

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 –Medical Laboratory Technician

SECTOR: HEALTH

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Medical Laboratory Technician

REFERENCE ID: HSS/ Q 0301

NCO CODE : NCO-2004/3221.1

Medical Laboratory Technician (MLT): also referred to as Clinical Laboratory Science professional, Medical Technologist and Medical Laboratory Scientist.

Brief Job Description: The Medical laboratory technicians perform complex tests for diagnosis, treatment, and prevention of disease. These professionals are responsible for supporting and assisting doctors/ scientists in their day-to-day working in a variety of roles. They function as the main support to biomedical scientists in pathology laboratories.

Personal Attributes: This job requires the MLT to work in association with doctors, pathologists and scientists. Essential attributes include empathy, orientation to detail, dexterity, critical thinking, persistence and ability to work in stressful environment.

Contact Us :

Healthcare Sector Skill Council

711, 7th Floor, DLF Tower A,

Jasola Distric Centre

New Delhi - 110025

Ph : 011 40505850

Website: www.healthcare-ssc.in

Email ID : info@healthcare-ssc.in

Job Details	Qualifications Pack Code	HSS / Q 0301		
	Job Role	Medical Laboratory Technician		
	Credits (NSQF)	TBD	Version number	1.0
	Industry	Health	Drafted on	12/05/13
	Sub-sector	Allied Health & Paramedics	Last reviewed on	22/05/13
	Occupation	Medical Laboratory Technician	Next review date	22/05/15
	Job Role	Medical Laboratory Technician		
	Role Description	Medical laboratory Technician perform complex tests for diagnosis, treatment, and prevention of disease		
	NSQF level	4		
	Minimum Educational Qualifications	Class XII in Science Or Level 3 Phlebotomy with experience of minimum three years in the laboratory setup		
Maximum Educational Qualifications	Not Applicable			
Training	Relevant professional qualification			
Experience	Not Applicable			

Occupational Standards (OS)	<p>Compulsory:</p> <p>HSS/ N 0301: Correctly collect, transport, receive, accept or reject and store blood samples</p> <p>HSS/ N 0302: Conduct analysis of body fluids/ samples</p> <p>HSS/ N 0303: Maintain, operate and clean laboratory equipment</p> <p>HSS/ N 0304: Provide technical information about test results</p> <p>HSS/ N 0305: Prepare and document medical tests and clinical results</p> <p>HSS/ N 0306: Establish and monitor quality assurance programs</p> <p>HSS/ N 0307: Supervise and guide other laboratory personnel</p> <p>HSS/ N 0308: Conduct research under guidance</p> <p>HSS/ N 0409: Assist in fine needle aspiration cytology</p> <p>HSS/ N 9602: Ensure availability of medical and diagnostic supplies</p> <p>HSS/ N 9603: Act within the limits of one's competence and authority</p> <p>HSS/ N 9604: Work effectively with others</p> <p>HSS/ N 9605: Manage work to meet requirements</p> <p>HSS/ N 9606: Maintain a safe, healthy, and secure working environment</p> <p>HSS/ N 9607: Practice Code of conduct while performing duties</p> <p>HSS/ N 9609: Follow biomedical waste disposal protocols</p>
	<p>HSS/ N 9610: Follow infection control policies and procedures</p> <p>HSS/ N 9611: Monitor and assure quality</p> <p>Optional: N.A.</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Biochemist	Biochemists are scientists who are trained in biochemistry. Biochemists study chemical processes and chemical transformations in living organisms. The prefix of "bio" in "biochemist" can be understood as a fusion of "biological chemist."
Calibration	Calibration is a comparison between measurements - one of known magnitude or correctness made or set with one device and another measurement made in as similar a way as possible with a second device.
Calorimeters	A calorimeter is a device used for calorimetry, the science of measuring the heat of chemical reactions or physical changes as well as heat capacity.
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 organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Flame photometers	One of several types of instruments used in flame photometry, such as the emission flame photometer and the atomic absorption spectrophotometer, in each of which a solution of the chemical being analysed is vaporized; the spectral lines resulting from the light source going through the vapours enters a monochromator that selects the band or bands of interest.
Microbiologist	A scientist that studies a wide range of microorganisms in various subdisciplines of biology, such as bacteriology, mycology, parasitology, and virology.
National Occupational Standards (NOS)	NOS are Occupational Standards which 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 organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(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.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
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-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
HSSC	Health sector skills council
LMIS	Laboratory information management system
MHRD	Ministry of human resource development
MSDS	Material safety data sheet
NOS	National occupational standard(s)
NVEQF	National vocational education qualifications framework
NVQF	National vocational qualifications framework
OS	Occupational standard(s)
QP	Qualifications pack
SSC	Sector skills council

HSS/ N 0301: Correctly collect, transport, receive, accept or reject and store blood samples

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to collect and study blood samples required in transfusions by identifying the number of cells, the cell morphology or the blood group, blood type, and compatibility with other blood types.

