

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- Diet Assistant

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Diet Assistant

REFERENCE ID: HSS/Q5201

ALIGNED TO: NCO-2004/NIL

Diet Assistant -Healthcare (DA): The DA assists a registered Diet in planning, preparing and serving meals to patients with specific dietary and nutritional needs. The DA is also known as Dietetic Assistant or Dietary Assistant.

Brief Job Description: Some of the key responsibilities of the Diet Assistant include diet preparation, diet regulations, food handling, safety and sanitary standards and certain administrative functions.

Personal Attributes: This job requires the individual to work in collaboration with Diet and other healthcare providers and deliver the healthcare services as suggested by them. The individual should be result oriented. The individual should also be able to demonstrate clinical skills, communication skills and ethical behaviour. The individual should be willing to work in wards or clinics in shifts.

Job Details	Qualifications Pack Code	HSS/Q5201		
	Job Role	Diet Assistant		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Health	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	10/07/2015
	Occupation	Diet Assistant	Next review date	10/12/2016
	NSQC Clearance on	15/08/2015		

Job Role	Diet Assistant
Role Description	Prepare food, ensuring safe food handling, ensuring safety and hygiene of food and regulating diet under the supervision of a registered Diet.
NSQF level	4
Minimum Educational Qualifications*	Class X
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	Relevant professional qualification
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HSS/N5201: Maintain hygiene & food safety 2. HSS/N5202: Store food safely and prevent contamination 3. HSS/N5203: Handle food safely to avoid contamination 4. HSS/N5204: Select a therapeutic diet/ menu based on Diet prescription. 5. HSS/N5205: Prepare food safely to maintain nutritive value and avoid contamination. 6. HSS/N5206: Educate patient on dietary restrictions as per instructions from Diet 7. HSS/N9603: Act within the limits of your competence and authority 8. HSS/N9606: Maintain a safe, healthy and secure

	<p>environment</p> <p>9. HSS/N9607: Practice Code of conduct while performing duties</p> <p>10. HSS/N9609: Follow biomedical waste disposal protocols</p> <p>11. HSS/N9610: Follow infection control policies and procedures</p> <p>Optional</p> <p>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.
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
FIFO	First In First Out
NOS	National Occupational Standards
QP	Qualifications Pack

National Occupational Standard



Overview

This OS unit is about maintaining personal hygiene and food safety by a Diet assistant. This standard describes the knowledge and understanding required to maintain personal hygiene and to maintain hygiene while preparing and serving food and dealing with waste

HSS/N5201

Maintain hygiene & food safety

National Occupational Standard

Unit Code	HSS/N5201
Unit Title (Task)	Maintain hygiene & food safety
Description	This OS unit is about maintaining personal hygiene and food safety by a Diet assistant. This standard describes the knowledge and understanding required to maintain personal hygiene and to maintain hygiene while preparing and serving food and dealing with waste.
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> • Giving consideration to the following while preparing and serving food by a dietary assistant: <ul style="list-style-type: none"> ○ Nature of the food item i.e. cooked or raw ○ Temperature of food in raw state, especially for high risk foods (such as those which spoil easily) ○ Personal hygiene and cleanliness of the surrounding, especially while handling food ○ Different preparation and serving practices for cooked and raw food ○ Disposal of waste products in a safe manner and preventing cross contamination <p>Following correct food handling techniques as an integral part of patient care management</p> <p>Ensuring that:</p> <ul style="list-style-type: none"> ○ Personal hygiene is as per standards i.e. hair are tied and nails are cut ○ Hands are washed before and after handling raw meat products and other raw foods ○ Hands are washed before and after handling meat products, especially before handling any other foods to avoid cross contamination ○ Hands are washed before and after handling cooked foods ○ Cleanliness of the surrounding while distributing food ○ Optimum temperature control is maintained to prevent bacterial growth and nutritional loss ○ Food waste is not allowed to cross-contaminate raw or cooked foods ○ Waste is disposed of in a prescribed safe manner
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. PC1. Explain and implement temperature control techniques</p> <p>PC2. Maintain personal hygiene and ensure others maintain the same</p> <p>PC3. Maintain cleanliness of food handling, storage and serving areas</p> <p>PC4. Maintain cleanliness of all equipment, utensils and tools coming in contact with food</p> <p>PC5. Ensure food waste is removed promptly from food handling, storage and serving areas</p> <p>PC6. Ensure food waste is not allowed to contaminate other areas/ items in the food handling, storage or serving areas</p>

HSS/N5201

Maintain hygiene & food safety

	<p>PC7. Follow cooking and serving practices as specified for different food items</p> <p>PC8. Follow proper disposal techniques for food waste, contaminated food or expired food</p> <p>PC9. Follow proper serving practices for cooked and raw food</p> <p>PC10. Prevent cross contamination or direct contamination of food</p> <p>PC11. Keep hands clean and wash them after unhygienic activities</p> <p>PC12. Maintain storage areas in a clean and hygienic condition</p> <p>PC13. Report deliveries of food items promptly to the proper person</p> <p>PC14. Deal with unexpected situations effectively and inform the proper person where appropriate</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 protocols, good practices, standards, policies and procedures related to personal hygiene, especially with relation to food handling</p> <p>KA2. Relevant policies and protocols for food waste disposal</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance of different food handling practices</p> <p>KB2. Temperature control practices and ideal way of serving different types of food</p> <p>KB3. Principles related to food handling and temperature control</p> <p>KB4. Different categories of foods and nutrients</p> <p>KB5. Different types of infections resulting from contamination of food and their manifestation</p> <p>KB6. Proper procedures for safe disposal of food waste, especially relating to waste raw meat products or products which can contaminate other areas of the food handling space</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write instructions and directions for other co-workers involved in food preparation and serving</p> <p>SA2. Document and complete reports on regular basis related to food preparation and serving</p> <p>SA3. Document and complete reports on regular basis related to food waste</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand important instruction provided by co-workers</p> <p>SA5. Read and understand important information related to handling different types of foods like temperature control guidelines</p>
	Oral Communication (Listening and Speaking skills)

HSS/N5201

Maintain hygiene & food safety

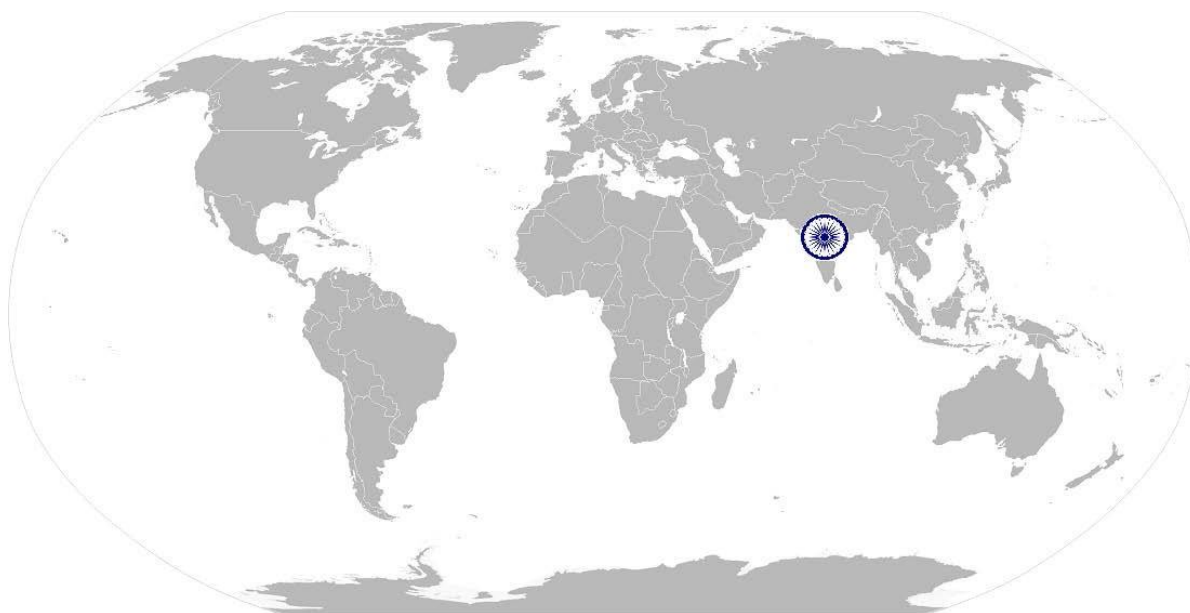
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate and coordinate food handling practices with other co-workers</p> <p>SA7. Communicate and take feedback from the patient regarding quality of food on regular basis</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions regarding the correct technique for handling a particular food item with focus on temperature control</p> <p>SB2. Decide when and how to discard contaminated foods</p> <p>SB3. Decide when and how to discard expired food</p>
	Plan and Organize
	<p>The user/individual on the job needs to:</p> <p>SB4. Know and understand steps involved in food handling ranging from personal hygiene to temperature control</p> <p>SB5. Ensure that all the equipment/gadgets/utensils are in place and clean prior to handling food</p> <p>SB6. Ensure that food waste procedures are in place and separate waste disposal bins are in place</p> <p>SB7. Ensure that food waste is removed from the food handling/ processing area before it decomposes or attracts insects or rodents</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and ensure that:</p> <p>SB8. The food is hygienic and not contaminated when being served to the patient</p> <p>SB9. All personal hygiene measures are followed before serving the food</p> <p>SB10. Patients are kept away from decayed or expired food products</p> <p>SB11. Food waste is disposed of in a safe and hygienic way</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Interpret errors in food handling process which can increase risk of contamination and rectify them</p> <p>SB13. Trace symptoms associated with a contamination in a group of patients to a particular process/step in handling food and modify it</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Minimise wastage through safe food handling techniques</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>

