

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack- Blood Bank Technician

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Blood Bank Technician

REFERENCE ID: HSS/Q2801

ALIGNED TO: NCO-2004/NIL

Blood Bank Technician in the Healthcare Industry is also known as a phlebotomy technician and Blood Bank Laboratory technician.

Brief Job Description: Blood Bank Technicians work in a lab to collect, label and store blood. The blood bank technicians test samples to screen potential donors, store blood, draws and maintain documentation and records. They make patients comfortable during the procedure and monitor their vital signs. They also check compatibility blood before issuing it out for transfusion.

Personal Attributes: This job requires the individual to work in collaboration with medical laboratory technologist and other members of the healthcare team and deliver the healthcare services as directed. The individual should be result oriented. The individual should also be able to demonstrate clinical skills, communication skills and ethical behaviour. Individuals must always perform their duties in a calm, reassuring and efficient manner.

Job Details	Qualifications Pack Code	HSS/Q2801		
	Job Role	Blood Bank Technician		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Health	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	22/05/2013
	Occupation	Blood Bank Technician	Next review date	22/12/2016
	NSQC Clearance on	18/06/2015		

Job Role	Blood Bank Technician
Role Description	Work in a lab to collect, label and store blood
NSQF level	4
Minimum Educational Qualifications*	Class XII
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	Relevant professional qualification
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HSS/N2801: Assist nurse in checking vital parameters HSS/N2802: Collect Blood Donor's Medical History and screen donors HSS/N2803: Draw blood from donor HSS/N2804: Monitor donor during the donation procedure HSS/N2805: Screen donated blood for presence of any infection HSS/N2806: Document, label and store blood donations HSS/N2807: Check compatibility of blood HSS/N9603: Act within the limits of one's competence and authority HSS/N9604: Work effectively with others HSS/N9605: Manage work to meet requirements HSS/N9606: Maintain a safe, healthy, and secure working Environment HSS/N9607: Practice code of conduct while performing

	<p>duties</p> <p>13. HSS/N9609:Follow biomedical waste disposal protocols</p> <p>14. HSS/N9610:Follow infection control policies and procedures</p> <p>15. HSS/N9611:Monitor and assure quality</p> <p>Optional N.A</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.

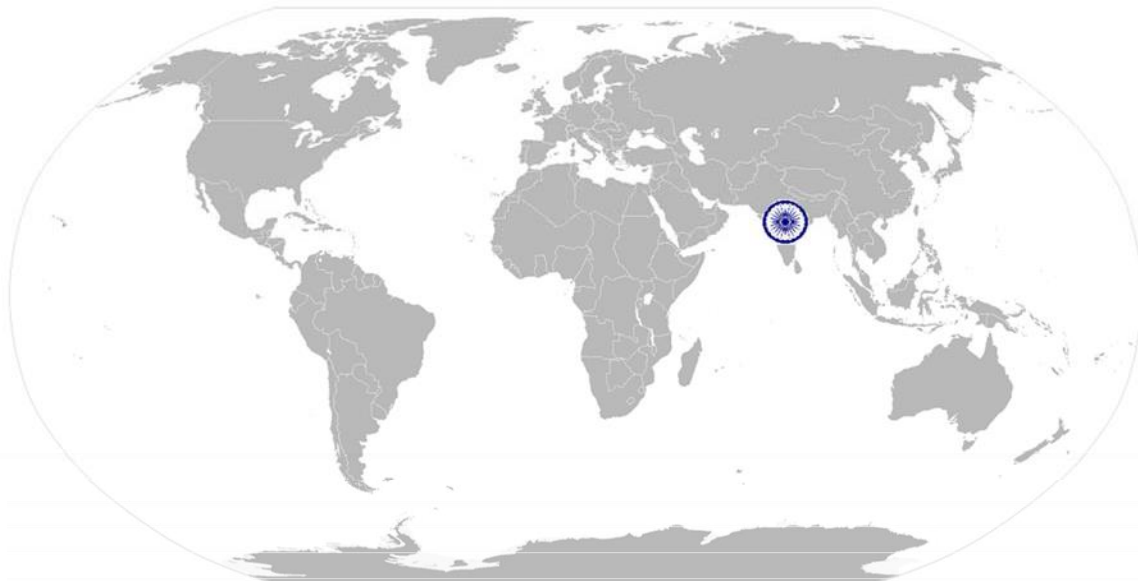
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
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Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
MHRD	Ministry of human resource development
NOS	National Occupational Standard(s)
OS	Occupational Standards
QP	Qualification Pack

HSS/N2801

Assist nurse in checking vital parameters

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Blood Bank Technician to check vitals to assess suitability of potential donor to donate blood.

HSS/N2801

Assist nurse in checking vital parameters

National Occupational Standard

Unit Code	HSS/N2801
Unit Title	Assist nurse in checking vital parameters
(Task)	Assist nurse in checking vital parameters
Description	This OS unit is about the Blood Bank Technician’s support in collecting and checking potential donors’ vitals to assess their suitability to donate blood.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Checking and documenting vital parameters such as pulse, blood pressure, and temperature of a potential donor <p>Assessing suitability of the individual to donate blood</p> <p>Communicating the assessment regarding the suitability of the individual to donate blood</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Take measurements of pulse, blood pressure, and body temperature and/or other vital parameters, as appropriate</p> <p>PC2. Recognise the level of vital parameters under which blood donation could be performed</p> <p>PC3. Identify and manage potential and actual risks to the safety of the potential donor</p> <p>PC4. Accurately document the collected vital parameters in a timely manner</p> <p>PC5. Accurately communicate the assessment regarding the suitability of the individual to donate blood</p> <p>PC6. Establish trust and rapport with colleagues</p> <p>PC7. Maintain competence within one’s role and field of practice</p> <p>PC8. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC9. Identify and manage potential and actual risks to the quality and safety of work</p> <p>PC10. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The role and importance of the Blood Bank Technician to assess suitability of an individual to donate blood</p> <p>KA2. The importance of maintaining confidentiality of the patient information</p> <p>KA3. How to engage with the superior for support in case the situation is beyond one’s competence</p> <p>KA4. The protocols and procedures followed by the provider to assess a potential donor to donate blood</p> <p>KA5. The procedures to be followed to check and document vital parameters</p> <p>KA6. The blood bank procedures and protocols followed by the provider</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to accurately take vital parameters, such as, pulse, blood pressure, and body temperature of an individual</p> <p>KB2. The prescribed limits of the vital parameters within which blood could be donated by an individual</p>

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Assist nurse in checking vital parameters

	<p>KB3. How to properly document the collected vitals of the potential donor</p> <p>KB4. The importance of proper identification of the potential donor</p> <p>KB5. The risks to quality and safety because of lack of knowledge of the vital parameters</p> <p>KB6. How to interpret and perform risk management procedures</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 the vital parameters of the potential donors</p> <p>SA2. Write notes for the donor outlining the procedures</p> <p>SA3. Record daily activities performed</p> <p>SA4. Record information accurately</p> <p>SA5. Write legibly so that it is understandable by others</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Read the appointment schedule of the potential donor for information on the patient's name and time of appointment etc.</p> <p>SA7. Read entries and comments on forms</p> <p>SA8. Read procedures and equipment manuals</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. Discuss the condition and concerns regarding the potential donor with coworkers</p> <p>SA10. Communicate the assessment on the suitability of the individual to donate blood</p> <p>SA11. Avoid using jargon, slang or acronyms when communicating with the potential donor, colleagues or superiors</p> <p>SA12. Interact with the potential donors to make them comfortable and to collect vital parameters</p> <p>SA13. Explain procedures to the potential donors</p> <p>SA14. Answer the potential donors' queries</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Assess suitability of the potential donor to donate blood based on the vital parameters</p> <p>SB2. Ensure safety of the potential donor</p> <p>SB3. Ensure quality and safety of work</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB4. Prepare and organise multiple schedules</p> <p>SB5. Handle multiple tasks simultaneously</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Maintain the confidentiality of the potential donor</p> <p>SB7. Respect the rights of the individual</p>

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Assist nurse in checking vital parameters

	Problem Solving
	The user/individual on the job needs to: SB8. Find ways to calm down nervous individuals SB9. Address the needs of the individuals with special needs SB10. Find ways to handle the situation when running behind schedule
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB11. Analyse collected vital parameters of the individuals to assess their suitability to donate blood
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

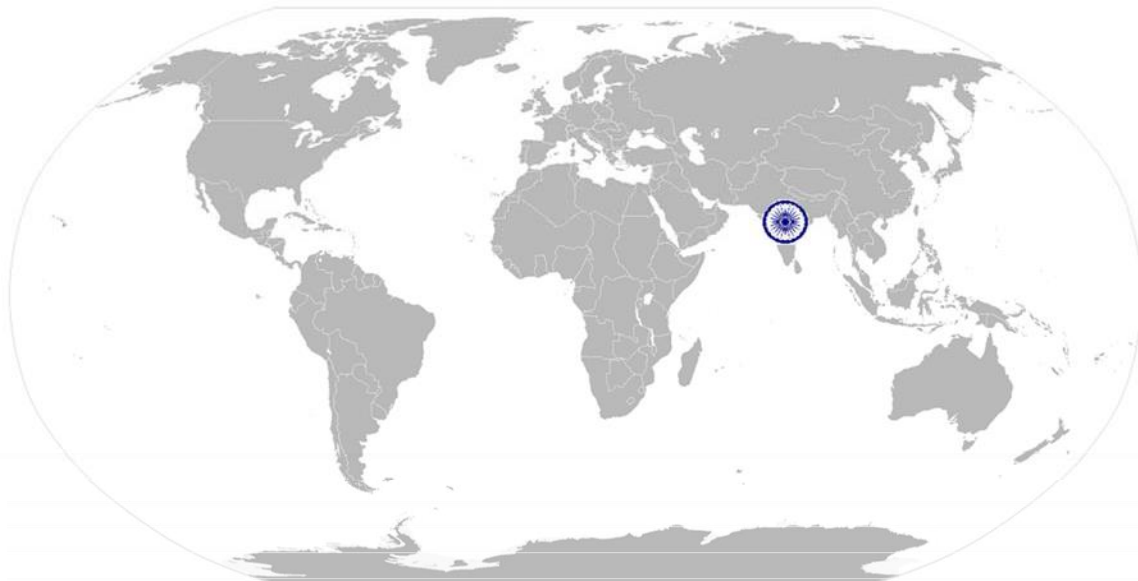
NOS Version Control

NOS Code	HSS/N2801		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Blood Bank Technician	Next review date	22/12/16

HSS/N2802

Collect blood donor's medical history and screen donors

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Blood Bank Technician to assess suitability of a potential donor to donate blood based on their medical history.

