirm patient's understanding of procedure and requirements for compliance		10	5	5
	PC3. Identify any cultural and special needs that may influence performance of test		10	5	5
	PC4. Perform tests for visual acuity consistent with personal role, responsibilities and level of competence		25	10	15
	PC5. Select appropriate visual acuity test according to patients age, cooperation, ability and any cultural and special needs		25	10	15
	PC6. Position and align patient at the correct distance from the test chart		10	3	7
	PC7. Change distance from test chart if appropriate		10	3	7
	PC8. Ensure the chart is correctly illuminated for test purpose		10	3	7
	PC9. Instruct patient clearly, including wearing of current optical correction appropriate to the test distance		20	15	5
	PC10. Ensure correct use of occluder		25	10	15
	PC11. Ensure correct use of pinhole		25	10	15
	PC12. Accurately record results and patient responses		10	0	10
	PC13. Perform visual screening for occupation		10	0	10
	Total		200	79	121
HSS / N 3003 : Assess visual field	PC1. Record correct patient data and optical prescription data	200	10	10	10
	PC2. Identify possible precautions which need to be taken or contra-indications to planned procedures by obtaining relevant history from patient and patient's records		20	10	10

	PC3. Take action or seek advice as appropriate from relevant personnel where precautions or contra-indications to procedure have been identified		10	10	10
	PC4. Ensure accurate visual acuity is recorded prior to commencement of visual field test		20	10	10
	PC5. Ensure appropriate test conditions including illumination and test distance and occlusion of non-tested eye		20	10	10
	PC6. Ensure that appropriate optical prescription is used and positioned correctly for test performance		20	10	10
	PC7. Provide clear and concise instructions to the patient and reassure patient throughout to obtain compliance		10	5	5
	PC8. Monitor patient behaviour to obtain required fixation and concentration throughout testing		20	10	10
	PC9. Evaluate reliability of patient responses and alter testing strategies as indicated		10	5	5
	PC10. Analyse results and carry out additional tests as appropriate		20	10	10
	PC11. Document results in patient record		10	5	5
	PC12. Accurately record patient responses and any difficulties with compliance		10	5	5
	PC13. Limit risks of infection by using appropriate infection control procedures		20	5	15
	Total		200	105	115
HSS/ N 3003 Assess refractive status	PC1. Confirm patient's existing use of optical correction	200	20	10	10
	PC2. Confirm patient's understanding of procedure and requirements for compliance		20	10	10
	PC3. Instil mydriatic or cycloplegic drops or ointments as indicated, according to personal role and responsibilities and local protocols		30	10	20
	PC4. Position and align patient correctly		30	10	20
	PC5. Measure refractive error for distance with an autorefractor		30	10	20
	PC6. Document refraction accurately,		20	10	10

	with correct notation in patient record				
	PC7. Transpose the optical prescription as needed		30	10	20
	PC8. Perform additional measurements of refractive error consistent with personal role, responsibilities and level of competence		20	10	10
	Total		200	80	120
HSS / N 3004 : Prescribe spectacles and dispense optical prescription accurately	PC1. Confirm patient's existing use of optical correction	200	30	10	20
	PC2. Measure optical prescription of spectacles, including distance, intermediate, near and prismatic corrections of visual aids		70	30	40
	PC3. Transpose optical prescription as needed		70	30	40
	PC4. Document optical prescription accurately, with correct notation in patient record		30	15	15
	Total		200	85	115
HSS/ N 3008 Assess central and peripheral sensory visual functions and integrity of visual pathways (other than visual acuity and fields)	PC1. Comply with relevant protocols for specified investigations	200	10	5	5
	PC2. Enter correct patient data		10	5	5
	PC3. Identify possible precautions which need to be taken or contraindications to planned procedures by obtaining relevant history from patient and patient's records		20	10	10
	PC4. Ensure test equipment is of adequate quality for reliable test performance		20	10	10
	PC5. Perform tests consistent with personal role, responsibilities and level of competence and local protocols		20	10	10
	PC6. Ensure appropriate test conditions		20	10	10
	PC7. Ensure that appropriate optical prescription is used and positioned correctly for test performance		30	10	20
	PC8. Provide clear and concise instructions to the patient		20	10	10
	PC9. Judge reliability of patient responses and repeat test if necessary		10	5	5
	PC10. Complete the required series of tests		10	5	5