HSS/N5201

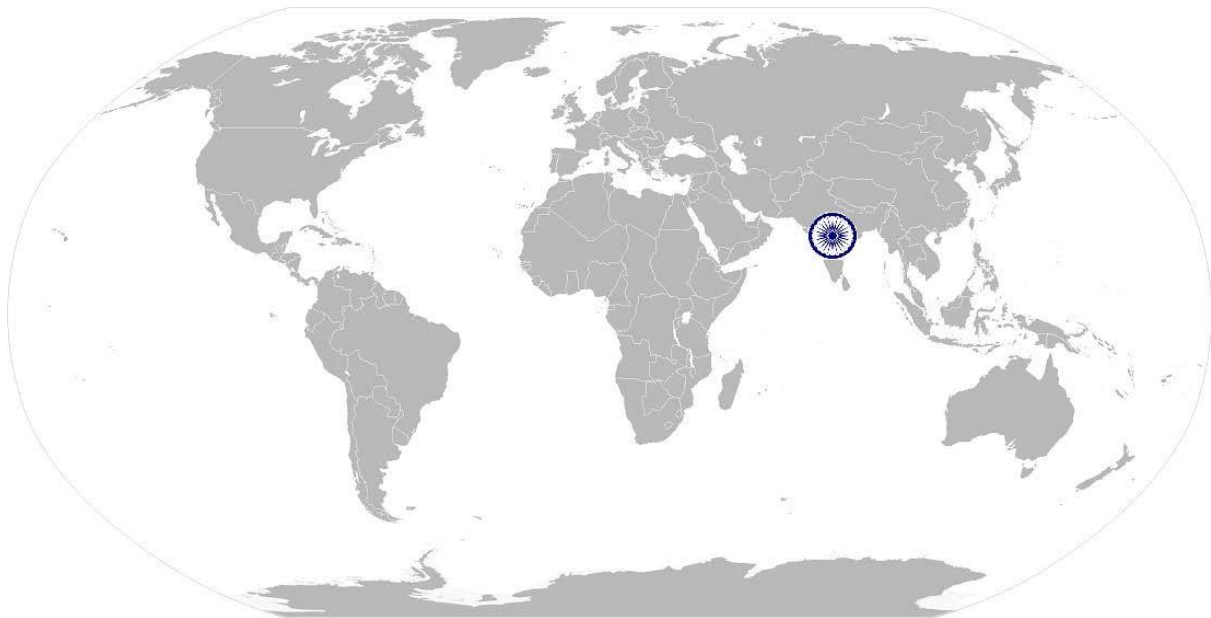
Maintain hygiene & food safety

NOS Version Control

NOS Code	HSS/N5201		
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	Diet Assistant	Next review date	24/12/16



National Occupational Standard



Overview

This OS unit is about the knowledge, understanding and skills required of a Diet Assistant to adhere to processes and procedures related to storage of food to prevent contamination

HSS/N5202

Store food safely and prevent contamination

National Occupational Standard

Unit Code	HSS/N5202
Unit Title (Task)	Store food safely and prevent contamination
Description	This OS unit is about processes and procedures related to storage of food to be followed by the Dietary Assistant. The purpose of adhering to norms related to food storage is to prevent contamination.
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Giving consideration to the following while storing food: <ul style="list-style-type: none"> Classification of food depending upon perishability, processing (cooked or raw), freshness (frozen or fresh) Type of storage required (dry, frozen or refrigerated) Equipment to be used Observing and reporting any of the following: <ul style="list-style-type: none"> Change in colour, consistency or odour of the food Functioning of storage equipment and devices Personal hygiene and sanitation of self and others working in the department Rating and analysis of food storage practices
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Giving consideration to the following while storing food	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand and implement different food storage practices for different types of foods</p> <p>PC2. Use and operate storage equipment</p> <p>PC3. Follow hygiene and sanitation protocols</p> <p>PC4. Explain inventory management processes such as FIFO to prevent food wastage</p> <p>PC5. Identify signs of decay and contamination of food</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. Organizational policy regarding personal hygiene and food safety</p> <p>KA2. How to operate storage equipment</p> <p>KA3. Processes relating to recording and documenting receipt of food item dates and checking for expiry dates of all food items</p> <p>KA4. How to inform the concerned officials in case of observing irregularities in storage practices</p> <p>KA5. Relevant protocols, good practices, standards, policies and procedures related to food safety and disposal</p>

HSS/N5202

Store food safely and prevent contamination

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance of following food storage practices</p> <p>KB2. How to store different types of foods</p> <p>KB3. Best practices related to maintaining personal hygiene and sanitation to avoid contamination of food</p> <p>KB4. Common ailments associated with food contamination and associated symptoms</p> <p>KB5. How to dispose of expired or decayed food</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. Record date, time and vendor details related to received food items</p> <p>SA2. Record details of food disposed of</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read instructions for operating storage equipment</p> <p>SA4. Read instructions specified for storage of different type of food items</p> <p>SA5. Read storage instructions specified by the registered Diet</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate storage practices to other co-workers</p> <p>SA7. Provide nutrition related information to co-workers</p> <p>SA8. Interact with patients to understand food quality related issues</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide when to use different storage practices like open storage, cold storage and freezer storage</p> <p>SB2. Decide when and how to discard of unused food items</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Document the food storage procedure from receiving to issuing</p> <p>SB4. Ensure first in first out (FIFO) practice</p> <p>SB5. Manage inventory and store space</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Ensure that all food is thoroughly evaluated before being used for cooking or feeding</p> <p>SB7. Interact with the patient to understand food quality related issues</p> <p>SB8. Avoid using expired food items or food items showing partial decay</p> <p>SB9. Follow personal hygiene and sanitation practice to prevent contamination</p>
	Problem Solving

HSS/N5202

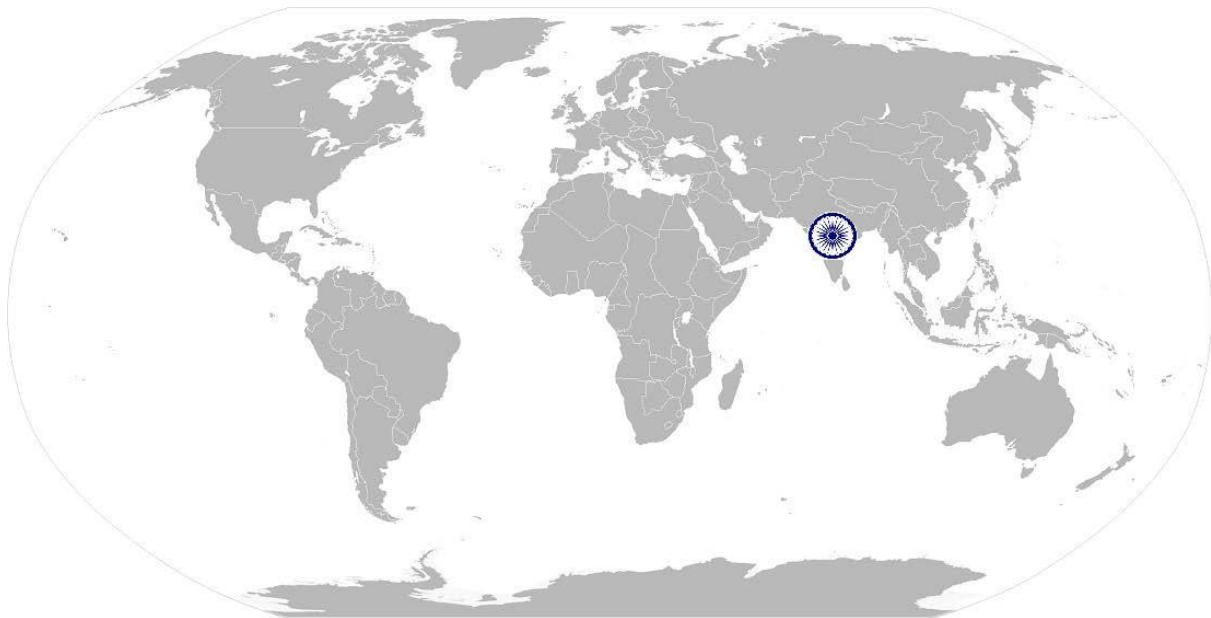
Store food safely and prevent contamination