HSS/N2802

Collect blood donor's medical history and screen donors

National Occupational Standard

Unit Code	HSS/N2802
Unit Title	Collect blood donor's medical history and screen donors
(Task)	Collect blood donor's medical history and screen donors
Description	This OS unit is about the Blood Bank Technician's support in interviewing the potential blood donors to collect their medical history and assess their suitability to donate blood.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Collecting potential blood donor's medical history Assessing suitability of the individual to safely donate blood without experiencing any negative health effect Communicating the assessment regarding the suitability of the individual to donate blood
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Interview the potential blood donors and collect relevant information about their medical history PC2. Determine whether the individual can safely donate blood without experiencing any negative health effect PC1. Accurately document the collected medical history of the potential donor in a timely manner PC2. Accurately communicate whether the individual is suitable to donate blood PC3. Establish trust and rapport with colleagues PC4. Defer or reject donor based on the current vitals and medical history example if the donor has taken some unacceptable medicines, vaccinations, or has suffered from some diseases PC5. Maintain competence within one's role and 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 safety of work PC8. Evaluate and reflect on the quality of one's work and make continuing improvements
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The role and importance of the Blood Bank Technician in blood donation process KA3. The importance of maintaining confidentiality of the potential donor's information KA4. How to engage with the superior for support in case the situation is beyond one's competence KA5. How to dress appropriately as per the guidelines of the healthcare provider
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to accurately collect information related to medical history of potential donors, such as, whether the individual ever had heart, lung, blood diseases or any other medical conditions, pregnancy etc. KB2. How to defer or reject the donor with following disease like Hepatitis / jaundice,

HSS/N2802

Collect blood donor's medical history and screen donors

	<p>Heart Disease / surgery, Kidney, liver, lung disease, Abnormal bleeding tendencies, I V Drug use, Cancer, AIDS, or persons involved in high-risk activities or groups etc. or has taken medicines and vaccinations</p> <p>KB3. The prescribed conditions under which blood could be donated by an individual</p> <p>KB4. How to properly document the data collected during interview of the potential donor</p> <p>KB5. The importance of proper identification of the potential donor</p> <p>KB6. The risks to quality and safety because of Lack of knowledge of the vital parameters</p> <p>KB7. How to interpret and perform risk management procedures</p>
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record medical history of potential donors</p> <p>SA2. Write notes for the donor outlining the procedures</p> <p>SA3. Record daily activities performed</p> <p>SA4. Record information accurately</p> <p>SA5. Write legibly so that it is understandable by others</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Read the appointment schedule of the potential donor for information on the patient's name and time of appointment etc.</p> <p>SA7. Read responses provided by the potential donor</p> <p>SA8. Read entries and comments on forms</p> <p>SA9. Read procedures and manuals</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. Interview potential blood donors to collect their medical history</p> <p>SA11. Listen to the responses of the individuals</p> <p>SA12. Communicate the assessment on the suitability of the individual to donate blood</p> <p>SA13. Discuss the condition and concerns regarding the potential donor's medical history with colleagues</p> <p>SA14. Avoid using jargon, slang or acronyms when communicating with the donors, colleagues or superiors</p> <p>SA15. Interact with the potential donor to make them comfortable and to collect information</p> <p>SA16. Explain procedures to the donors and answer their queries</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Assess suitability of the potential donor to donate blood based on the medical history provided by them</p> <p>SB2. Ensure safety of the potential donor</p> <p>SB3. Ensure quality and safety of work</p>
	Plan and Organize

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Collect blood donor's medical history and screen donors

	The user/individual on the job needs to know and understand how to : SB4. Plan and organise scheduled appointments
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Maintain confidentiality of the potential donor SB6. Respect the rights of the individual
	Problem Solving
	The user/individual on the job needs to: SB7. Find ways to calm down the nervous donor SB8. Address the needs of the potential donor with special needs SB9. Find ways to handle the situation when running behind the schedule
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB10. Analyse and interpret medical history provided by the potential donors and find their suitability to donate blood
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB11. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

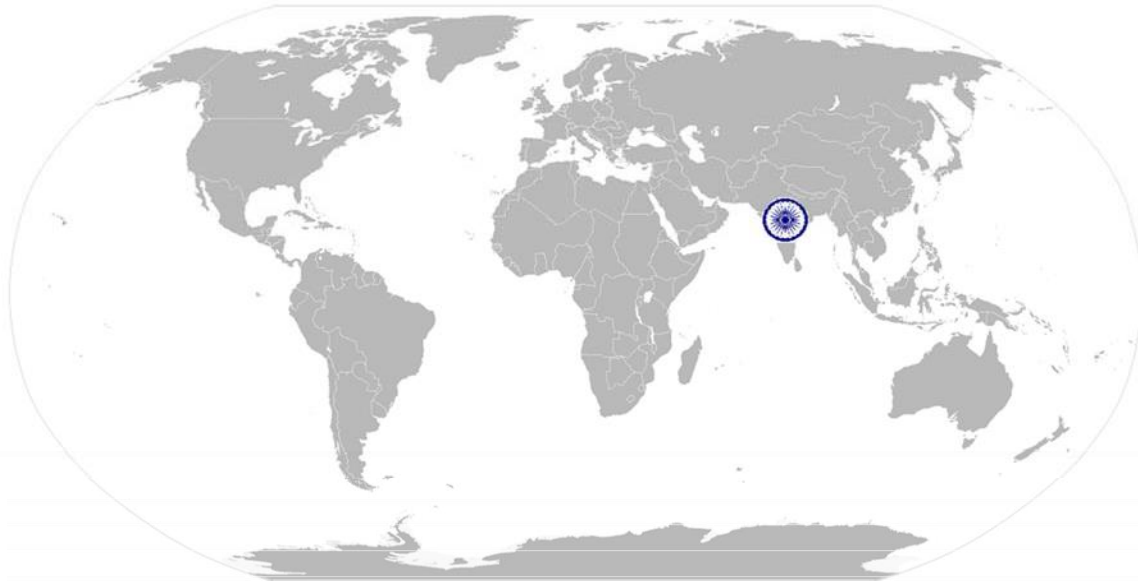
NOS Version Control

NOS Code	HSS/N2802		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Blood Bank Technician	Next review date	22/12/16

HSS/N2803

Draw Blood from Donor

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Blood Bank Technician to support in drawing blood from donors.

HSS/N2803

Draw Blood from Donor

National Occupational Standard	Unit Code	HSS/N2803
	Unit Title	Draw Blood from Donor
	(Task)	Draw Blood from Donor
	Description	This OS unit is about the Blood Bank Technician’s support to draw blood from donors through venepuncture procedures.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Selecting and preparing anatomical site to perform venepuncture Performing venepuncture procedure
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: PC1. Select equipment and supplies needed to collect blood by venepuncture procedure PC2. Understand the importance of antiseptics and disinfectants to maintain safety PC3. Efficiently perform procedures to locate veins to puncture PC4. Identify types of additives used in blood collection PC5. Identify anatomical site to perform venepuncture PC6. Prepare the anatomical site and clean the site to perform venepuncture PC7. Perform venepuncture procedure as per the guidelines PC8. Ensure timely implementation of appropriate procedures to collect blood PC9. Ensure that standard precautions for infection prevention and control, and other relevant health and safety measures are taken PC10. Recognise the boundary of one’s role and responsibility PC11. Seek supervision from superior when situations are beyond one’s competence and authority PC12. Establish trust and rapport with colleagues PC13. Maintain competence within one’s role and field of practice PC14. Promote and demonstrate good practice as an individual and as a team member at all times PC15. Identify and manage potential and actual risks to the quality and safety of practice PC16. Evaluate and reflect on the quality of one’s work and make continuing improvements
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The role and importance of the Blood Bank Technician in collecting blood KA3. The importance of maintaining confidentiality of the donor’s data KA4. How to engage with the superior for support in case the situation is beyond one’s competence KA5. How to dress appropriately as per the guidelines of the healthcare provider KA6. The procedures and protocols followed by the provider to collect blood from a donor

HSS/N2803

Draw Blood from Donor

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The equipment and supplies required in the venepuncture procedure to draw blood from a donor</p> <p>KB2. The importance of proper identification of blood donor</p> <p>KB3. The antiseptics used as bacteriostatic to inhibit the growth of bacteria</p> <p>KB4. The disinfectants used to wipe and clean surfaces and instruments as bactericidal to kill bacteria</p> <p>KB5. How to use tourniquet or blood pressure cuff to make it easier to find veins and puncture them</p> <p>KB6. The types of additives used in blood collection</p> <p>KB7. The factors to be considered in selection of site for venepuncture</p> <p>KB8. The patient related complications associated with blood collection</p> <p>KB9. The major arm veins and hand veins to perform venepuncture to collect blood</p> <p>KB10. The procedure for locating veins</p> <p>KB11. The proper steps and procedures required in venepuncture while collecting blood</p> <p>KB12. The procedures to properly dispose of the contaminated material</p> <p>KB13. How to use materials in a safe and efficient manner</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 comments on donor's file and/or on collection list</p> <p>SA2. Write notes for the donor outlining the procedures</p> <p>SA3. Record daily activities performed</p> <p>SA4. Write reminders, notes for co-workers and log book</p> <p>SA5. Record information accurately</p> <p>SA6. Write legibly so that it is understandable by others</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Read the appointment schedule of the donor for information on the donor's name, history, vitals, medical history and time of appointment etc.</p> <p>SA8. Read entries and comments on forms</p> <p>SA9. Read procedures and manuals</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>SA10. Discuss the condition and concerns with colleagues</p> <p>SA11. Avoid using jargon, slang or acronyms when communicating with the donors, colleagues or superiors</p> <p>SA12. Interact with the donors to make them comfortable and to collect information</p> <p>SA13. Explain procedures to the donors and answer their queries</p> <p>SA14. Effectively communicate and calm down nervous donors</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. Ensure all the instruments, equipment and supplies are available and ready for use</p> <p>SB2. Decide on equipment and supplies required for the procedures</p>

HSS/N2803

Draw Blood from Donor

	SB3. Ensure safety of the donor SB4. Ensure quality and safety of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB5. Plan and organise scheduled appointments
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Maintain confidentiality of the potential donor SB6. Respect the rights of the individual
	Problem Solving
	The user/individual on the job needs to: SB8. Find ways to calm down the nervous donor SB9. Address the needs of donor with special needs SB10. Find ways to handle the situation when the treatments are running behind schedule
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB11. Analyse the situation and setup the equipment, instruments and required supplies to perform scheduled procedure
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

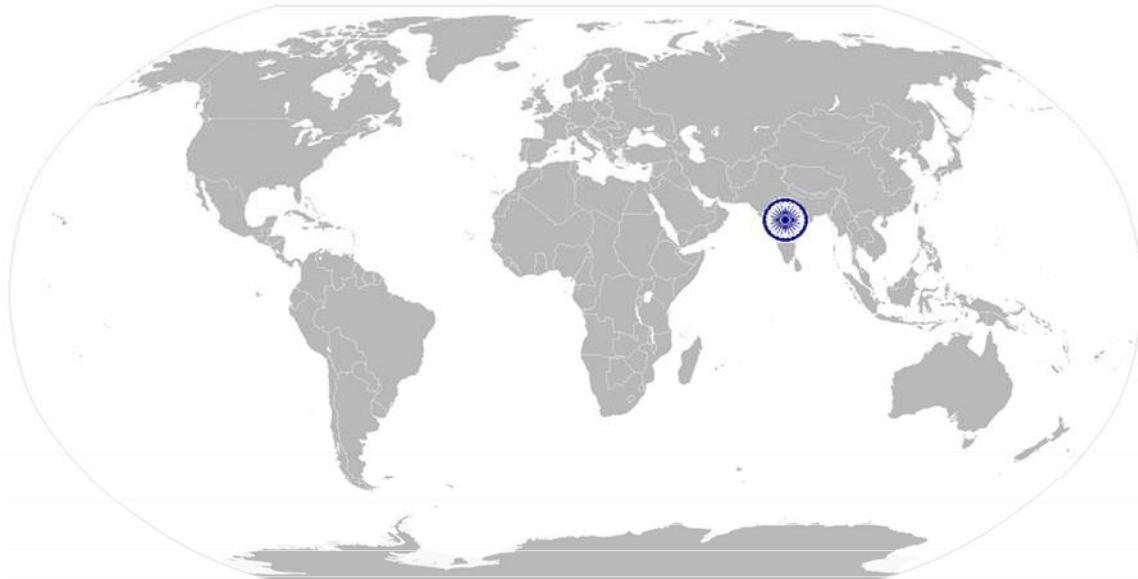
NOS Version Control

NOS Code	HSS/N2803		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Blood Bank Technician	Next review date	22/12/16

HSS/N2804

Monitor donor during the donation procedure

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Blood Bank Technician to support in monitoring the donor's condition during the donation procedure.