HSS/ N 0301: Correctly collect, transport, receive, accept or reject and store blood samples

National Occupational Standard

Unit Code	HSS/ N 0301
Unit Title (Task)	Correctly collect, transport, receive, accept or reject and store blood samples
Description	This OS unit is about collecting and studying blood samples for use in transfusions by identifying the number of cells, the cell morphology or the blood group, blood type, and compatibility with other blood types.
Scope	The unit task covers the following: <ul style="list-style-type: none"> Perform procedures to collect blood samples ,Study the samples for their use in the process of transfusion
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must:</p> <p>PC1. Identify information by categorising, estimating, recognising the differences or similarities, and detecting changes in circumstances or events</p> <p>PC2. Have a fair knowledge of blood cell biology</p> <p>PC3. Perform phlebotomy effectively</p> <p>PC4. Respond to emergencies as they arise</p> <p>PC5. Apply the principles of genetics and immunology to transfusion practice</p> <p>PC6. Generate or use different sets of rules for combining or grouping things in different ways</p> <p>PC7. Be up-to-date technically and apply new knowledge to the job</p> <p>PC8. Know how to follow sample acceptance and rejection criteria</p> <p>PC9. Know how to pack, transport and store the blood samples</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Guidelines on blood transfusion</p> <p>KA2. The principles and processes to provide patient care, including patient need assessment, meeting quality standards for services, and evaluation of customer satisfaction</p> <p>KA3. The importance of minimising risk, the legal aspect of safety and responding to emergencies as they arise</p> <p>KA4. Usage of LMIS(Laboratory information management system)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Methodology of phlebotomy</p> <p>KB2. The basic structure and functions of the integumentary, skeletal, muscular, nervous, endocrine, cardiovascular, lymphatic, respiratory, digestive, urinary, and reproductive systems</p> <p>KB3. The chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo including the use of</p>

HSS/ N 0301: Correctly collect, transport, receive, accept or reject and store blood samples

	<p>chemicals and their interactions, danger signs, production techniques, and disposal methods</p> <p>KB4. The cells, their development, identification and functions and the microscopic examination of blood films</p> <p>KB5. The basic concepts of transfusion science, including the application of genetics and immunology to transfusion practice</p> <p>KB6. Major blood group systems, antibody detection and identification procedures</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	<p>SA1. Communicate effectively with others in writing as needed</p> <p>SA2. Document and maintain records of blood collection</p> <p>SA3. Record information in LMIS</p>
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA4. Read and understand information and clinical notes presented in writing
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to:
	<p>SA5. Listen and understand information and ideas presented through spoken words and sentences</p> <p>SA6. Communicate effectively with all individuals</p>
	B. Professional Skills
	Decision Making
	The user/individual on the job needs to know and understand how to:
	<p>SB1. Decide whether specimens should be kept in storage or sent to other laboratories for processing when there are equipment failures</p> <p>SB2. Identify characteristics of major blood group systems, detect and identify antibodies</p>
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	SB3. Develop specific goals and plans to prioritise, organise, and accomplish work
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	<p>SB4. Collect specimens by venipuncture and capillary puncture without causing undue discomfort to the patient</p> <p>SB5. Perform phlebotomy</p>
	Problem Solving

HSS/ N 0301: Correctly collect, transport, receive, accept or reject and store blood samples

	The user/individual on the job needs to know and understand how to:
	SB6. Access and process routine laboratory specimens
	SB7. Clarify the accuracy of information with referral sources, when the information on specimen collection containers does not match that on requisition forms, and request new samples if necessary
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
SB8. Use basic non-automated tests to assess blood cells	
SB9. See and analyse details at close range	
SB10. Collect, receive and conduct a pre-analytical processing of clinical laboratory specimens	
Critical Thinking	
Not applicable	