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Interpret unusual symptoms associated with consuming contaminated food and identify the source of contamination</p> <p>SB11. Devise an action plan to prevent further contamination of food</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Observe and ensure adherence to good storage practices and identify lacunae within the existing processes of food storage</p> <p>SB13. Devise unique techniques of storage to prevent food wastage by enhanced inventory management practices</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>

NOS Version Control

NOS Code	HSS/N5202		
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	Diet Assistant	Next review date	24/12/16

National Occupational Standard



Overview

This OS unit describes the knowledge, understanding and skills required of a Diet Assistant to implement correct food handling techniques that are essential to prevent bacterial growth, contamination and maintain optimum nutritive level of the food.

HSS/N5203

Handle food safely to avoid contamination

National Occupational Standard

Unit Code	HSS/N5203
Unit Title (Task)	Store food safely and prevent contamination
Description	This OS unit describes the knowledge, understanding and skills required of a Diet Assistant to implement correct food handling techniques that are essential to prevent bacterial growth, contamination and maintain optimum nutritive level of the food
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Giving consideration to the following while handling food: <ul style="list-style-type: none"> Nature of the food item i.e. cooked or raw Options for temperature control Personal hygiene and cleanliness of the surrounding Different handling and serving practices for cooked and raw food <p>Following correct food handling techniques to prevent contamination and maintain nutritive levels of the food</p> <p>Ensuring that:</p> <ul style="list-style-type: none"> Personal hygiene is as per standards i.e. hair are tied and nails are cut Cleanliness of the surrounding while distributing food Maintaining optimum temperature control to prevent bacterial growth and nutritional loss
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Giving consideration to the following while handling food	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Explain temperature control techniques</p> <p>PC2. Maintain personal hygiene and ensure others maintain the same</p> <p>PC3. Follow cooking and serving practices as specified for different food items</p> <p>PC4. Follow serving practices for cooked and raw food</p> <p>PC5. Prevent cross contamination or direct contamination of food</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 protocols, good practices, standards, policies and procedures related to personal hygiene</p> <p>KA2. Organisational policies relating to disposal of contaminated food</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance of different food handling practices</p> <p>KB2. Temperature control practices and ideal way of serving different types of foods</p> <p>KB3. Principles related to food handling and temperature control</p> <p>KB4. Different categories of foods and nutrients</p> <p>KB5. Different types of infections resulting from contamination of food and their Manifestation</p>

HSS/N5203

Handle food safely to avoid contamination

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write instructions and directions for other co-workers involved in food handling SA2. Document and complete reports on regular basis related to food handling
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Read important instruction as provided by other providers SA4. Read important information related to handling different types of foods like temperature control guidelines
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. Communicate and coordinate food handling practices with other co-workers SA6. Communicate and take feedback from the patient regarding quality of food on regular basis
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions regarding the correct technique for handling particular food item with focus on temperature control SB2. Decide when and how to discard contaminated foods
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand: SB3. Steps involved in food handling ranging from personal hygiene to temperature control SB4. How to ensure that all the equipment/gadgets/utensils are in place and clean prior to handling food
	Customer Centricity
	The user/individual on the job needs to know and ensure that: SB5. The food is hygienic and not contaminated when being served to the patient SB6. All personal hygiene measures are followed before serving the food SB7. Patients are kept away from decayed or expired food products
	Problem Solving
	The user/individual on the job needs to know and understand how to: SA7. Interpret errors in food handling process which can increase risk of contamination and rectify them SA8. Trace symptoms associated with a contamination in a group of patients to a wrong process in handling food and modify it
	Analytical Thinking

HSS/N5203

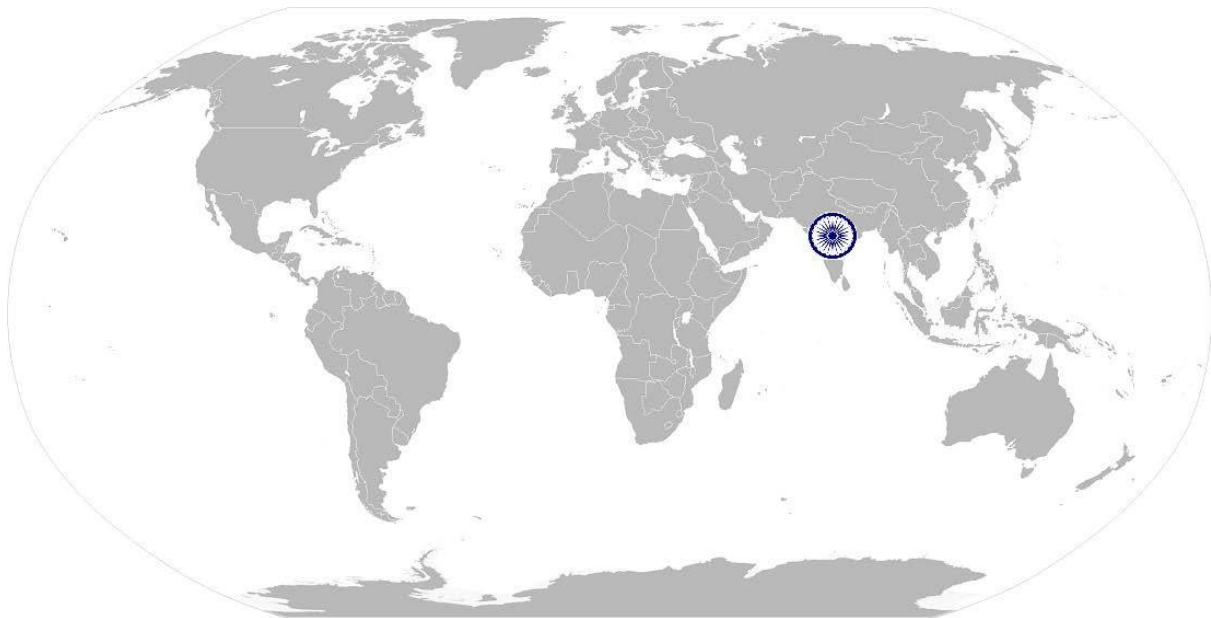
Handle food safely to avoid contamination

	The user/individual on the job needs to know and understand how to: SB8. Apply appropriate food handling techniques to minimise wastage without compromising on patient care and safety
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

NOS Version Control

NOS Code	HSS/N5203		
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	Diet Assistant	Next review date	24/12/16

National Occupational Standard



Overview

This OS unit describes the knowledge, understanding and skills required of a Diet Assistant to select the therapeutic diet and menu for patients. Therapeutic diet is also referred to as special diet which is a part of treatment regimen for patient management. Therapeutic diet is modified for nutrients, food allergies and textures