HSS/N2804

Monitor donor during the donation procedure

National Occupational Standard

Unit Code	HSS/N2804
Unit Title	Monitor donor during the donation procedure
(Task)	Monitor donor during the donation procedure
Description	This OS unit is about the Blood Bank Technician’s support to monitor the donor during the blood donation procedure. The donor’s condition, behavior and flow of blood are monitored during the procedure.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Monitoring the donors’ condition, behavior and blood flow Identifying and reporting any sign of occurrence of an adverse reaction event
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. Monitor the donors’ condition and behaviour for any sign of adverse reaction event</p> <p>PC2. Identify any sign of occurrence of an adverse event during the blood donation procedure</p> <p>PC3. Respond to any signs of adverse reaction of the donor and take appropriate action, which may require to halt the procedure</p> <p>PC4. Effectively report the sign of occurrence of an adverse event to the appropriate member of the team, in a timely manner</p> <p>PC5. Identify need of re-adjustment of the needle in situation of change in flow of blood</p> <p>PC6. Identify any problem in the blood collection procedure, like problem with the blood collection packs or harnesses , and take required action immediately</p> <p>PC7. Record all relevant information clearly and appropriately</p> <p>PC8. Ensure timely implementation of appropriate procedures to collect blood</p> <p>PC9. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken</p> <p>PC1. Recognise the boundary of one’s role and responsibility</p> <p>PC2. Seek supervision from superior when situations are beyond one’s competence and authority</p> <p>PC3. Establish trust and rapport with colleagues</p> <p>PC4. Maintain competence within one’s role and field of practice</p> <p>PC5. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC6. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC7. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<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 role and importance of the Blood Bank Technician in monitoring the blood donation procedure</p> <p>KA3. The importance of maintaining confidentiality of the donor information</p>

HSS/N2804

Monitor donor during the donation procedure

its processes)	<p>KA4. How to engage with the superior for support in case the situation is beyond one's competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. The procedures and protocols followed by the provider to collect blood from a donor</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The signs of adverse reaction, like sweating, low blood pressure, pallor or feeling faint etc. that donors may exhibit during the procedure</p> <p>KB1. How to identify development of a haematoma under the skin at the injection site</p> <p>KB2. The problem with the blood collection procedure and ways to handle any such situation</p> <p>KB3. How to identify problems with the blood collection procedure and effectively react to the situation</p> <p>KB4. The importance of reporting any sign of adverse reaction to the appropriate authority in a timely manner</p> <p>KB5. The equipment and supplies required in the blood donation procedure and their purpose</p> <p>KB6. The importance of proper identification of blood donor</p> <p>KB7. The complications associated with blood collection procedure</p> <p>KB8. How to record all relevant information clearly and correctly</p> <p>KB9. How to use materials in a safe and efficient manner</p>
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record all relevant information on donor's file and/or on collection list</p> <p>SA2. Write notes for the donor outlining the procedures</p> <p>SA3. Record daily activities performed</p> <p>SA4. Write reminders, notes for co-workers and log book</p> <p>SA5. Record information accurately</p> <p>SA6. Write legibly so that it is understandable by others</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Read the appointment schedule of the donor for information on the donor's name, history, vitals, medical history and time of appointment etc.</p> <p>SA8. Read entries and comments on forms</p> <p>SA9. Read procedures and manuals</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>SA10. Interact with the donors to make them comfortable in case of any complication during the procedure</p> <p>SA11. Report any sign on adverse reaction to appropriate team member immediately</p> <p>SA12. Discuss the condition and concerns with colleagues</p> <p>SA13. Avoid using jargon, slang or acronyms when communicating with the donors, colleagues or superiors</p> <p>SA14. Explain procedures to the donors and answer their queries</p>

HSS/N2804

Monitor donor during the donation procedure

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Respond effectively to any sign of adverse event during the procedure SB2. Ensure safety of the donor SB3. Ensure quality and safety of work
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB4. Plan and organise scheduled appointments
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Comfort the donor in case of occurrence of any complication SB6. Maintain the confidentiality of the donor SB7. Respect the rights of the individual
	Problem Solving
	The user/individual on the job needs to: SB8. Find ways to calm down nervous donor SB9. Address the needs of donor with special needs SB10. Find ways to handle the situation when the treatments are running behind schedule
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB11. Analyze any change in the condition or behavior of the donor, and react effectively
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

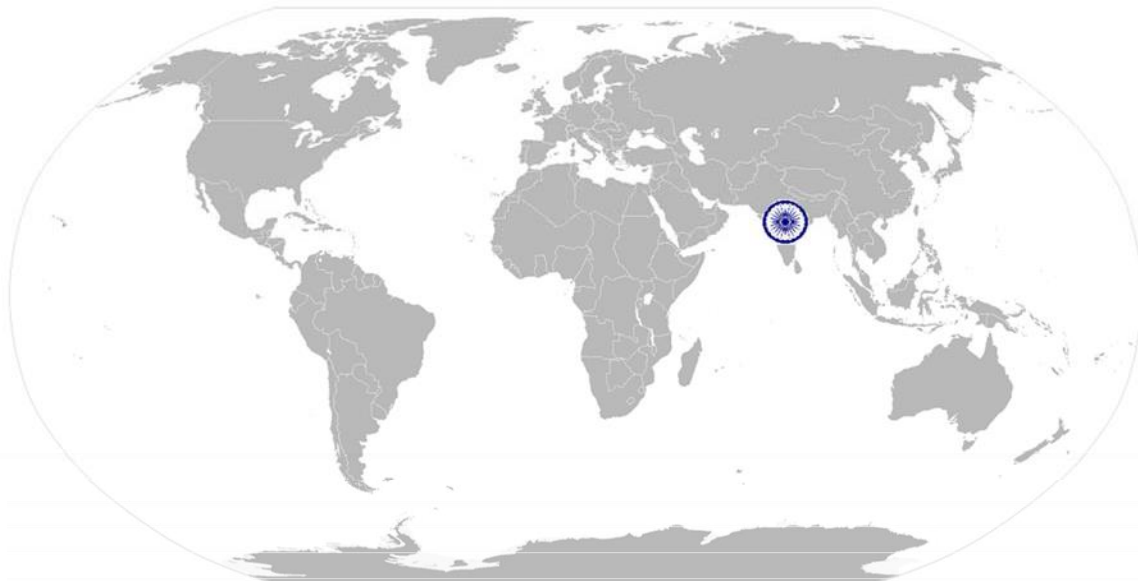
NOS Version Control

NOS Code	HSS/N2804		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Blood Bank Technician	Next review date	22/12/16

HSS/N2805

Screen donated blood for presence of any infection

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Blood Bank Technician to support in screening donated blood for presence of any infection, blood type and blood group etc.

HSS/N2805

Screen donated blood for presence of any infection

National Occupational Standard

Unit Code	HSS/N2805
Unit Title	Screen donated blood for presence of any infection
(Task)	Screen donated blood for presence of any infection
Description	This OS unit is about the Blood Bank Technician's support in screening the donated blood for blood type, Rh groups, red cell antibodies, and presence of any infection prior to release of blood.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Testing of the blood donation for blood types, Rh groups and red cell antibodies <p>Screening of the blood donation for presence of any infection</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Test the blood donation for ABO (blood type), Rh groups (i.e. positive or negative) and red cell antibodies</p> <p>PC2. Screen the blood donation for any infectious disease, like HIV, Hepatitis B, Hepatitis C, syphilis, Malaria, Dengue etc.</p> <p>PC3. Record and report results of screening clearly and accurately, as per the guidelines</p> <p>PC4. Ensure timely implementation of appropriate procedures</p> <p>PC5. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken</p> <p>PC6. Establish trust and rapport with colleagues</p> <p>PC7. Maintain competence within one's role and field of practice</p> <p>PC8. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC9. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC10. Evaluate and reflect on the quality of one's work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The role and importance of the Blood Bank Technician in maintaining the safe blood donation</p> <p>KA3. The importance of maintaining confidentiality of the donors' information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one's competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. Ethical and legal standards in the donors' recordkeeping and communication</p> <p>KA7. Infection control guidelines and universal precautions</p> <p>KA8. The procedures and protocols followed by the provider to perform testing of blood donations</p>

HSS/N2805

Screen donated blood for presence of any infection

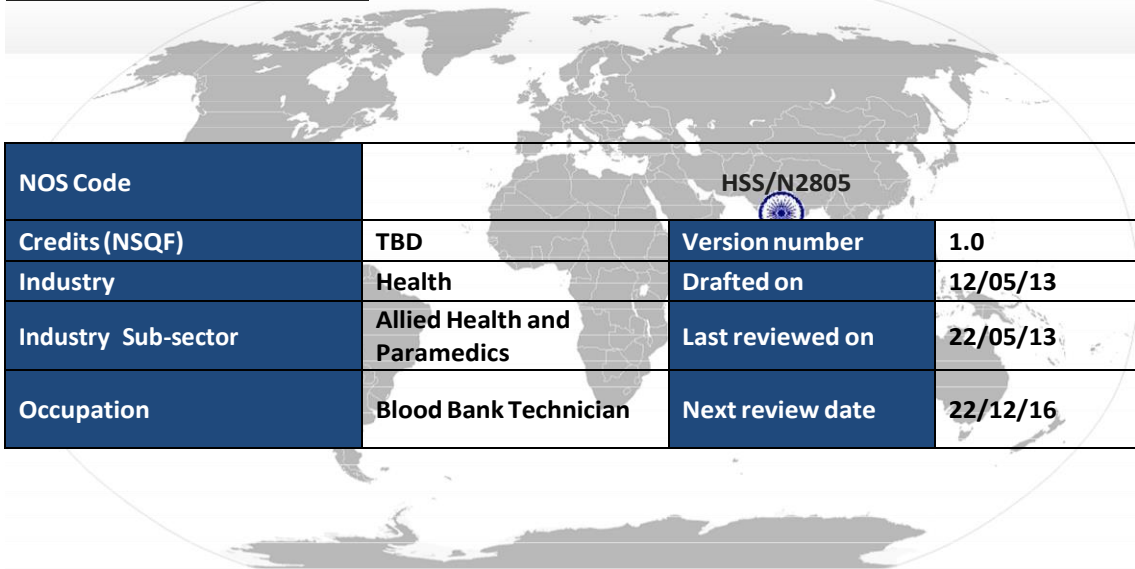
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The procedure for performing tests for blood types, Rh groups and red cell antibodies</p> <p>KB2. The procedure for screening the blood for infectious diseases</p> <p>KB3. How to accurately document the results of the tests performed on the blood</p> <p>KB4. The equipment and supplies required in the blood screening procedures and their purpose</p> <p>KB5. The normal blood values and the acceptable clinical range, and the abnormal values requiring attention</p> <p>KB6. How to report a situation requiring special attention to the appropriate member of the team</p> <p>KB7. The importance of proper identification of blood sample</p> <p>KB8. How to use materials in a safe and efficient manner</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. Clearly record and report results of the procedure performed</p> <p>SA2. Record daily activities performed</p> <p>SA3. Write reminders, notes for co-workers and log book</p> <p>SA4. Write legibly so that it is understandable by others</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read the identification of the blood sample</p> <p>SA6. Read entries and comments on forms</p> <p>SA7. Read procedures and manuals</p>
<p>B. Professional Skills</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>SA8. Report a situation requiring special attention to appropriate team member in a timely manner</p> <p>SA9. Discuss the condition and concerns with colleagues</p> <p>SA10. Avoid using jargon, slang or acronyms when communicating with the colleagues or superiors</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 a situation requiring special attention and reporting to appropriate team member</p> <p>SB2. Ensure quality and safety of work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise scheduled blood screening tasks</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Report to appropriate team member on encountering a situation requiring special attention</p> <p>SB5. Maintain confidentiality of the donor</p>

HSS/N2805

Screen donated blood for presence of any infection

	Problem Solving
	The user/individual on the job needs to: SB6. Find ways to handle the situation when the task is running behind schedule
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Analyse the test results and efficiently handle the situation of abnormal results, requiring special attention
	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

NOS Version Control

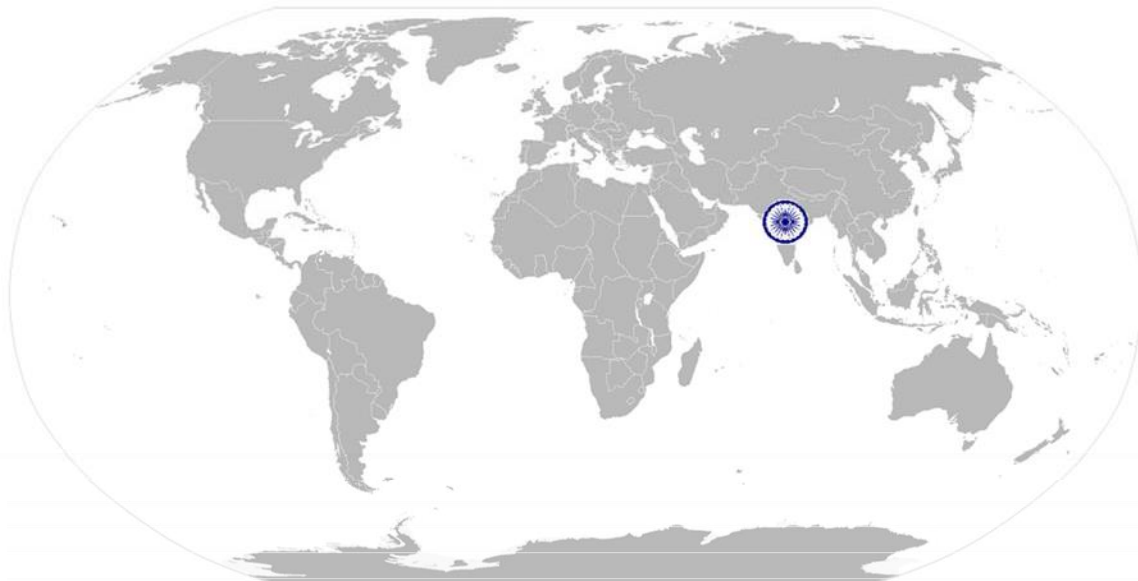


NOS Code	HSS/N2805		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Blood Bank Technician	Next review date	22/12/16

HSS/N2806

Document, Label and Store Blood Donations

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of the Blood Bank Technician to support in documenting, labelling and storing blood donations.