	PC11. Accurately record patient responses		10	5	5
	PC12. Limit infection with appropriate infection control procedures		20	10	10
	Total		200	95	105
HSS/ N 9612: Design and execute the examination plan	PC1. Collate results of investigations and review the results obtained against the clinical history provided	200	20	10	10
	PC2. Review the data obtained from the relevant diagnostic and/or therapeutic investigation to provide information relevant to the clinical question		20	10	10
	PC3. Identify any need for and obtain additional results or clinical information to complete the interpretation in an appropriate time frame		20	10	10
	PC4. Identify the need for and provide supplementary scientific/technological data within the report to facilitate understanding		20	10	10
	PC5. Consult, as appropriate, with colleagues to support, confirm or resolve concerns in interpretation		20	10	10
	PC6. Provide the type and level of relevant detail to enable the original requester to make an informed decision		20	10	10
	PC7. Produce a clinically interpretative report in a form which meets the needs of intended recipients		20	10	10
	PC8. Authorise and issue the report in a timely manner and in a format that addresses the urgency of the report		20	10	10
	PC9. When specifically requested, provide a verbal clinical interpretation giving clear, factual and pertinent information in response to any queries, in the appropriate medium to meet the needs of the recipient		20	10	10
	PC10. Maintain full, accurate and legible records and store in the correct location in line with current legislation, guidelines, local policies and protocols		20	10	10
	Total		200	95	105

<p>HSS/ N 9613: Interpret and analyse findings to establish a diagnosis and explain diagnosis to patient</p>	<p>PC1. Check the individuals identity and confirm valid consent has been obtained for the healthcare investigations or activities required to establish a diagnosis</p>	<p>200</p>	20	10	10
	<p>PC2. Respect the individual's privacy, dignity, wishes and beliefs at all times</p>		10	5	5
	<p>PC3. Communicate with the individual in an appropriate manner, recognising the stressful nature of a potential diagnosis</p>		10	5	5
	<p>PC4. Consider all the relevant evidence from the individual's history, baseline observations and tests, and clinical examination</p>		20	10	10
	<p>PC5. Make use of clinical interpretations and reports to make justifiable assessment of the nature, likely causes and prognosis of the individual's health condition in accordance with clinical governance</p>		10	5	5
	<p>PC6. Request further investigations, if required, following national, local and organisational guidelines and protocols</p>		10	5	5
	<p>PC7. Explain to the individual the reason for further investigations and if any, what can be expected to happen and the expected timescales to review the findings and possible implications of normal and abnormal results</p>		20	10	10
	<p>PC8. Provide opportunities for the individual to ask questions and increase their understanding of their condition</p>		20	10	10
	<p>PC9. Assess the need for support and provide reassurance where appropriate</p>		10	5	5
	<p>PC10. Discuss with colleagues, or seek advice from others who are able to assist, where the information you have gathered is difficult to interpret</p>		10	5	5
	<p>PC11. Discuss the diagnosis with the individual to enable them to think through the implications and how these can be managed</p>		10	5	5
	<p>PC12. Make a full, accurate and clear record of the information obtained used to establish the diagnosis</p>		20	10	10

	PC13. Reassure the individual and relevant carers and explain and confirm understanding for the next steps		10	5	5
	PC14. Ensure you maintain the confidentiality of information at all times in accordance with information governance		20	10	10
			200	100	100
HSS / N 5505 : Store medical records	PC1. Retain and store the medical records as per the organisation protocol and review them for completion	200	20	10	10
	PC2. Know how to store the medical records		30	10	20
	PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists		60	20	40
	PC4. Enter the laboratory results in the report carefully		40	20	20
	PC5. Know how to maintain and store the old records		30	10	20
	PC6. Take approval prior to destroying any old medical record		20	10	10
	Total			200	80
HSS / N 5506 : Maintain confidentiality of medical records	PC1. How to maintain the confidentiality of the medical records	200	50	20	30
	PC2. That patient information should not be disclosed to any unauthorised person		50	20	30
	PC3. While releasing any information related to patient record follow the organisation policy and procedure and should have written consent by authorised person		50	30	20
	PC4. Medical Records in the department are kept secured and in strict confidentiality		50	30	20
	Total			200	70
HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements	200	5	0	5