HSS/N5204

Select a therapeutic diet/ menu based on dietician prescription

National Occupational Standard

Unit Code	HSS/N5204
Unit Title (Task)	Select a therapeutic diet/ menu based on Diet prescription
Description	This OS unit is about selection of a therapeutic diet and menu for patients by Diet Assistant based on Diet prescription. Therapeutic diet is also referred to as special diet which is a part of treatment regimen for patient management. Therapeutic diet is modified for nutrients, food allergies and textures
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Giving consideration to the following while designing a diet or selecting a menu as per Diet instruction: <ul style="list-style-type: none"> Religion and cultural background Nutritional requirement of the patient Food allergies, sensitivities or intolerance Type of diet prescribed- Liquid, semi-solid, solid <p>Ensuring a healthy and well-balanced diet for the patient to ensure prompt recovery from the ailment</p> <p>Monitoring the following:</p> <ul style="list-style-type: none"> Weight gain or weight loss patterns Symptoms associated with electrolyte imbalance Symptoms associated with gastro-intestinal distress Symptoms associated with diabetes or other endocrinal disorders
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Giving consideration to the following while designing a diet or selecting a menu as per Diet instruction	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand patients' nutritional requirement and design a diet accordingly based on Diet prescription</p> <p>PC2. Understand patients' cultural and religious preference and modify diet accordingly after taking advice from Diet</p> <p>PC3. Avoid foods or products that can lead to allergies or intolerance among patients</p> <p>PC4. Based on Diet instructions select menu and plan it in congruence with the medical treatment plan</p> <p>PC5. Report progression and modify diet accordingly as advised by Diet</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 protocols, good practices, standards, policies and procedures for menu selection and meal planning</p> <p>KA2. Relevant options in menu selection based on what is available within the Organization</p> <p>KA3. To update and inform Diet regarding change in patients' condition</p>

HSS/N5204

Select a therapeutic diet/ menu based on dietician prescription

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance of therapeutic diet prescribed by the Diet</p> <p>KB2. Different food preferences of the patients along with cultural preferences</p> <p>KB3. Different types of therapeutic diets as advised by Diet</p> <p>KB4. Ability to identify symptoms of electrolyte imbalance, blood sugar imbalance or gastro-intestinal distress and understand its implication on the therapeutic diet</p> <p>KB5. Advances in the field of nutrition and dietary practices</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. Design menu plan for the patient depending upon Diet prescription and patients preferences</p> <p>SA2. Note down food allergies/intolerances</p> <p>SA3. Report patients' progress</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read important instructions mentioned in the clinical notes</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Interact with patient to understand their preferences, food allergies, food intolerances and other related information</p> <p>SA6. Discuss with patient about the options of menu plans based on the physicians prescription</p> <p>SA7. Regularly discuss with patients/patient relatives about the palatability of the prescribed diet</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify different menu options based on patient preferences, Diet prescription and availability</p> <p>SB2. Identify foods that need to be avoided in light of patient allergies or intolerances</p> <p>SB3. Modify diet constituents to improve palatability, while adhering to the Diets prescription</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand:</p> <p>SB4. Plan the menu with the patient</p> <p>SB5. Identify all allergies and give clear instructions to avoid particular food items</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and ensures that:</p> <p>SB6. Plan menu and diet as per patient preference</p> <p>SB7. Modify diet based on patients palatability for a particular food</p> <p>SB8. Regularly interact with the patient and take their feedback on the diet</p>

HSS/N5204

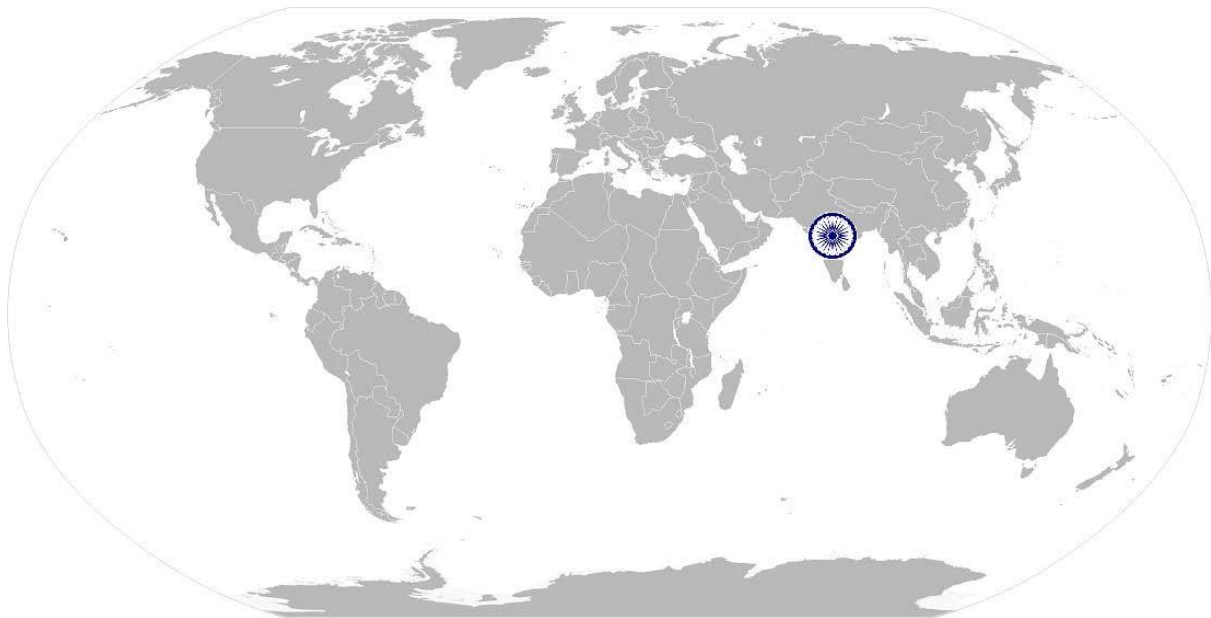
Select a therapeutic diet/ menu based on dietician prescription

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB9. Interpret the patients preferences and design a menu plan accordingly after discussing with Diet SB10. Identify problems associated with inclusion of certain foods and remove them or modify them after taking advice from Diet to suit patients dietary needs
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB11. How to maximize supply of nutrients to the patients while considering dietary restrictions and Diet recommendation
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

NOS Version Control

NOS Code	HSS/N5204		
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	Diet Assistant	Next review date	24/12/16

National Occupational Standard



Overview

This OS unit is about procedures related to preparation of food to be followed by diet Assistant. This process needs to be followed rigidly in order to avoid contamination of food whilst maintain optimum levels of nutritive value.

HSS/N5205

Prepare food safely to maintain nutritive value and avoid contamination

National Occupational Standard

Unit Code	HSS/N5205
Unit Title (Task)	Prepare food safely to maintain nutritive value and avoid contamination
Description	This OS unit is about procedures related to preparation of food to be followed by Diet Assistant . This process needs to be followed rigidly in order to avoid contamination of food whilst maintain optimum levels of nutritive value.
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Giving consideration to the following during food preparation: <ul style="list-style-type: none"> Dietary recommendations for the patient Type of food to be served- Cooked or raw Personal hygiene and sanitation levels required <p>Preparing food to physician/ Diet guidelines and ensuring that the food is free From contamination.</p> <p>Ensuring that:</p> <ul style="list-style-type: none"> The utensils and vessels are clean The kitchen surrounding are clean and safe to cook Personal hygiene measures are followed to avoid contamination of Food Items used to prepare food are not decayed or expired Food used for preparation was stored as per stipulated guidelines
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. Use different food preparation techniques</p> <p>PC2. Use kitchen utensils and equipment</p> <p>PC3. Maintain temperature control from the time to food is prepared to the time it is served</p> <p>PC4. Follow personal hygiene and protect the food from contamination</p> <p>PC5. Record changes in colour, texture or odour</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. Inventory and stock management techniques used in the organization to avoid wastage</p> <p>KA2. Organization policy for hygiene standards to be maintained while preparing food</p>

HSS/N5205

Prepare food safely to maintain nutritive value and avoid contamination

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different cooking styles and techniques</p> <p>KB2. Nutritional information about different food types and how cooking food can affect their nutritional value</p> <p>KB3. Nutritional requirement for different medical conditions</p> <p>KB4. Cooking techniques to minimise food wastage and ensure maximum nutritive value</p> <p>KB5. Personal hygiene and sanitation protocols while preparing food</p> <p>KB6. How to check the raw food quality prior to using it for food preparation</p> <p>KB7. Different cooking techniques for different dietary requirements</p> <p>KB8. How to use kitchen equipment and utensils meant for cooking</p> <p>KB9. Procedures related on how to use fresh and frozen raw food for cooking</p> <p>KB10. Procedures related to food holding (maintaining cooked food at ideal temperatures from the time it is cooked to the time it is served).</p>
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. Note the time and date of preparation of the food</p> <p>SA2. Write down instructions for food preparation based on the physicians/Diets advice</p> <p>SA3. Update the physician and the other co-workers without English language errors regarding grammar or sentence construct</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read important food preparation instructions</p> <p>SA5. Read the expiry date and other details before using raw food for cooking purpose</p> <p>SA6. Read instructions of how to use kitchen equipment</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Communicate with the patient to understand their requirements related to food preparation</p> <p>SA8. Communicate and ensure adherence to personal hygiene and other guidelines for food preparation</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify and discard raw food that is spoilt or expired</p> <p>SB2. Modify cooking technique to enhance palatability for the patients</p> <p>SB3. Store the food after cooking (till it is served to the patients)</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB4. How to plan the cooking process to meet specific patient needs</p> <p>SB5. How to plan and organise equipment and raw food used for food preparation</p>