HSS/N2806

Document, Label and Store Blood Donations

National Occupational Standard

Unit Code	HSS/N2806
Unit Title	Document, Label and Store Blood Donations
(Task)	Document, Label and Store Blood Donations
Description	This OS unit is about the Blood Bank Technicians' support to perform documentation, labelling and storing the blood donations.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Documenting and labelling blood donations Storing the blood donations
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. Efficiently handle the blood donations and perform relevant documentations</p> <p>PC2. Identify any defect with the blood packs, like damaged pack, pack not sealed properly etc.</p> <p>PC3. Record and report the defect identified with the blood pack to the concerned authority</p> <p>PC4. Clearly and accurately document all the relevant information</p> <p>PC5. Properly label the blood donations</p> <p>PC6. Safely handle and store the blood donations</p> <p>PC7. Assist in ensuring timely implementation of appropriate procedures</p> <p>PC8. Establish trust and rapport with colleagues</p> <p>PC9. Maintain competence within one's role and field of practice</p> <p>PC10. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken</p> <p>PC11. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC12. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC13. Evaluate and reflect on the quality of one's work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The role and importance of the Blood Bank Technician in maintaining safe blood donation</p> <p>KA3. The importance of maintaining confidentiality of the donor's information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one's competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. Ethical and legal standards in the donor's recordkeeping and communication</p> <p>KA7. Infection control guidelines and universal precautions</p> <p>KA8. The procedures and protocols followed by the provider to document, label and store blood donations</p>

HSS/N2806

Document, Label and Store Blood Donations

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to efficiently handle the blood donations and manage documentations related to it</p> <p>KB2. The possible defects with the blood donation packs</p> <p>KB3. How the blood donation packs are sealed</p> <p>KB4. The importance of reporting the identified defect with the blood pack to the concerned authority in a timely manner</p> <p>KB5. The importance of clearly and accurately documenting all the relevant information</p> <p>KB6. How to properly label blood packs</p> <p>KB7. The importance of proper identification of blood sample</p> <p>KB8. How the identification checks are performed to avoid any mismatch of labels and incomplete documentation</p> <p>KB9. The importance of properly handle and store blood donations</p> <p>KB10. How to correctly prepare samples for storage</p> <p>KB11. How to use materials in a safe and efficient manner</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. Clearly document and label blood donation identifications</p> <p>SA2. Report and record any defects with the blood packs</p> <p>SA3. Record daily activities performed</p> <p>SA4. Write reminders, notes for co-workers and log book</p> <p>SA5. Write legibly</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Read the identification of the blood packs</p> <p>SA7. Read entries and comments on forms</p> <p>SA8. Read procedures and manuals</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>SA9. Report a situation requiring special attention to appropriate team member in a timely manner</p> <p>SA10. Discuss the condition and concerns with colleagues</p> <p>SA11. Avoid using jargon, slang or acronyms when communicating with the colleagues or superiors</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 a situation requiring special attention and reporting to appropriate team member</p> <p>SB2. Ensure quality and safety of work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise the scheduled tasks</p> <p>Customer Centricity</p>

HSS/N2806

Document, Label and Store Blood Donations

	The user/individual on the job needs to know and understand how to: SB4. Report to appropriate team member on encountering a situation requiring special attention
	Problem Solving
	The user/individual on the job needs to: SB5. Find ways to handle the situation when the task is running behind schedule
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. Analyse the case and efficiently handle a situation requiring special attention
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

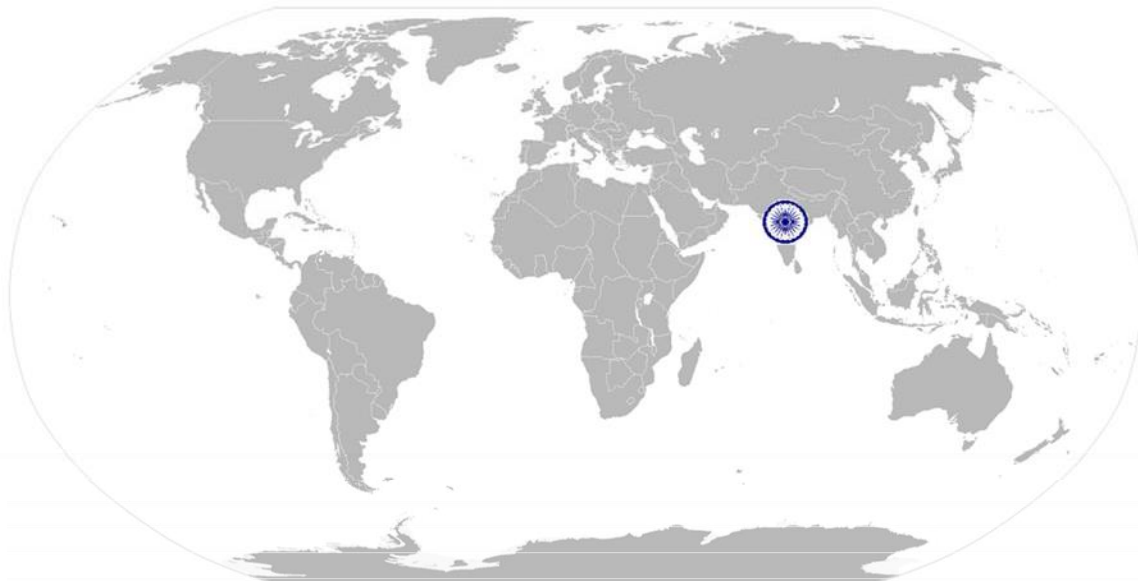
NOS Version Control

NOS Code	HSS/N2806		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Blood Bank Technician	Next review date	22/12/16

HSS/N2807

Check Compatibility of Blood

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of Blood Bank Technician to support in checking compatibility of blood and performing relevant documentation before issuing out the blood.

HSS/N2807

Check Compatibility of Blood

National Occupational Standard	Unit Code	HSS/N2807
	Unit Title	Check Compatibility of Blood
	(Task)	Check Compatibility of Blood
	Description	This OS unit is about the Blood Bank Technician’s support in checking compatibility of blood before issuing out for blood transfusion.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Checking and verifying compatibility of blood before issuing out • Completing all relevant documentation
	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. Identify the blood requirements of a patient, and the minimum information required to correctly identify the blood product</p> <p>PC2. Immediately respond to the demand of a blood for transfusion</p> <p>PC3. Ensure timely collection of correct blood product from the storage area</p> <p>PC4. Check and verify the details of the blood with the patient requirements before issuing out the blood</p> <p>PC5. Clearly and accurately document all the relevant information</p> <p>PC6. Safely handle the blood products</p> <p>PC7. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken</p> <p>PC8. Establish trust and rapport with colleagues</p> <p>PC9. Maintain competence within one’s role and field of practice</p> <p>PC10. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC11. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC12. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The role and importance of the Blood Bank Technician in checking compatibility of blood before issuing out for transfusion</p> <p>KA3. The importance of maintaining confidentiality of the patient’s information</p> <p>KA4. How to engage with the superior for support in case the situation is beyond one’s competence</p> <p>KA5. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA6. Ethical and legal standards in the patient’s recordkeeping and communication</p> <p>KA7. Infection control guidelines and universal precautions</p> <p>KA8. The procedures and protocols followed by the provider to check and verify the compatibility of blood product</p>

HSS/N2807

Check Compatibility of Blood

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The type of information required to correctly identify the blood product to be issued</p> <p>KB2. The importance of promptly responding to the demand of the blood product</p> <p>KB3. The possible inaccuracies could happen in the process of collecting a blood product from storage</p> <p>KB4. The importance of clearly and accurately documenting all the relevant information</p> <p>KB5. The importance of properly checking and verifying the blood details before issuing it out for transfusion</p> <p>KB6. The importance of properly handle the blood products</p> <p>KB7. How to use materials in a safe and efficient manner</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 issuance of the blood product</p> <p>SA2. Record daily activities performed</p> <p>SA3. Write instruction to collect blood product from storage space</p> <p>SA4. Write reminders, notes for co-workers and log book</p> <p>SA5. Write legibly so that it is understandable by others</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Read the requirements of the patient</p> <p>SA7. Read and check the blood detail and identification before issuing it out for transfusion</p> <p>SA8. Read entries and comments on forms</p> <p>SA9. Read procedures and manuals</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>SA10. Verify the blood product requirements</p> <p>SA11. Report a situation requiring special attention to appropriate team member in a timely manner</p> <p>SA12. Discuss the condition and concerns with colleagues</p> <p>SA13. Avoid using jargon, slang or acronyms when communicating with the colleagues or superiors</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 a situation requiring special attention and reporting to appropriate team member</p> <p>SB2. Ensure quality and safety of work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to :</p> <p>SB3. Plan and organise the tasks to respond to the blood product demand in a timely manner</p> <p>Customer Centricity</p>

HSS/N2807

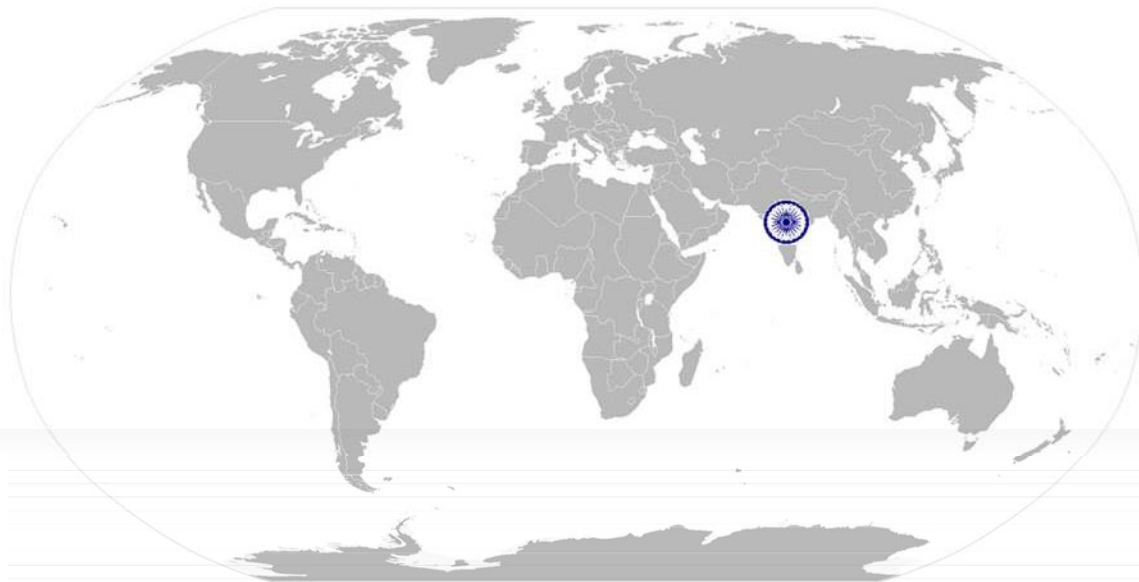
Check Compatibility of Blood

	The user/individual on the job needs to know and understand how to: SB4. Report to appropriate team member on encountering a situation requiring special attention SB5. Check and verify the blood product before issuing it SB6. Maintain confidentiality of the patient
	Problem Solving
	The user/individual on the job needs to: SB7. Find ways to handle the situation when the task is running behind schedule
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse and understand the demand of a blood product and promptly respond to the demand
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