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

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

	PC30. Replace surface covers where applicable		5	0	5
	PC31. Maintain and store cleaning equipment		5	5	0
	Total		200	55	145
Soft Skills and Communication		Pick one field from each part 1 & 2 randomly each carrying 50 marks totaling 100			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	30	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4
	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
	Total			30	12
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the		3	1	2

	role				
	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
	Total		20	7	13
Attitude Total		50	50	19	31
2. Communication Skills					
HSS/ N 9601 (Collate and Communicate Health Information)	PC1. Respond to queries and information needs of all individuals	50	4	4	0
	PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics		10	0	10
	PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them		10	0	10
	PC4. Utilise all training and information at one's disposal to provide relevant information to the individual		10	10	0
	PC5. Confirm that the needs of the individual have been met		4	4	0
	PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality		4	4	0
	PC7. Respect the individual's need for privacy		4	4	0
	PC8. Maintain any records required at the end of the interaction		4	4	0
Total		50	30	20	

Communication Total		50	50	30	20
Part 2 (Pick one field as per NOS marked carrying 50 marks)					
1. Safety management					
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
	Total			50	25
2. Waste Management					
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	50	6	2	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4

	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste	8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste	4	2	2
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal	4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal	4	4	0
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks	4	4	0
	PC9. Report and deal with spillages and contamination in accordance 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
	Total	50	32	18
Grand Total-2 (Soft Skills and Communication)		100		
Detailed Break Up of Marks		Theory		
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Marks Awarded by Assessor	
			Theory	
HSS / N 3005 : Obtain the case history (Advanced)	PC1. Obtain and record the history of patient having ocular and/or visual symptoms including the onset, course of the disease, diagnostics conducted and treatment	5	5	
	PC2. Obtain and record the history of patient's past ocular diseases and conditions, including history of surgery to eye or ocular adnexae, and details of birth history/ pregnancy where appropriate			
	PC3. Obtain and record a family history of diseases affecting eye or vision, and			

	any relevant general medical conditions or diseases			
	PC4. Obtain and record details of social history including occupation and details of exposure to industrial or occupational hazards			
	PC5. Obtain and record a history of patient's current and past general health and trauma, including any surgical procedures			
	PC6. Obtain and record a history of current medications for ocular conditions and general medical conditions			
	PC7. Obtain and record a history of any allergies or other adverse reactions to treatment			
	PC8. Identify area of concern and inform relevant professional if appropriate			
	Total		5	0
HSS/ N 3006: Measure visual acuity (advanced)	PC1. Confirm patient's existing use of optical correction			
	PC2. Confirm patient's understanding of procedure and requirements for compliance			
	PC3. Identify any cultural and special needs that may influence performance of test			
	PC4. Perform tests for visual acuity consistent with personal role, responsibilities and level of competence			
	PC5. Select appropriate visual acuity test according to patients age, cooperation, ability and any cultural and special needs	5	5	
	PC6. Position and align patient at the correct distance from the test chart			
	PC7. Change distance from test chart if appropriate			
	PC8. Ensure the chart is correctly illuminated for test purpose			
	PC9. Instruct patient clearly, including wearing of current optical correction appropriate to the test distance			
	PC10. Ensure correct use of occluder			