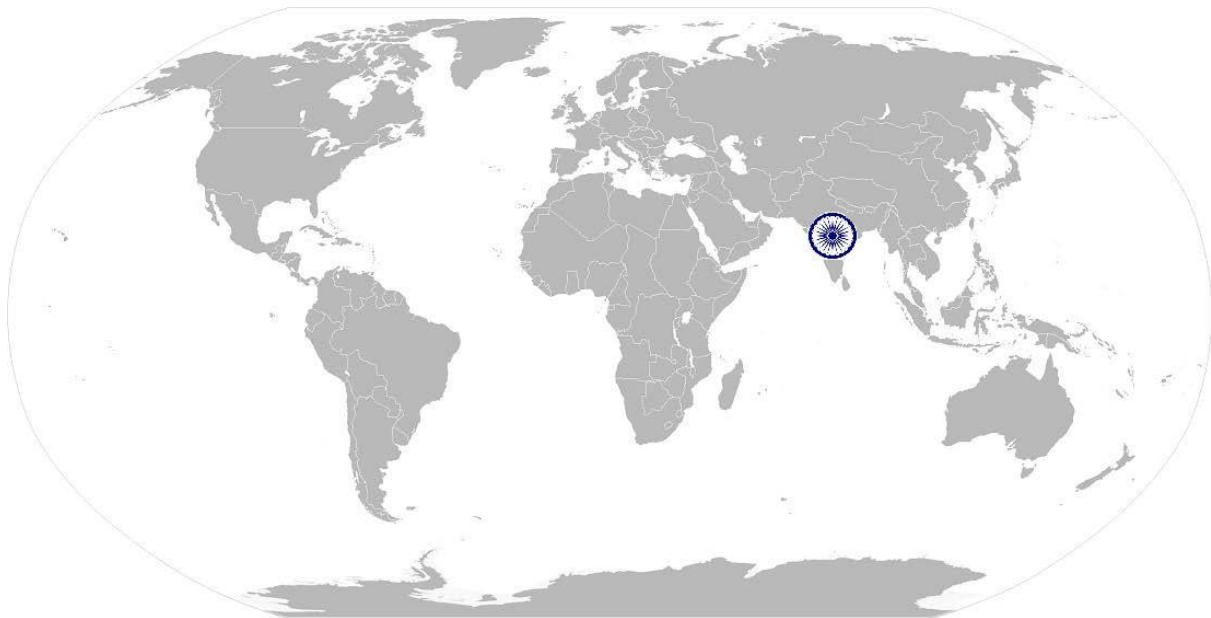
HSS/N5205 Prepare food safely to maintain nutritive value and avoid contamination

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. Cook food in a way that allows maximum protection for contamination and maintains the nutritive value SB7. Cook fresh each day as per the menu plan SB8. Take regular feedback from the patient and improve upon the cooking practices SB9. Ensure strict adherence to guidelines and special care to patient allergies while cooking
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. Modify food preparation techniques depending on patient needs and Diets instructions SB11. Review the procedure of food preparation in case of contamination and identify the cause associated with it
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB12. Prepare food with minimum food and resource wastage SB13. Prepare food for specific patient needs
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

NOS Version Control

NOS Code	HSS/N5205		
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	Diet Assistant	Next review date	24/12/16

National Occupational Standard



Overview

This OS unit is about providing dietary education to the patient by the Diet Assistant based on Diet instructions. The purpose of providing dietary education is to ensure that the patient understands the reasons for the dietary regulations and actively participates in his treatment plan.

HSS/N5206

Educate patient on dietary restrictions

National Occupational Standard

Unit Code	HSS/N5206
Unit Title (Task)	Educate patient on dietary restrictions as per instructions from Diet
Description	This OS unit is about providing dietary education to the patient by the Diet Assistant. The purpose of providing dietary education is to ensure that the patient understands the reasons for the dietary regulations and actively participates in his Treatment plan.
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Giving consideration to the following while providing dietary education to the patient based on Diet instruction: <ul style="list-style-type: none"> Underlying medical condition of the patient Dietary prescription as stipulated by the Diet Personal preferences, cultural aspects and religious restrictions <p>Ensure the following while providing patient with dietary education:</p> <ul style="list-style-type: none"> The dietary education is relevant to the patient in context to the cultural and personal preferences Dietary education is as per the best practice followed in the field <p>Providing tips for cooking while providing dietary and nutritional advice</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. Design dietary menu and educational brochures for a patient depending upon their health condition as per Diet instructions</p> <p>PC2. Customise dietary education based on the food preferences of the patients and Diet instruction</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. Educational and dietary training brochures and materials</p> <p>KA2. Policies and procedures regarding patient education</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Diet and patient preferences as per Diet instructions based on religious and cultural practices</p> <p>KB2. Nutritional information regarding different food items</p> <p>KB3. How to design information brochures to appear more attractive and engage the patients</p> <p>KB4. Patient expectations with regards to dietary plans and condition specific information</p>
Skills (S)	
A. Core Skills/	Writing Skills

HSS/N5206

Educate patient on dietary restrictions

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Develop nutritional brochures and information as per Diet instructions SA2. Write down specific instructions to patients prior to discharge SA3. Provide written information about nutritional value of different foods to be included in the diet
	Reading Skills The user/individual on the job needs to know and understand how to: SA4. Follow instructions specified specific for a particular patient SA5. Modify educational program based on patient preferences
	Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA6. Explain to the patient the importance of nutritional education SA7. Understand patient preferences and modify patient nutritional education accordingly SA8. Take regular feedback on patient nutritional status and suggest modifications
	B. Professional Skills
	Decision Making The user/individual on the job needs to know and understand how to: SB1. Customise patient educational program as per patient preferences SB2. Help the patient evaluate his own progress
	Plan and Organize The user/individual on the job needs to know and understand: SB3. Patients' dietary preferences SB4. How to organise interaction between patient and self to improve acceptance and enhance learning
	Customer Centricity The user/individual on the job needs to know: SB5. How to provide the patient with information that they can use SB6. How to help patients customise the use of the information as per their requirements SB7. How to regularly organise educational sessions for the benefit of patient groups
	Problem Solving The user/individual on the job needs to know and understand how to: SB8. Assist patients in understanding their dietary requirements and providing educational training as per specific requirements
	Analytical Thinking The user/individual on the job needs to know and understand how to: SB9. Provide nutritional education specific to the needs of the patient
	Critical Thinking

HSS/N5206

Educate patient on dietary restrictions

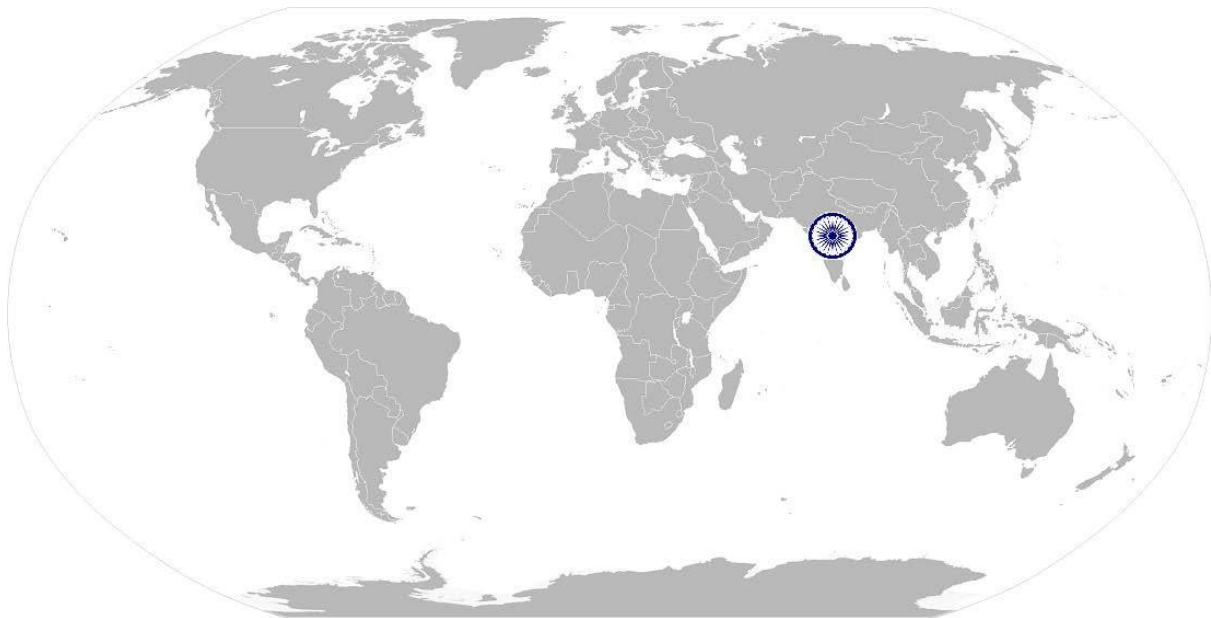
	The user/individual on the job needs to know and understand how to: SB10. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action
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NOS Version Control