NOS Version Control

NOS Code	HSS/N2807		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Blood Bank Technician	Next review date	22/12/16

National Occupational Standard



Overview

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

HSS/N9603

Act within the limits of one's competence and authority

National Occupational Standard

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

HSS/N9603

Act within the limits of one's competence and authority

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

HSS/N9603

Act within the limits of one's competence and authority

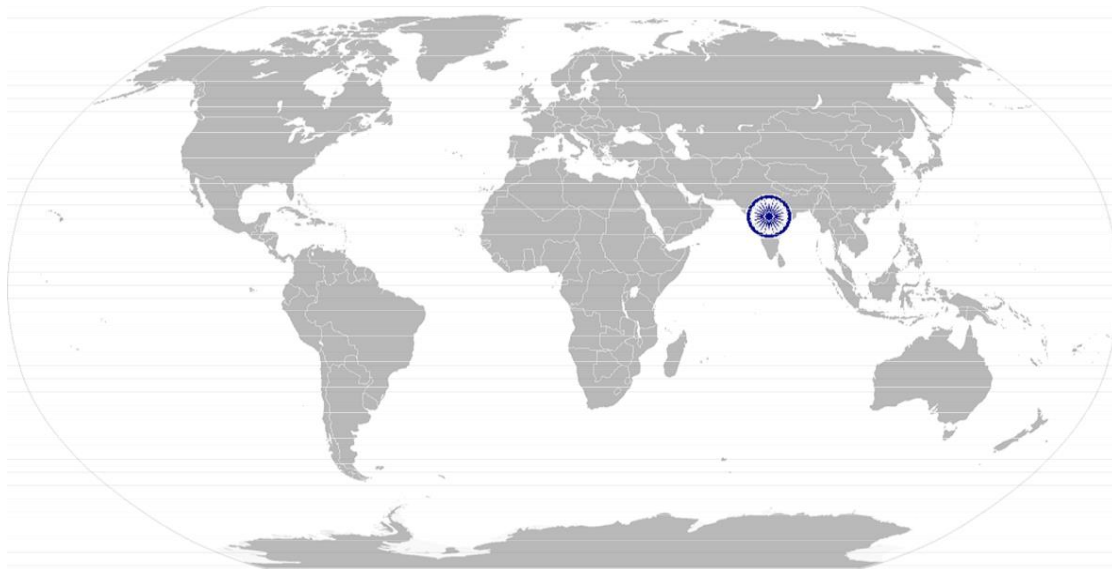
	The user/individual on the job needs to know and understand how to: SA7. Discuss task lists, schedules, and work-loads with co-workers SA8. Give clear instructions to patients and co-workers SA9. Keep patient informed about progress SA10. Avoid using jargon, slang or acronyms when communicating with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

HSS/N9603

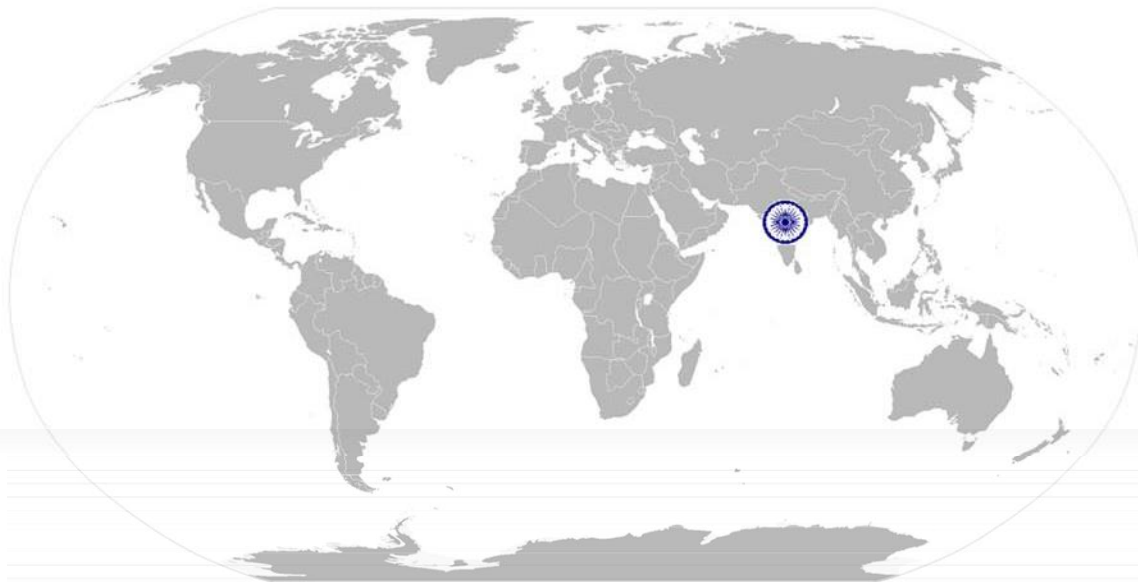
Act within the limits of one's competence and authority

NOS Version Control

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



National Occupational Standard



Overview

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

HSS/N9604

Work effectively with others

National Occupational Standard

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

HSS/N9604

Work effectively with others

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

HSS/N9604

Work effectively with others

	Critical Thinking
	Not applicable

NOS Version Control

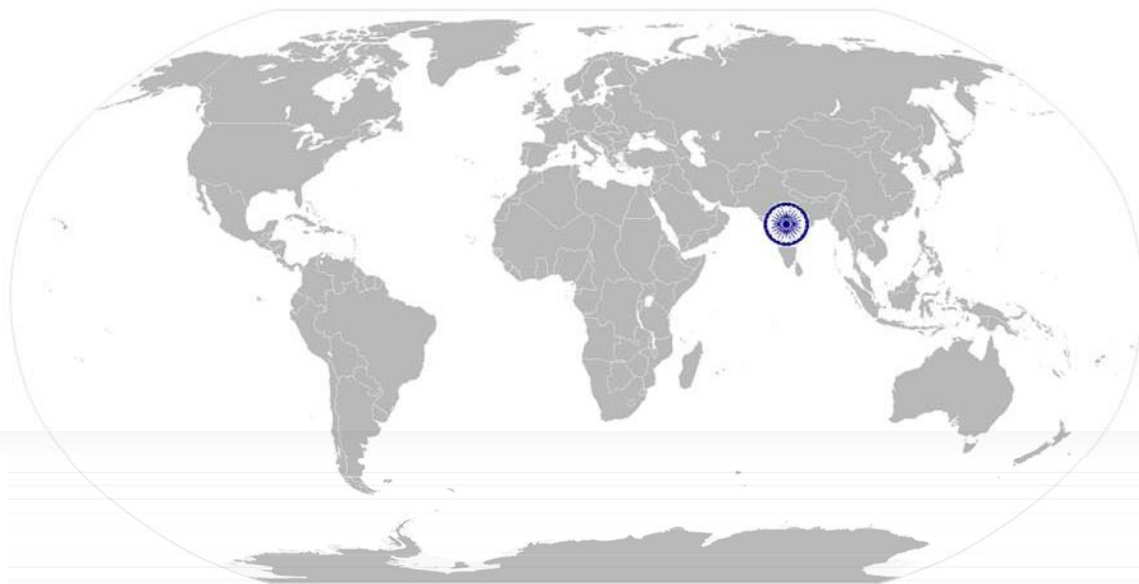
NOS Code	HSS/N9604		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



HSS/N9605

Manage work to meet requirements

National Occupational Standard



Overview

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

HSS/N9605

Manage work to meet requirements

National Occupational Standard

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

HSS/N9605

Manage work to meet requirements

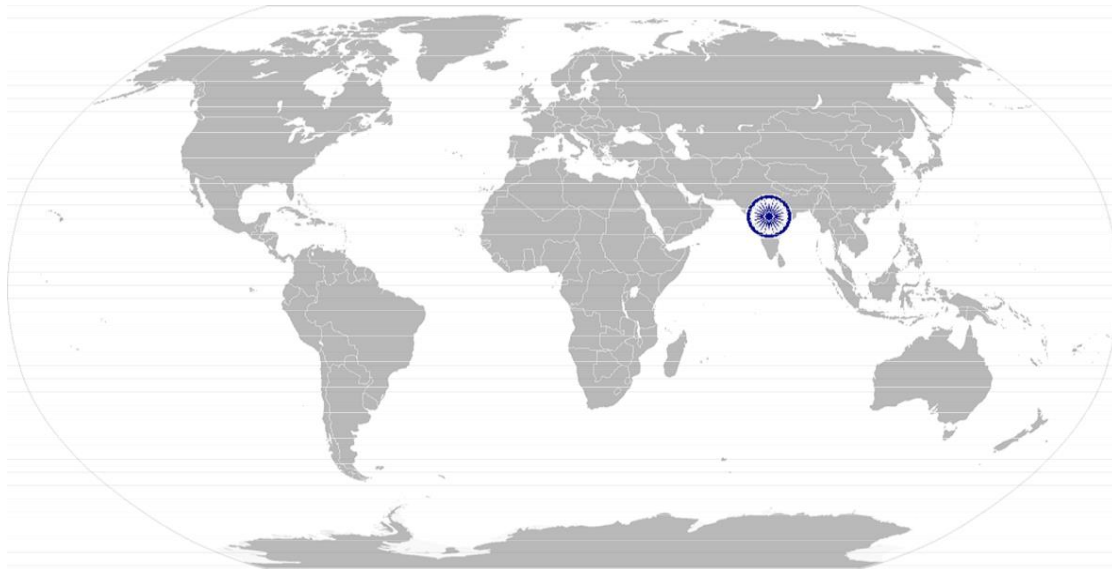
Generic Skills	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions
	Reading Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA3. Read organisational policies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

HSS/N9605

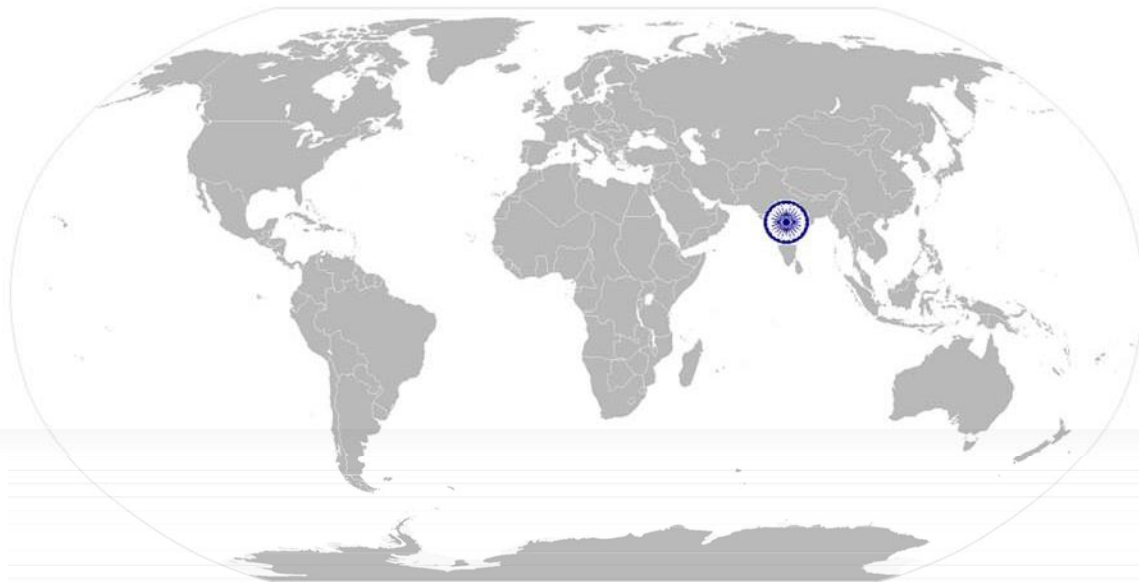
Manage work to meet requirements

NOS Version Control

NOS Code	HSS/N9605		
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IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