	PC11. Ensure correct use of pinhole		
	PC12. Accurately record results and patient responses		
	PC13. Perform visual screening for occupation		
	Total		5 0
HSS / N 3003 : Assess visual field	PC1. Record correct patient data and optical prescription data	5	5
	PC2. Identify possible precautions which need to be taken or contra-indications to planned procedures by obtaining relevant history from patient and patient's records		
	PC3. Take action or seek advice as appropriate from relevant personnel where precautions or contra-indications to procedure have been identified		
	PC4. Ensure accurate visual acuity is recorded prior to commencement of visual field test		
	PC5. Ensure appropriate test conditions including illumination and test distance and occlusion of non-tested eye		
	PC6. Ensure that appropriate optical prescription is used and positioned correctly for test performance		
	PC7. Provide clear and concise instructions to the patient and reassure patient throughout to obtain compliance		
	PC8. Monitor patient behaviour to obtain required fixation and concentration throughout testing		
	PC9. Evaluate reliability of patient responses and alter testing strategies as indicated		
	PC10. Analyse results and carry out additional tests as appropriate		
	PC11. Document results in patient record		
	PC12. Accurately record patient responses and any difficulties with compliance		

	PC13. Limit risks of infection by using appropriate infection control procedures			
	Total		5	0
HSS/ N 3003 Assess refractive status	PC1. Confirm patient's existing use of optical correction	5	5	
	PC2. Confirm patient's understanding of procedure and requirements for compliance			
	PC3. Instil mydriatic or cycloplegic drops or ointments as indicated, according to personal role and responsibilities and local protocols			
	PC4. Position and align patient correctly			
	PC5. Measure refractive error for distance with an autorefractor			
	PC6. Document refraction accurately, with correct notation in patient record			
	PC7. Transpose the optical prescription as needed			
	PC8. Perform additional measurements of refractive error consistent with personal role, responsibilities and level of competence			
HSS / N 3004 : Prescribe spectacles and dispense optical prescription accurately	PC1. Confirm patient's existing use of optical correction	5	5	
	PC2. Measure optical prescription of spectacles, including distance, intermediate, near and prismatic corrections of visual aids			
	PC3. Transpose optical prescription as needed			
	PC4. Document optical prescription accurately, with correct notation in patient record			
	Total			
HSS/ N 3008 Assess central and peripheral sensory visual functions and integrity of visual pathways (other than visual acuity and fields)	PC1. Comply with relevant protocols for specified investigations	5	5	
	PC2. Enter correct patient data			
	PC3. Identify possible precautions which need to be taken or contraindications to planned procedures by obtaining relevant history from patient and patient's records			

	PC4. Ensure test equipment is of adequate quality for reliable test performance			
	PC5. Perform tests consistent with personal role, responsibilities and level of competence and local protocols			
	PC6. Ensure appropriate test conditions			
	PC7. Ensure that appropriate optical prescription is used and positioned correctly for test performance			
	PC8. Provide clear and concise instructions to the patient			
	PC9. Judge reliability of patient responses and repeat test if necessary			
	PC10. Complete the required series of tests			
	PC11. Accurately record patient responses			
	PC12. Limit infection with appropriate infection control procedures			
	Total		5	0
HSS/ N 9612: Design and execute the examination plan	PC1. Collate results of investigations and review the results obtained against the clinical history provided			
	PC2. Review the data obtained from the relevant diagnostic and/or therapeutic investigation to provide information relevant to the clinical question			
	PC3. Identify any need for and obtain additional results or clinical information to complete the interpretation in an appropriate time frame			
	PC4. Identify the need for and provide supplementary scientific/technological data within the report to facilitate understanding	10	10	
	PC5. Consult, as appropriate, with colleagues to support, confirm or resolve concerns in interpretation			
	PC6. Provide the type and level of relevant detail to enable the original requester to make an informed decision			

	PC7. Produce a clinically interpretative report in a form which meets the needs of intended recipients			
	PC8. Authorise and issue the report in a timely manner and in a format that addresses the urgency of the report			
	PC9. When specifically requested, provide a verbal clinical interpretation giving clear, factual and pertinent information in response to any queries, in the appropriate medium to meet the needs of the recipient			
	PC10. Maintain full, accurate and legible records and store in the correct location in line with current legislation, guidelines, local policies and protocols			
	Total		10	0
HSS/ N 9613: Interpret and analyse findings to establish a diagnosis and explain diagnosis to patient	PC1. Check the individual's identity and confirm valid consent has been obtained for the healthcare investigations or activities required to establish a diagnosis	10	10	
	PC2. Respect the individual's privacy, dignity, wishes and beliefs at all times			
	PC3. Communicate with the individual in an appropriate manner, recognising the stressful nature of a potential diagnosis			
	PC4. Consider all the relevant evidence from the individual's history, baseline observations and tests, and clinical examination			
	PC5. Make use of clinical interpretations and reports to make justifiable assessment of the nature, likely causes and prognosis of the individual's health condition in accordance with clinical governance			
	PC6. Request further investigations, if required, following national, local and organisational guidelines and protocols			