NOS Code	HSS/N5206		
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	Diet Assistant	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 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 (Task)	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
Acting within the limit of one's competence and authority	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to one's role</p> <p>PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC4. Maintain competence within one's role and field of practice</p> <p>PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC8. Evaluate and reflect on the quality of one's work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. 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

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The boundaries of one's role and responsibilities and other team members</p> <p>KB2. The reasons for working within the limits of one's competence and authority</p> <p>KB3. The importance of personally promoting and demonstrating good practice</p> <p>KB4. The legislation, protocols and guidelines effecting one's work</p> <p>KB5. The organisational systems and requirements relevant to one's role</p> <p>KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work</p> <p>KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances</p> <p>KB8. The risks to quality and safety arising from:</p> <ul style="list-style-type: none"> 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</p> <p>KB10. How to Report and minimise risks</p> <p>KB11. The principle of meeting the organisation's needs, and how this should enable one to recognise one's own limitations and when one should seek support from others</p> <p>KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported</p> <p>KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation</p> <p>KB14. The actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team</p>
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 reports, task lists, and schedules</p> <p>SA2. Prepare status and progress reports</p> <p>SA3. Record daily activities</p> <p>SA4. Update other co-workers</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about changes in legislations and organizational policies</p> <p>SA6. Keep updated with the latest knowledge</p>
Oral Communication (Listening and Speaking skills)	

HSS/N9603

Act within the limits of one's competence and authority

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

HSS/N9603

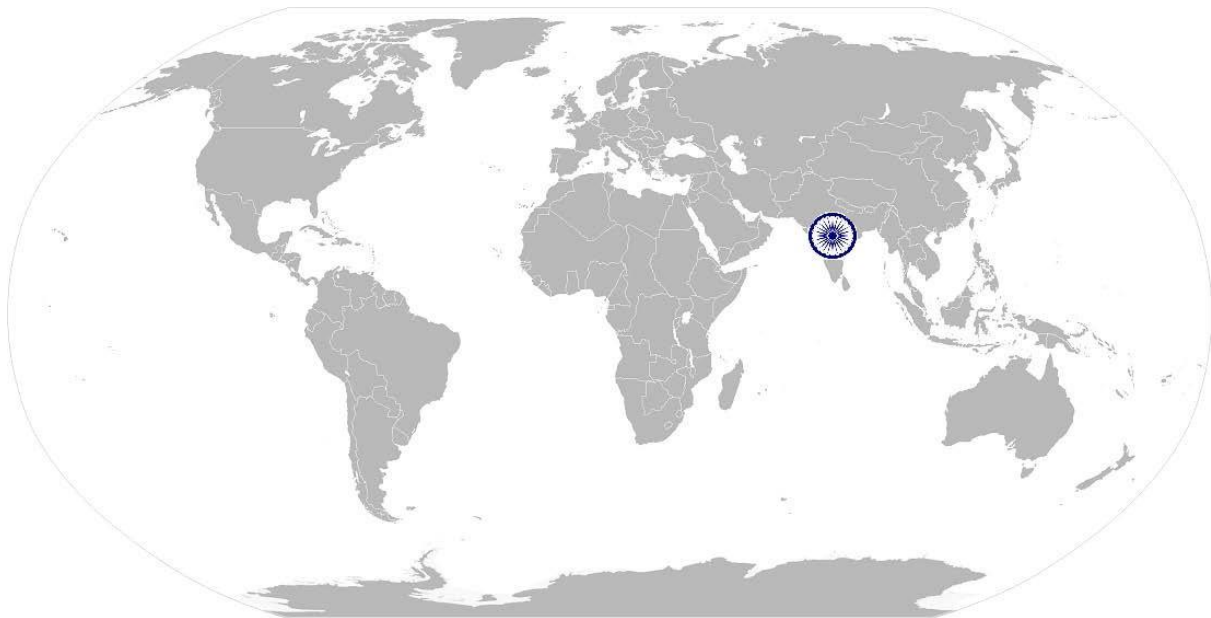
Act within the limits of one's competence and authority

NOS Version Control

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



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to 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 (Task)	Maintain a safe, healthy, and secure working environment
Description	<p>This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions</p> <p>This OS unit applies to all Allied Health professionals working within an organised workplace</p>
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for workplace <p>Handling any hazardous situation with safely, competently and within the limits of authority</p> <p>Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment</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. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. Comply with health, safety and security procedures for the workplace</p> <p>PC3. Report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC4. Identify potential hazards and breaches of safe work practices</p> <p>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected</p> <p>PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently</p> <p>PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC9. Complete any health and safety records legibly and accurately</p>
Knowledge and Understanding (K)	
A. 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. The importance of health, safety, and security in the workplace</p> <p>KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace</p> <p>KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. How to report the hazard</p> <p>KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>

HSS/N9606

Maintain a safe, healthy, and secure working environment

B. Technical Knowledge	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. Requirements of health, safety and security in workplace</p> <p>KB2. How to create safety records and maintaining them</p> <p>KB3. The importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. The common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. How to identify health, safety, and security hazards</p> <p>KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with</p>
Skills (S)	
A. 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. Report and record incidents</p>
	Reading Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</p>
	Oral Communication (Listening and Speaking skills)
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA3. Clearly report hazards and incidents with the appropriate level of urgency</p>
B. Professional Skills	Decision Making
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work</p>
	Plan and Organize
	<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>
	Customer Centricity
	<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>
	Problem Solving
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify hazards, evaluate possible solutions and suggest effective solutions</p>

HSS/N9606

Maintain a safe, healthy, and secure working environment

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

NOS Version Control

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

National Occupational Standard



Overview

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

HSS/N9607

Practice code of conduct while performing duties

National Occupational Standard

Unit Code	HSS/N9607
Unit Title (Task)	Practice code of conduct while performing duties
Description	<p>This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider. The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice.</p> <p>This OS unit applies to all Allied health professionals working in an 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
Recognizing the guidelines and protocols relevant to the field and practice	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to protocols and guidelines relevant to the role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to the role</p> <p>PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority</p> <p>PC4. Maintain competence within the role and field of practice</p> <p>PC5. Use protocols and guidelines relevant to the field of practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and patient safety</p> <p>PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem</p>
Knowledge and Understanding (K)	
A. 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>