National Occupational Standard



Overview

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

HSS/N9606

Maintain a safe, healthy, and secure working environment

National Occupational Standard

Unit Code	HSS/N9606
Unit Title	Maintain a safe, healthy, and secure working environment
(Task)	
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions This OS unit applies to all Allied Health professionals working within an organised workplace
Scope	This unit covers the following: <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for Workplace Handling any hazardous situation with safely, competently and within the limits of authority Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. Comply with health, safety and security procedures for the workplace PC3. Report any identified breaches in health, safety, and security procedures to the designated person PC4. Identify potential hazards and breaches of safe work practices PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person PC9. Complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. The importance of health, safety, and security in the workplace KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace KA5. How to report the hazard KA6. The responsibilities of individual to maintain safe, healthy and secure workplace

HSS/N9606

Maintain a safe, healthy, and secure working environment

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

HSS/N9606

Maintain a safe, healthy, and secure working environment

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

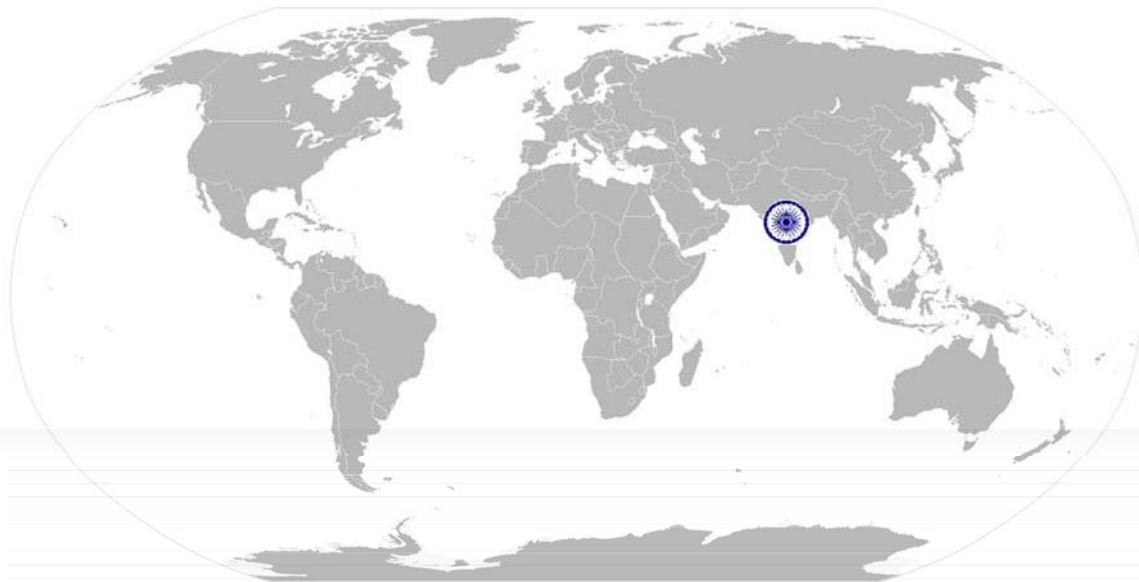
NOS Version Control

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

HSS/N9607

Practice code of conduct while performing duties

National Occupational Standard



Overview

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

HSS/N9607

Practice code of conduct while performing duties

National Occupational Standard

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

HSS/N9607

Practice code of conduct while performing duties

	<p>practice, and which combination is most applicable in different circumstances</p> <p>KB10. Implications to quality and safety arising from:</p> <ul style="list-style-type: none"> Working outside the boundaries of competence and authority not keeping up to date with best practice poor communication insufficient support lack of resources <p>KB11. The organizational structure and the various processes related to reporting and monitoring</p> <p>KB12. The procedure for accessing training, learning and development needs</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<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 organization 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)
	<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 Organize
	Not applicable
	Customer 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>

HSS/N9607

Practice code of conduct while performing duties

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

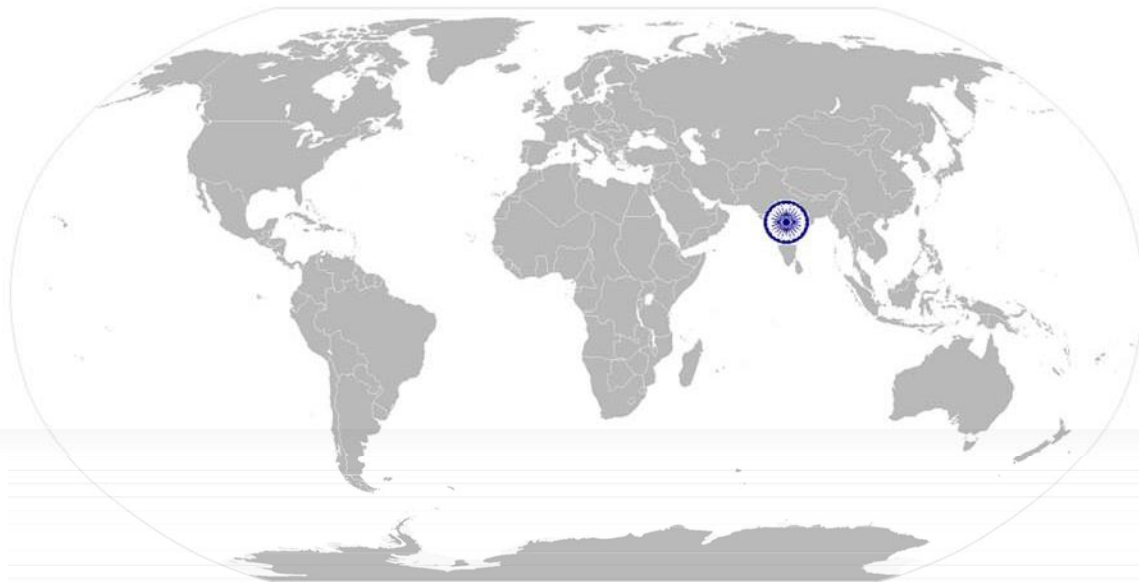
NOS Version Control

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

HSS/N9609

Follow biomedical waste disposal protocols

National Occupational Standard



Overview

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

HSS/N9609

Follow biomedical waste disposal protocols

National Occupational Standard

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

HSS/N9609

Follow biomedical waste disposal protocols

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

HSS/N9609

Follow biomedical waste disposal protocols

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

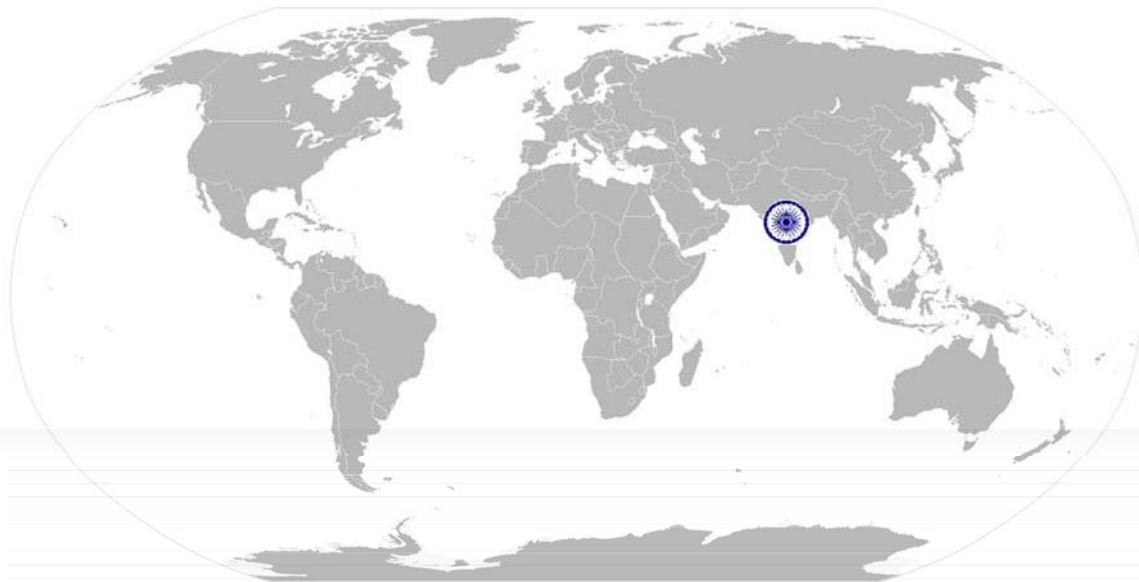
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HSS/N9610

Follow infection control policies and procedures

National Occupational Standard



Overview

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

HSS/N9610

Follow infection control policies and procedures

National Occupational Standard

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

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Follow infection control policies and procedures

	<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)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The organization’s infection control policies and procedures</p> <p>KA2. Organization requirements relating to immunization, where applicable</p> <p>KA3. Standard precautions</p> <p>KA4. Good personal hygiene practice including hand care</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Additional precautions</p> <p>KB2. Aspects of infectious diseases including:</p> <ul style="list-style-type: none"> - opportunistic organisms - pathogens <p>KB3. Basic microbiology including:</p> <ul style="list-style-type: none"> - bacteria and bacterial spores - fungi - viruses <p>KB8. The required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB9. The requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB10. The importance of segregating different types of waste and how to do this</p>

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

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Follow infection control policies and procedures

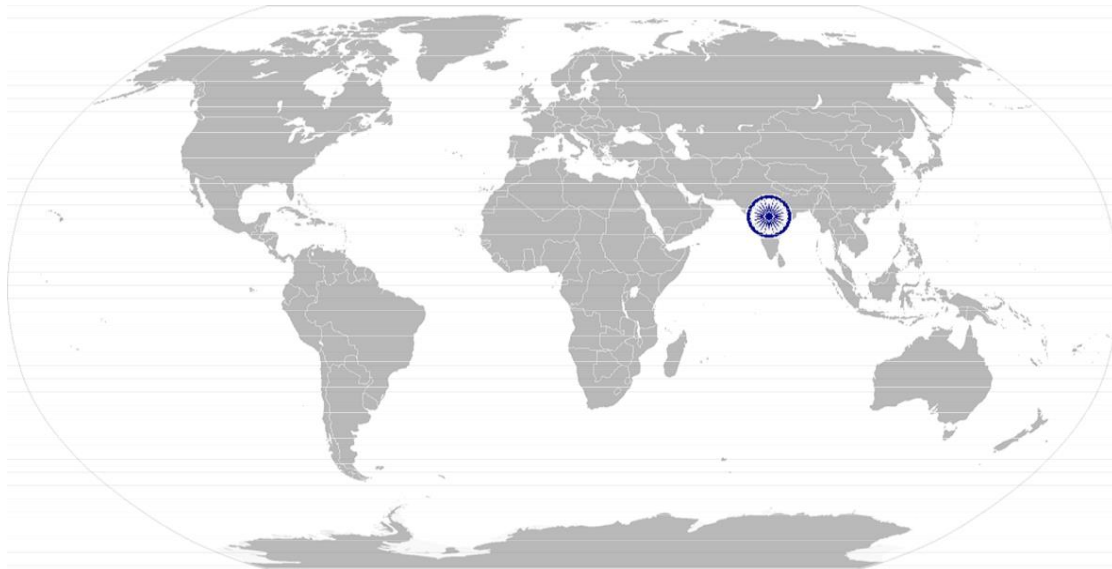
	information
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. Apply additional precautions when standard precautions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