	<p>PC7. Explain to the individual the reason for further investigations and if any, what can be expected to happen and the expected timescales to review the findings and possible implications of normal and abnormal results</p> <p>PC8. Provide opportunities for the individual to ask questions and increase their understanding of their condition</p> <p>PC9. Assess the need for support and provide reassurance where appropriate</p> <p>PC10. Discuss with colleagues, or seek advice from others who are able to assist, where the information you have gathered is difficult to interpret</p> <p>PC11. Discuss the diagnosis with the individual to enable them to think through the implications and how these can be managed</p> <p>PC12. Make a full, accurate and clear record of the information obtained used to establish the diagnosis</p> <p>PC13. Reassure the individual and relevant carers and explain and confirm understanding for the next steps</p> <p>PC14. Ensure you maintain the confidentiality of information at all times in accordance with information governance</p>			
HSS / N 5505 : Store medical records	<p>PC1. Retain and store the medical records as per the organisation protocol and review them for completion</p> <p>PC2. Know how to store the medical records</p> <p>PC3. Retain all records that reflect the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists</p>	10	10	

	PC4. Enter the laboratory results in the report carefully		
	PC5. Know how to maintain and store the old records		
	PC6. Take approval prior to destroying any old medical record		
	Total		
HSS / N 5506 : Maintain confidentiality of medical records	PC1. How to maintain the confidentiality of the medical records	10	10
	PC2. That patient information should not be disclosed to any unauthorised person		
	PC3. While releasing any information related to patient record follow the organisation policy and procedure and should have written consent by authorised person		
	PC4. Medical Records in the department are kept secured and in strict confidentiality		
	Total		
HSS/ N 9610 (Follow infection control policies and procedures)	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements	10	10
	PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection		
	PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter		
	PC4. Identify infection risks and implement an appropriate response within own role and responsibility		
	PC5. Document and report activities and tasks that put patients and/or other workers at risk		
	PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization		

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

	PC22. Store clinical or related waste in an area that is accessible only to authorised persons		
	PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release		
	PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements		
	PC25. Wear personal protective clothing and equipment during cleaning procedures		
	PC26. Remove all dust, dirt and physical debris from work surfaces		
	PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled		
	PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols		
	PC29. Dry all work surfaces before and after use		
	PC30. Replace surface covers where applicable		
	PC31. Maintain and store cleaning equipment		
	Total	10	0
Soft Skills and Communication			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks 20	Marks Awarded by Assessor
Part 1 (Pick one field randomly carrying 50 marks)			

1. Attitude			
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	2	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		
Total		2	0
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	3	3
	PC2. Work within organisational systems and requirements as appropriate to the role		
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		
	PC4. Maintain competence within the role and field of practice		
	PC5. Use protocols and guidelines relevant to the field of practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and patient safety		

	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem			
	Total		3	0
Attitude Total		10	5	0
2. Communication Skills				
HSS/ N 9601 (Collate and Communicate Health Information)	PC1. Respond to queries and information needs of all individuals	5	5	
	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			
	Total		5	0
Communication Total				
Part 2 (Pick one field as per NOS marked carrying 50 marks)				
1. Safety management				
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	5	
	PC2. Comply with health, safety and security procedures for the workplace			
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person			
	PC4. Identify potential hazards and breaches of safe work practices			
	PC5. Correct any hazards that individual can deal with safely, competently and			

	within the limits of authority		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
	Total	5	0
2. 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	5	5
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		

	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures		
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		
	Total	5	0
Grand Total-2 (Soft Skills and Communication)		20	