	<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

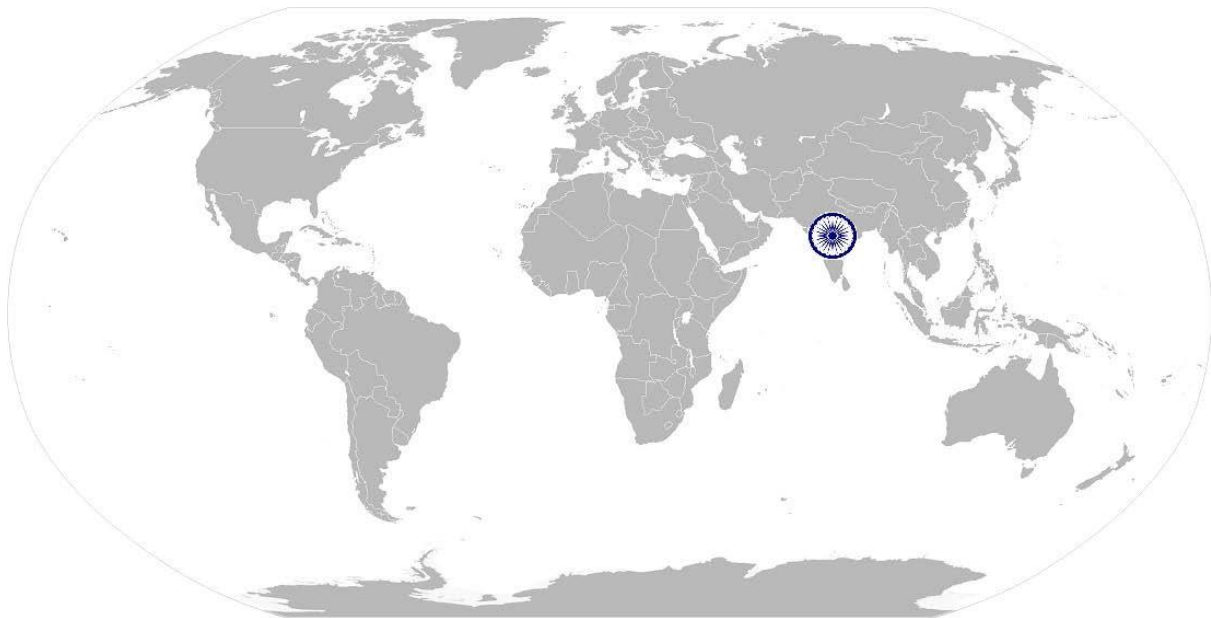
Practice code of conduct while performing duties

	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

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
Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of waste	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type</p> <p>PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste</p> <p>PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements</p> <p>PC4. Segregation should happen at source with proper containment, by using different color coded bins for different categories of waste</p> <p>PC5. Check the accuracy of the labelling that identifies the type and content of waste</p> <p>PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal</p> <p>PC7. Check the waste has undergone the required processes to make it safe for transport and disposal</p> <p>PC8. Transport the waste to the disposal site, taking into consideration its associated risks</p> <p>PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures</p> <p>PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols</p>
Knowledge and Understanding (K)	
A. 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 where to 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

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

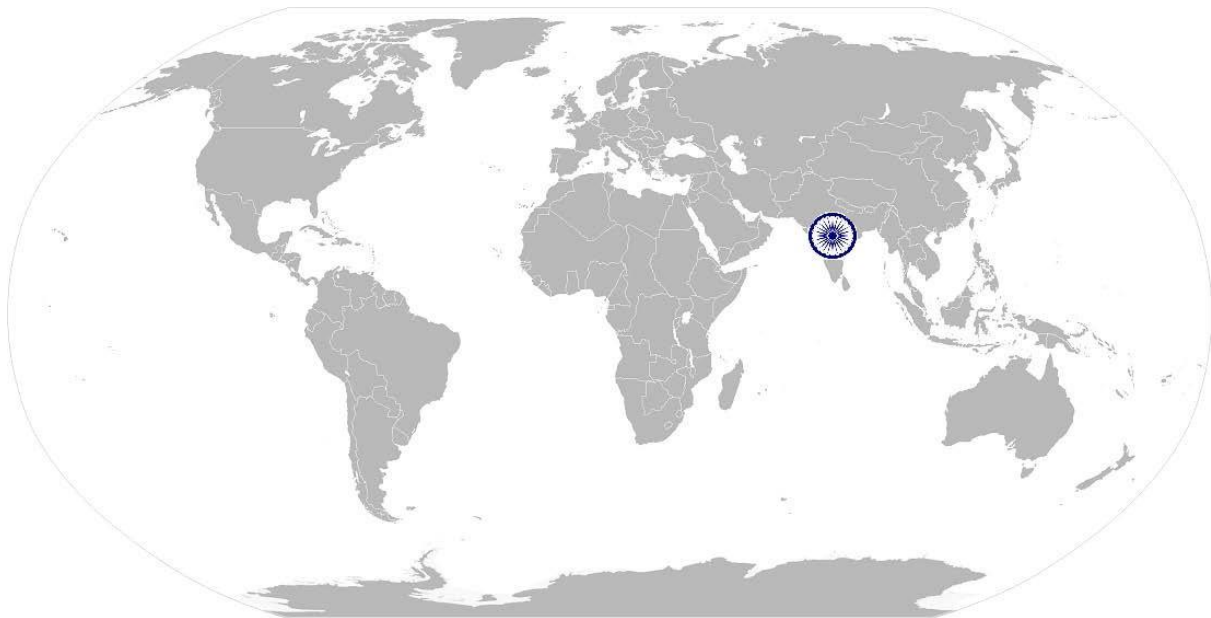
NOS Version Control

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

HSS/N9610

Follow infection control policies and procedures

National Occupational Standard



Overview

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

HSS/N9610

Follow infection control policies and procedures

Unit Code	HSS/N9610
Unit Title (Task)	Follow infection control policies and procedures
Description	<p>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.</p> <p>This unit applies to all Allied Health professionals.</p>
Scope	<p>This unit/task covers the following:</p> <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)	
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 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>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Additional precautions</p> <p>KB2. Aspects of infectious diseases including:</p> <ul style="list-style-type: none"> - opportunistic organisms - pathogens <p>KB3. Basic microbiology including:</p> <ul style="list-style-type: none"> - bacteria and bacterial spores - 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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Follow infection control policies and procedures

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

HSS/N9610

Follow infection control policies and procedures

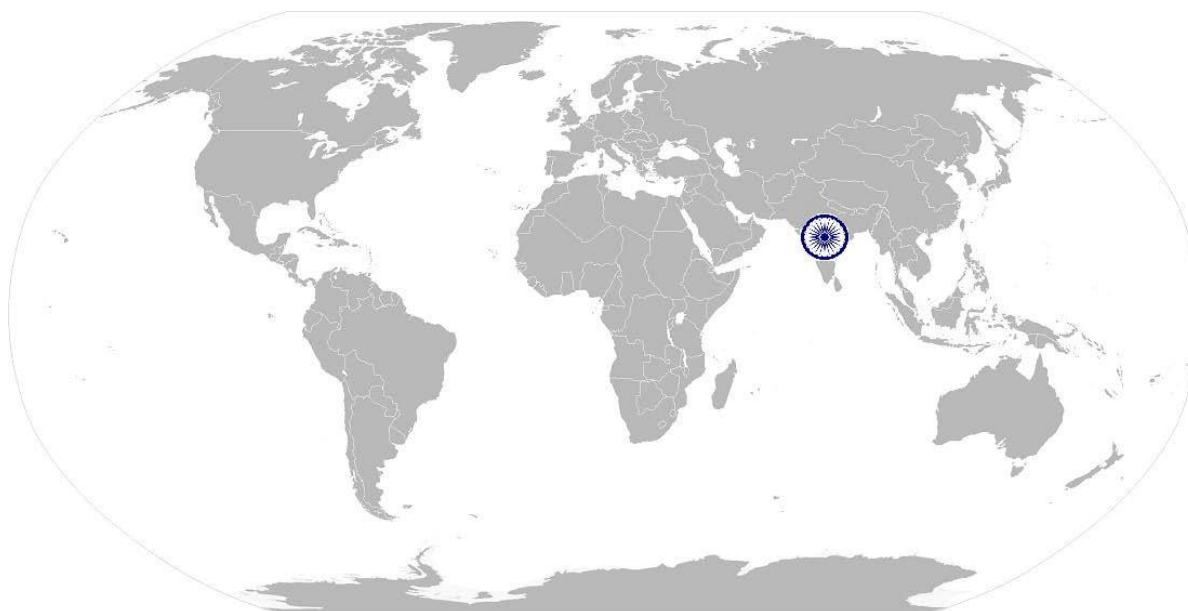
	information
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. Apply additional precautions when standard precautions 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

HSS/N9610

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



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Diet Assistant
Qualification Pack Code	HSS/Q5201
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