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Follow infection control policies and procedures

NOS Version Control

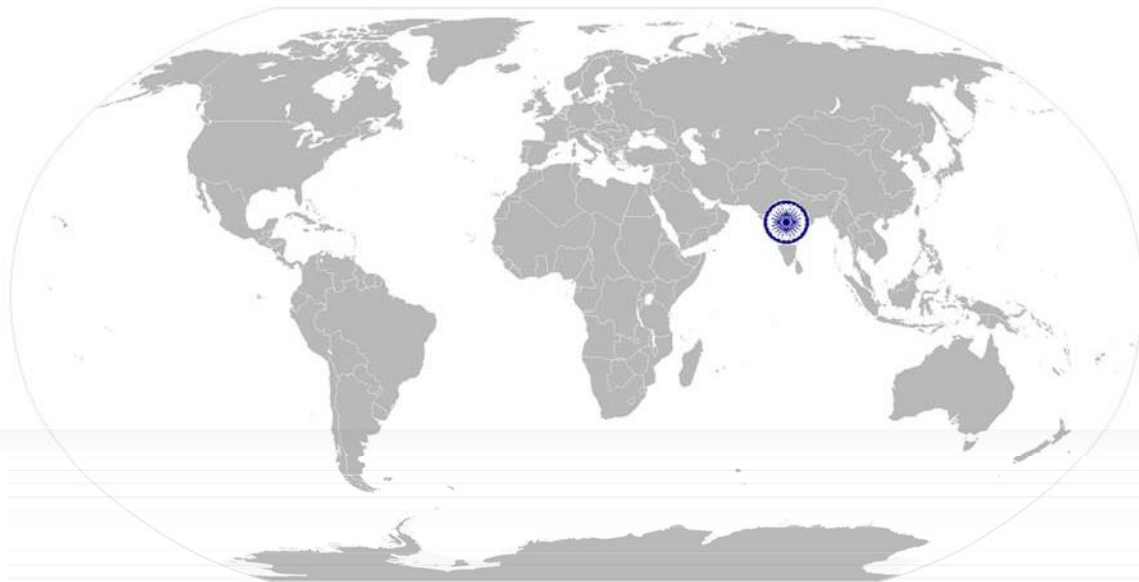
NOS Code	HSS/N9610		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



HSS/N9611

Monitor and assure quality

National Occupational Standard



Overview

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

HSS/N9611

Monitor and assure quality

National Occupational Standard

Unit Code	HSS/N9611
Unit Title	Monitor and assure quality
(Task)	
Description	This OS unit is about Assuring quality in all procedures. This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Monitor treatment process/outcomes , Identify problems in treatment process/outcomes , Solve treatment process/outcome problems , Attend class/read publications to continue industry education , Identify needs and expectations of patient/health care professionals
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Conduct appropriate research and analysis PC2. Evaluate potential solutions thoroughly PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly PC5. Report any identified breaches in health, safety, and security procedures to the designated person PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected PC8. Follow the organisation’s emergency procedures promptly, calmly, and efficiently PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person PC10. Complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organisation KA2. Person(s) responsible for health, safety, and security in the organisation KA3. Relevant up-to-date information on health, safety, and security that applies to the organisation KA4. Organisation’s emergency procedures and responsibilities for handling hazardous situations
B. Technical Knowledge	The user/individual on the job needs to know and understand how to: KB1. Evaluate treatment goals, process and outcomes KB2. Identify problems/deficiencies in dental hygiene treatment goals, processes and outcomes KB3. Accurately identify problems in dental hygiene care KB4. Conduct research KB5. Select and implement proper hygiene interventions KB6. Obtain informed consent KB7. Conduct an honest self-evaluation to identify personal and professional

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Monitor and assure quality

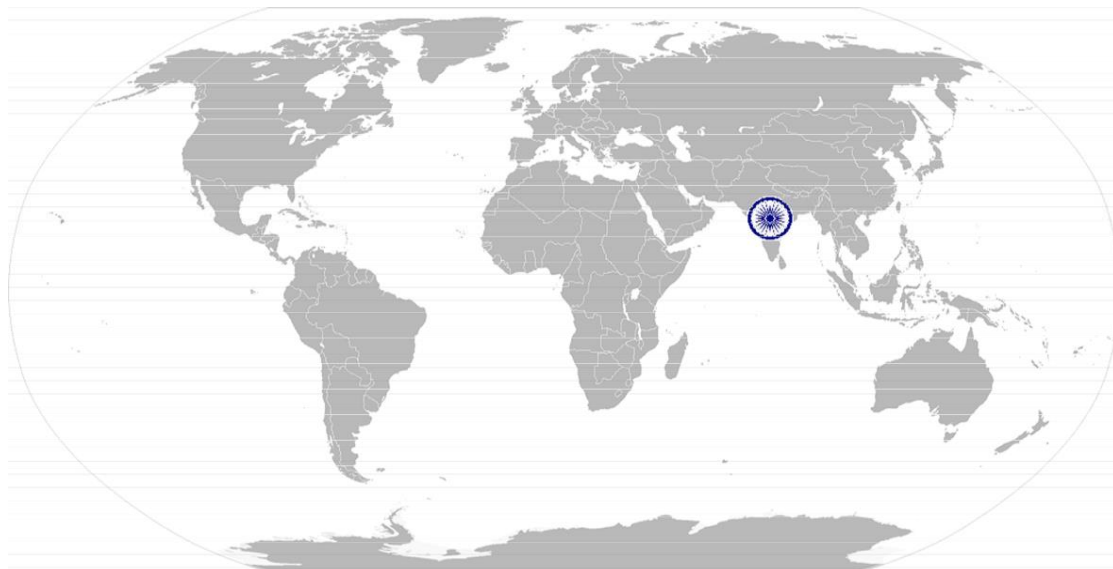
	<p>strengths and weaknesses</p> <p>KB8. Access and interpret medical, and scientific literature</p> <p>KB9. Apply human needs/motivational theory</p> <p>KB10. Provide thorough and efficient individualised care</p> <p>KB11. Employ methods to measure satisfaction</p>
Skills (S)	
A. Core Skills/ Generic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

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Monitor and assure quality

NOS Version Control

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



CRITERIA FOR ASSESSMENT OF TRAINEES
Job Role Blood Bank Technician
Qualification Pack HSS/Q2801
Sector Skill Council Healthcare Sector Skill Council
<p>Guidelines for Assessment</p> <ol style="list-style-type: none"> 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

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
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
1.HSS/ N 2801: Assist nurse in checking vital parameters	PC1. Take measurements of pulse, blood pressure, and body temperature and/or other vital parameters, as appropriate	200	30	10	20
	PC2. Recognise the level of vital parameters under which blood donation could be performed		30	10	20
	PC3. Identify and manage potential and actual risks to the safety of the potential donor		30	10	20
	PC4. Accurately document the collected vital parameters in a timely manner		30	10	20
	PC5. Accurately communicate the assessment regarding the suitability of the individual to donate blood		30	10	20
	PC6. Establish trust and rapport with colleagues		10	5	5
	PC7. Maintain competence within one's role and field of practice		10	5	5
	PC8. Promote and demonstrate good practice as an individual and as a team member at all times		10	5	5
	PC9. Identify and manage potential and actual risks to the quality and safety of work		10	5	5
	PC10. Evaluate and reflect on the quality of one's work and make continuing improvements		10	5	5
Total			200	75	125
2.HSS/ N 2802: Collect blood donor's medical history and screen donors	PC1. Interview the potential blood donors and collect relevant information about their medical history	200	30	10	20
	PC2. Determine whether the individual can safely donate blood without experiencing any negative health effect		30	10	20
	PC3. Accurately document the collected medical history of the potential donor in a timely manner		30	10	20
	PC4. Accurately communicate whether the individual is suitable to donate blood		30	10	20
	PC5. Establish trust and rapport with colleagues		10	5	5

	PC6. Defer or reject donor based on the current vitals and medical history example if the donor has taken some unacceptable medicines, vaccinations, or has suffered from some diseases		30	10	20
	PC7. Maintain competence within one's role and field of practice		10	5	5
	PC8. Promote and demonstrate good practice as an individual and as a team member at all times		10	5	5
	PC9. Identify and manage potential and actual risks to the quality and safety of work		10	5	5
	PC10. Evaluate and reflect on the quality of one's work and make continuing improvements		10	5	5
	Total		200	75	125
3.HSS/ N 2803: Draw Blood from Donor	PC1. Select equipment and supplies needed to collect blood by venipuncture procedure	200	15	5	10
	PC2. Understand the importance of antiseptics and disinfectants to maintain safety		15	5	10
	PC3. Efficiently perform procedures to locate veins to puncture		20	5	15
	PC4. Identify types of additives used in blood collection		15	5	10
	PC5. Identify anatomical site to perform venepuncture		20	5	15
	PC6. Prepare the anatomical site and clean the site to perform venepuncture		20	5	15
	PC7. Perform venepuncture procedure as per the guidelines		20	5	15
	PC8. Ensure timely implementation of appropriate procedures to collect blood		15	5	10
	PC9. Ensure that standard precautions for infection prevention and control, and other relevant health and safety measures are taken		15	5	10
	PC10. Recognise the boundary of one's role and responsibility		5	2	3
	PC11. Seek supervision from superior when situations are beyond one's competence and authority		15	5	10
	PC12. Establish trust and rapport with colleagues		5	2	3
	PC13. Maintain competence within one's role and field of practice		5	2	3
	PC14. Promote and demonstrate good practice as an individual and as a team member at all times		5	2	3

	PC15. Identify and manage potential and actual risks to the quality and safety of practice		5	2	3
	PC16. Evaluate and reflect on the quality of one's work and make continuing improvements		5	2	3
	Total		200	62	138
4.HSS/ N 2804 Monitor donor during the donation procedure	PC1. Monitor the donors' condition and behaviour for any sign of adverse reaction event	200	15	5	10
	PC2. Identify any sign of occurrence of an adverse event during the blood donation procedure		20	5	15
	PC3. Respond to any signs of adverse reaction of the donor and take appropriate action, which may require to halt the procedure		20	5	15
	PC4. Effectively report the sign of occurrence of an adverse event to the appropriate member of the team, in a timely manner		15	5	10
	PC5. Identify need of re-adjustment of the needle in situation of change in flow of blood		20	5	15
	PC6. Identify any problem in the blood collection procedure, like problem with the blood collection packs or harnesses, and take required action immediately		20	5	15
	PC7. Record all relevant information clearly and appropriately		15	5	10
	PC8. Ensure timely implementation of appropriate procedures to collect blood		15	5	10
	PC9. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken		15	5	10
	PC10. Recognise the boundary of one's role and responsibility		5	2	3
	PC11. Seek supervision from superior when situations are beyond one's competence and authority		15	5	10
	PC12. Establish trust and rapport with colleagues		5	2	3
	PC13. Maintain competence within one's role and field of practice		5	2	3
	PC14. Promote and demonstrate good practice as an individual and as a team member at all times		5	2	3
	PC15. Identify and manage potential and actual risks to the quality and safety of practice		5	2	3
	PC16. Evaluate and reflect on the quality of one's work and make continuing improvements		5	2	3

	Total	200	62	138	
5.HSS/ N 2805 Screen donated blood for presence of any infection	PC1. Test the blood donation for ABO (blood type), Rh groups (i.e. positive or negative) and red cell antibodies	200	40	10	30
	PC2. Screen the blood donation for any infectious disease, like HIV, Hepatitis B, Hepatitis C, syphilis, Malaria, Dengue etc.		40	10	30
	PC3. Record and report results of screening clearly and accurately, as per the guidelines		30	10	20
	PC4. Ensure timely implementation of appropriate procedures		20	10	10
	PC5. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken		20	10	10
	PC6. Establish trust and rapport with colleagues		10	5	5
	PC7. Maintain competence within one's role and field of practice		10	5	5
	PC8. Promote and demonstrate good practice as an individual and as a team member at all times		10	5	5
	PC9. Identify and manage potential and actual risks to the quality and safety of practice		10	5	5
	PC10. Evaluate and reflect on the quality of one's work and make continuing improvements		10	5	5
			Total	200	75
6.HSS/ N 2806 Document, Label and Store Blood Donations	PC1. Efficiently handle the blood donations and perform relevant documentations	200	30	10	20
	PC2. Identify any defect with the blood packs, like damaged pack, pack not sealed properly etc.		30	10	20
	PC3. Record and report the defect identified with the blood pack to the concerned authority		30	10	20
	PC4. Clearly and accurately document all the relevant information		20	5	15
	PC5. Properly label the blood donations		20	5	15
	PC6. Safely handle and store the blood donations		20	5	15
	PC7. Assist in ensuring timely implementation of appropriate procedures		20	5	15
	PC8. Establish trust and rapport with colleagues		5	2	3
	PC9. Maintain competence within one's role and field of practice		5	2	3

	PC10. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken		5	2	3
	PC11. Promote and demonstrate good practice as an individual and as a team member at all times		5	2	3
	PC12. Identify and manage potential and actual risks to the quality and safety of practice		5	2	3
	PC13. Evaluate and reflect on the quality of one's work and make continuing improvements		5	2	3
	Total		200	62	138
7.HSS/ N 2807: Check Compatibility of Blood	PC1. Identify the blood requirements of a patient, and the minimum information required to correctly identify the blood product	200	30	10	20
	PC2. Immediately respond to the demand of a blood for transfusion		30	10	20
	PC3. Ensure timely collection of correct blood product from the storage area		30	10	20
	PC4. Check and verify the details of the blood with the patient requirements before issuing out the blood		30	10	20
	PC5. Clearly and accurately document all the relevant information		20	5	15
	PC6. Safely handle the blood products		20	5	15
	PC7. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken		15	5	10
	PC8. Establish trust and rapport with colleagues		5	2	3
	PC9. Maintain competence within one's role and field of practice		5	2	3
	PC10. Promote and demonstrate good practice as an individual and as a team member at all times		5	2	3
	PC11. Identify and manage potential and actual risks to the quality and safety of practice		5	2	3
	PC12. Evaluate and reflect on the quality of one's work and make continuing improvements		5	2	3
	Total			200	65
8. 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 health care work			
PC18. Confine records, materials and medicaments to a well-designated clean zone	20	10	10
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 both parts each carrying 50 marks totaling 100			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					
HSS/ N 9603 (Act within the limits of one's competence and	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	50	4	0	4

authority)	PC2. Work within organisational systems and requirements as appropriate to one's role		4	0	4
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		14	6	8
	PC4. Maintain competence within one's role and field of practice		4	0	4
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		6	2	4
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		6	2	4
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		6	2	4
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		6	2	4
			50	14	36
2. Ethics					
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	50	8	2	6
	PC2. Work within organisational systems and requirements as appropriate to the role		8	2	6
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		8	2	6
	PC4. Maintain competence within the role and field of practice		2	0	2
	PC5. Use protocols and guidelines relevant to the field of practice		10	4	6
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		2	0	2
	PC7. Identify and manage potential and actual risks to the quality and patient safety		2	0	2
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		10	4	6
			50	14	36
3. Work Management					
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	50	20	10	10
	PC2. Utilise time effectively		6	0	6
	PC3. Ensure his/her work meets the agreed requirements		6	0	6
	PC4. Treat confidential information		6	6	0

	correctly				
	PC5. Work in line with the organisation’s procedures and policies and within the limits of his/her job role		12	6	6
			50	22	28
Part 2 (Pick one field as per NOS marked carrying 50 marks)					
1. Team Work					
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	50	3	0	3
	PC2. Integrate one’s work with other people’s work effectively		3	0	3
	PC3. Pass on essential information to other people on timely basis		3	0	3
	PC4. Work in a way that shows respect for other people		3	0	3
	PC5. Carry out any commitments made to other people		6	6	0
	PC6. Reason out the failure to fulfil commitment		6	6	0
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8
	PC8. Follow the organisation’s policies and procedures		10	4	6
			50	24	26
2. Safety management					
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2
	PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety		6	2	4

	records legibly and accurately				
			50	25	25
3. Waste Management					
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	50	6	2	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		4	4	0
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		4	4	0
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures		4	4	0
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		4	4	0
		50	32	18	
4. Quality Assurance					
HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis	50	6	2	4
	PC2. Evaluate potential solutions thoroughly		8	4	4
	PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry		4	0	4
	PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly		8	4	4

	PC5. Report any identified breaches in health, safety, and security procedures to the designated person	4	2	2
	PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority	4	4	0
	PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected	4	4	0
	PC8. Follow the organisation's emergency procedures promptly, calmly, and efficiently	4	4	0
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person	4	4	0
	PC10. Complete any health and safety records legibly and accurately	4	4	0
		50	32	18
Detailed Break Up of Marks		Theory		
Subject Domain		Pick each NOS Compulsorily totaling 80		
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation	
			Theory	
1.HSS/ N 2801: Assist nurse in checking vital parameters	PC1. Take measurements of pulse, blood pressure, and body temperature and/or other vital parameters, as appropriate	8	8	
	PC2. Recognise the level of vital parameters under which blood donation could be performed			
	PC3. Identify and manage potential and actual risks to the safety of the potential donor			
	PC4. Accurately document the collected vital parameters in a timely manner			
	PC5. Accurately communicate the assessment regarding the suitability of the individual to donate blood			
	PC6. Establish trust and rapport with colleagues			
	PC7. Maintain competence within one's role and field of practice			
	PC8. Promote and demonstrate good practice as an individual and as a team member at all times			
	PC9. Identify and manage potential and actual risks to the quality and safety of work			

	PC10. Evaluate and reflect on the quality of one’s work and make continuing improvements		
	Total		8
2.HSS/ N 2802: Collect blood donor’s medical history and screen donors	PC1. Interview the potential blood donors and collect relevant information about their medical history	10	10
	PC2. Determine whether the individual can safely donate blood without experiencing any negative health effect		
	PC3. Accurately document the collected medical history of the potential donor in a timely manner		
	PC4. Accurately communicate whether the individual is suitable to donate blood		
	PC5. Establish trust and rapport with colleagues		
	PC6. Defer or reject donor based on the current vitals and medical history example if the donor has taken some unacceptable medicines, vaccinations, or has suffered from some diseases		
	PC7. Maintain competence within one’s role and field of practice		
	PC8. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC9. Identify and manage potential and actual risks to the quality and safety of work		
	PC10. Evaluate and reflect on the quality of one’s work and make continuing improvements		
	Total		10
3.HSS/ N 2803: Draw Blood from Donor	PC1. Select equipment and supplies needed to collect blood by venipuncture procedure	10	10
	PC2. Understand the importance of antiseptics and disinfectants to maintain safety		
	PC3. Efficiently perform procedures to locate veins to puncture		
	PC4. Identify types of additives used in blood collection		
	PC5. Identify anatomical site to perform venepuncture		
	PC6. Prepare the anatomical site and clean the site to perform venepuncture		
	PC7. Perform venepuncture procedure as per the guidelines		
	PC8. Ensure timely implementation of appropriate procedures to collect blood		
	PC9. Ensure that standard precautions for infection prevention and control, and other relevant health and safety		

	measures are taken		
	PC10. Recognise the boundary of one’s role and responsibility		
	PC11. Seek supervision from superior when situations are beyond one’s competence and authority		
	PC12. Establish trust and rapport with colleagues		
	PC13. Maintain competence within one’s role and field of practice		
	PC14. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC15. Identify and manage potential and actual risks to the quality and safety of practice		
	PC16. Evaluate and reflect on the quality of one’s work and make continuing improvements		
	Total		10
4.HSS/ N 2804 Monitor donor during the donation procedure	PC1. Monitor the donors’ condition and behaviour for any sign of adverse reaction event		
	PC2. Identify any sign of occurrence of an adverse event during the blood donation procedure		
	PC3. Respond to any signs of adverse reaction of the donor and take appropriate action, which may require to halt the procedure		
	PC4. Effectively report the sign of occurrence of an adverse event to the appropriate member of the team, in a timely manner		
	PC5. Identify need of re-adjustment of the needle in situation of change in flow of blood		
	PC6. Identify any problem in the blood collection procedure, like problem with the blood collection packs or harnesses, and take required action immediately	10	10
	PC7. Record all relevant information clearly and appropriately		
	PC8. Ensure timely implementation of appropriate procedures to collect blood		
	PC9. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken		
	PC10. Recognise the boundary of one’s role and responsibility		
	PC11. Seek supervision from superior when situations are beyond one’s competence and authority		
	PC12. Establish trust and rapport with colleagues		
	PC13. Maintain competence within one’s role and field of practice		

	PC14. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC15. Identify and manage potential and actual risks to the quality and safety of practice		
	PC16. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		10
5.HSS/ N 2805 Screen donated blood for presence of any infection	PC1. Test the blood donation for ABO (blood type), Rh groups (i.e. positive or negative) and red cell antibodies	12	12
	PC2. Screen the blood donation for any infectious disease, like HIV, Hepatitis B, Hepatitis C, syphilis, Malaria, Dengue etc.		
	PC3. Record and report results of screening clearly and accurately, as per the guidelines		
	PC4. Ensure timely implementation of appropriate procedures		
	PC5. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken		
	PC6. Establish trust and rapport with colleagues		
	PC7. Maintain competence within one's role and field of practice		
	PC8. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC9. Identify and manage potential and actual risks to the quality and safety of practice		
	PC10. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		12
6.HSS/ N 2806 Document, Label and Store Blood Donations	PC1. Efficiently handle the blood donations and perform relevant documentations	12	12
	PC2. Identify any defect with the blood packs, like damaged pack, pack not sealed properly etc.		
	PC3. Record and report the defect identified with the blood pack to the concerned authority		
	PC4. Clearly and accurately document all the relevant information		
	PC5. Properly label the blood donations		
	PC6. Safely handle and store the blood donations		
	PC7. Assist in ensuring timely implementation of appropriate procedures		
	PC8. Establish trust and rapport with colleagues		

	PC9. Maintain competence within one's role and field of practice		
	PC10. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken		
	PC11. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC12. Identify and manage potential and actual risks to the quality and safety of practice		
	PC13. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		12
7.HSS/ N 2807: Check Compatibility of Blood	PC1. Identify the blood requirements of a patient, and the minimum information required to correctly identify the blood product	12	12
	PC2. Immediately respond to the demand of a blood for transfusion		
	PC3. Ensure timely collection of correct blood product from the storage area		
	PC4. Check and verify the details of the blood with the patient requirements before issuing out the blood		
	PC5. Clearly and accurately document all the relevant information		
	PC6. Safely handle the blood products		
	PC7. Ensure that standard precautions for infection prevention and control and other relevant health and safety measures are taken		
	PC8. Establish trust and rapport with colleagues		
	PC9. Maintain competence within one's role and field of practice		
	PC10. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC11. Identify and manage potential and actual risks to the quality and safety of practice		
	PC12. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		12
8. 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	6	6
	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 sterilization protocols		
	PC29. Dry all work surfaces before and after use		
	PC30. Replace surface covers where applicable		
	PC31. Maintain and store cleaning equipment		
	Total		6
Soft Skills and Communication		Select both parts each carrying 10 marks totaling 20	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation
			Theory
Part 1			
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	4	4
	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		

			4
2. Ethics			
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	4	4
	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		
			4
3. Work Management			
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	2	2
	PC2. Utilise time effectively		
	PC3. Ensure his/her work meets the agreed requirements		
	PC4. Treat confidential information correctly		
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		
			2
Part 1 Total		10	10
Part 2			
1. Team Work			
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	2	2
	PC2. Integrate one's work with other people's work effectively		
	PC3. Pass on essential information to other people on timely basis		
	PC4. Work in a way that shows respect for other people		
	PC5. Carry out any commitments made to other people		
	PC6. Reason out the failure to fulfil commitment		
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		

	PC8. Follow the organisation's policies and procedures		
			2
2. Safety management			
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	2	2
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
			2
3. Waste Management			
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	4	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		

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