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

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

Overall Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			
Detailed Break Up of Marks		Skills Practical & Viva			
Subject Domain		Pick any 2 NOS each of 200 marks totalling 400			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1.HSS / N 5201: Maintain hygiene & food safety	PC1. Explain and implement temperature control techniques	200	20	10	10
	PC2. Maintain personal hygiene and ensure others maintain the same		10	2	8
	PC3. Maintain cleanliness of food handling, storage and serving areas		10	2	8
	PC4. Maintain cleanliness of all equipment, utensils and tools coming in contact with food		10	5	5
	PC5. Ensure food waste is removed promptly from food handling, storage and serving areas		20	2	8
	PC6. Ensure food waste is not allowed to contaminate other areas/ items in the food handling, storage or serving areas		10	5	5
	PC7. Follow cooking and serving practices as specified for different food items		20	5	5
	PC8. Follow proper disposal techniques for food waste, contaminated food or expired food		20	3	7
	PC9. Follow proper serving practices for cooked and raw food		10	3	7
	PC10. Prevent cross contamination or direct contamination of food		10	5	5
	PC 11. Keep hands clean and wash them after unhygienic activities		10	3	7
	PC 12. Maintain storage areas in a clean and hygienic condition		20	10	10
	PC 13. Report deliveries of food items promptly to the proper person		10	5	5

	PC 14. Deal with unexpected situations effectively and inform the proper person where appropriate		20	40	10
	Total		200	100	100
2. HSS / N 5202: Store food safely and prevent contamination	PC1. Understand and implement different food storage practices for different types of foods	200	50	20	30
	PC2. Use and operate storage equipment		50	20	30
	PC3. Follow hygiene and sanitation protocols		40	20	20
	PC4. Explain inventory management processes such as FIFO to prevent food wastage		30	10	20
	PC5. Identify signs of decay and contamination of food		30	10	20
	Total		200	80	120
3.HSS/ N 5203: Handle food safely to avoid contamination	PC1. Explain temperature control techniques	200	50	15	35
	PC2. Maintain personal hygiene and ensure others maintain the same		40	15	25
	PC3. Follow cooking and serving practices as specified for different food items		50	20	30
	PC4. Follow serving practices for cooked and raw food		30	10	20
	PC5. Prevent cross contamination or direct contamination of food		30	10	20
	Total		200	70	130
4. HSS / N 5204: Select a therapeutic diet/ menu	PC1. Understand patients' nutritional requirement and design a diet accordingly	200	50	20	30
	PC2. Understand patients' cultural and religious preference and modify diet accordingly		30	10	20
	PC3. Avoid foods or products that can lead to allergies or intolerance among patients		30	15	15
	PC4. Select menu and plan it in congruence with the medical treatment plan		40	15	25
	PC5. Report progression and modify diet accordingly		50	20	30

	Total		200	80	120
5. HSS / N 5205: Prepare food safely to maintain nutritive value and avoid contamination	PC1. Use different food preparation techniques	200	50	20	30
	PC2. Use kitchen utensils and equipment		30	10	20
	PC3. Maintain temperature control from the time to food is prepared to the time it is served		50	15	35
	PC4. Follow personal hygiene and protect the food from contamination		40	10	30
	PC5. Record changes in colour, texture or odour of food being used for preparation and discard it as per specified guidelines.		30	10	20
	Total		200	65	135
6. HSS/ N 5206: Educate patient on dietary restrictions	PC1. Design dietary menu and educational brochures for a patient depending upon their health condition	200	100	30	70
	PC2. Customise dietary education based on the food preferences of the patients		100	40	60
	Total		200	70	130
Soft Skills and Communication		Pick one field from both parts each carrying 50 marks totalling 100			
National Occupational Standards (NOS)	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					
HSS/ N 9603 (Act within the limits of one’s competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one’s role and field of practice	30	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one’s role		2	0	2
	PC3. Recognise the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority		8	4	4

	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
	Total		30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
	Total		20	7	13
Attitude Total		50	50	19	31
Part 2 (Pick one field as per NOS marked carrying 50 marks)					

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

	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		4	4	0
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		4	4	0
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures		4	4	0
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		4	4	0
	Total		50	32	18
Grand Total-2 (Soft Skills and Comunication)		100			
Detailed Break Up of Marks			Theory		
Subject Domain			Pick all NOS totalling 80 marks		
National Occupational Standards (NOS)	Assessment Criteria for the Assessable Outcomes		Weightage		
1.HSS / N 5201: Maintain hygiene & food safety	PC1. Explain and implement temperature control techniques		18		
	PC2. Maintain personal hygiene and ensure others				

	maintain the same	
	PC3. Maintain cleanliness of food handling, storage and serving areas	
	PC4. Maintain cleanliness of all equipment, utensils and tools coming in contact with food	
	PC5. Ensure food waste is removed promptly from food handling, storage and serving areas	
	PC6. Ensure food waste is not allowed to contaminate other areas/ items in the food handling, storage or serving areas	
	PC7. Follow cooking and serving practices as specified for different food items	
	PC8. Follow proper disposal techniques for food waste, contaminated food or expired food	
	PC9. Follow proper serving practices for cooked and raw food	
	PC10. Prevent cross contamination or direct contamination of food	
	PC 11. Keep hands clean and wash them after unhygienic activities	
	PC 12. Maintain storage areas in a clean and hygienic condition	
	PC 13. Report deliveries of food items promptly to the proper person	
	PC 14. Deal with unexpected situations effectively and inform the proper person where appropriate	
	TOTAL	18
3.HSS / N 5202: Store food safely and prevent contamination	PC1. Understand and implement different food storage practices for different types of foods	
	PC2. Use and operate storage equipment	
	PC3. Follow hygiene and sanitation protocols	
	PC4. Explain inventory management processes such as FIFO to prevent food wastage	
	PC5. Identify signs of decay and contamination of food	
	TOTAL	10
HSS/ N 5203: Handle food safely to avoid contamination	PC1. Explain temperature control techniques	10

	PC2. Maintain personal hygiene and ensure others maintain the same	
	PC3. Follow cooking and serving practices as specified for different food items	
	PC4. Follow serving practices for cooked and raw food	
	PC5. Prevent cross contamination or direct contamination of food	
TOTAL		10
HSS / N 5204: Select a therapeutic diet/ menu	PC1. Understand patients' nutritional requirement and design a diet accordingly	16
	PC2. Understand patients' cultural and religious preference and modify diet accordingly	
	PC3. Avoid foods or products that can lead to allergies or intolerance among patients	
	PC4. Select menu and plan it in congruence with the medical treatment plan	
	PC5. Report progression and modify diet accordingly	
TOTAL		16
HSS / N 5205: Prepare food safely to maintain nutritive value and avoid contamination	PC1. Use different food preparation techniques	10
	PC2. Use kitchen utensils and equipment	
	PC3. Maintain temperature control from the time to food is prepared to the time it is served	
	PC4. Follow personal hygiene and protect the food from contamination	
	PC5. Record changes in colour, texture or odour of food being used for preparation and discard it as per specified guidelines.	
TOTAL		10
HSS/ N 5206: Educate patient on dietary restrictions	PC1. Design dietary menu and educational brochures for a patient depending upon their health condition	10
	PC2. Customise dietary education based on the food preferences of the patients	
	Total	10
HSS/ N 9610: Follow infection control policies and procedures	PC1. Perform the standard precautions to prevent the spread of infection in accordance with organisation requirements	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	
	Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements	
	PC26. Remove all dust, dirt and physical debris from work surfaces	
	PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	
	PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols	
	PC29. Dry all work surfaces before and after use	
	PC30. Replace surface covers where applicable	
	PC31. Maintain and store cleaning equipment	
	TOTAL	6
Grand Total-1 (Subject Domain)		80
Soft Skills and Communication		Select all NOS totalling 20
National Occupational Standards (NOS)	Assessment Criteria for the Assessable Outcomes	Weightage

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
	PC2. Work within organisational systems and requirements as appropriate to one's role	
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority	
	PC4. Maintain competence within one's role and field of practice	
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice	
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times	
	PC7. Identify and manage potential and actual risks to the quality and safety of practice	
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements	
	TOTAL	4
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
	PC2. Work within organisational systems and requirements as appropriate to the role	
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority	
	PC4. Maintain competence within the role and field of practice	
	PC5. Use protocols and guidelines relevant to the field of practice	
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times	
	PC7. Identify and manage potential and actual risks to the quality and patient safety	
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem	
	TOTAL	4

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	6
	PC2. Comply with health, safety and security procedures for the workplace	
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person	
	PC4. Identify potential hazards and breaches of safe work practices	
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority	
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected	
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently	
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person	
	PC9. Complete any health and safety records legibly and accurately	
	TOTAL	6
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	6
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste	
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements	
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste	
	PC5. Check the accuracy of the labelling that identifies the type and content of waste	
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal	
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal	
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks	

	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures	
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols	
	TOTAL	6
Grand Total-2 (Soft Skills and Communication)		20