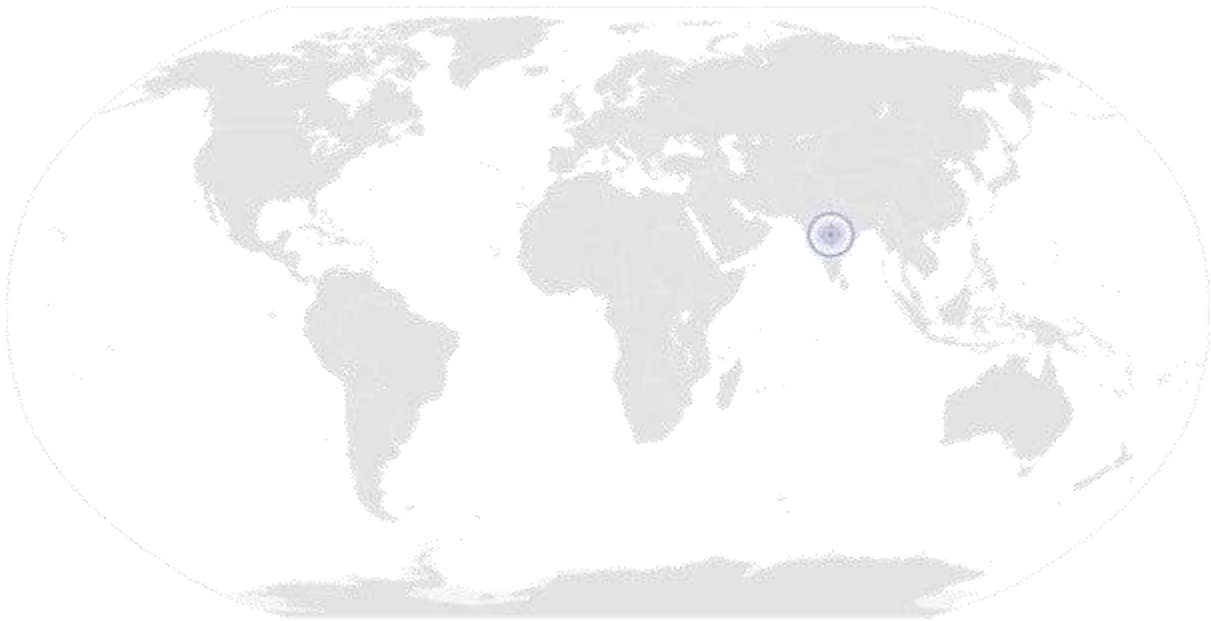
HSS/ N 0301: Correctly collect, transport, receive, accept or reject and store blood samples

NOS Version Control

NOS Code	HSS/ N 0301		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/05/15

HSS/ N 0302: Conduct analysis of body fluids/samples

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to conduct the chemical analysis of body fluids, including blood, urine, spinal fluid, or tissue samples, to determine the presence of normal or abnormal components.

HSS/ N 0302: Conduct analysis of body fluids/samples

National Occupational Standard	Unit Code	HSS/ N 0302
	Unit Title (Task)	Conduct analysis of body fluids/ samples
	Description	This OS unit is about conducting the chemical analysis of body fluids, including blood, urine, spinal fluid, or tissue samples, to determine the presence of normal or abnormal components.
	Scope	The unit task covers the following: <ul style="list-style-type: none"> Conducting the chemical analysis of body fluids , Determine the presence of normal or abnormal components
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in components of body fluids</p> <p>PC2. Understand how samples of body fluids are collected and analysed</p> <p>PC3. Know what is implied by the presence of abnormal constituents in body fluids</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Procedures for chemical analysis of body fluids as per organisational protocol</p> <p>KA2. Procedures for the reporting of abnormal constituents in body fluids to the right concerned person as per the organisational policy</p> <p>KA3. Relevant legislation, standards, policies, and procedures followed in the hospital</p> <p>KA4. Usage of LMIS(Laboratory information management system)</p>
	B. Technical Knowledge	The user/iindividual on the job needs to know and understand: <p>KB1. The chemical composition, structure, and properties of substances</p> <p>KB2. The chemical processes and transformations that they undergo including the use of chemicals and their interactions, danger signs, production techniques, and disposal methods</p>
Skills (S) (Optional)		
A. Core Skills/ Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: <p>SA1. Record the unusual findings</p> <p>SA2. Communicate effectively with others in writing as needed</p> <p>SA3. Record information in LMIS</p>	
	Reading Skills	

HSS/ N 0302: Conduct analysis of body fluids/samples

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand information and clinical notes presented in writing</p> <p>SA5. Read and understand handling and storage instructions on the labels of laboratory materials such as reagents, dyes, preservatives and cleaners</p> <p>SA6. Read the MSDS</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. Listen to and understand information and ideas presented through spoken words and sentences</p> <p>SA8. Communicate the important information to patient and coworkers effectively</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. Decide which laboratory can provide the relevant components when required, based on their professional knowledge and factors such as budgets and the types of anticipated demand for laboratory analyses</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Develop specific goals and plans to prioritize, organize, and accomplish work</p>
	<p>Patient Centricity</p> <p>Not Applicable</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Determine when specimens received are unsuitable for analysis and contact referral sources, to report the nature of inadequacies and request the collection of new specimens, if possible</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Assess patients' hospital care records or medical files for information which validates or explains test result</p>

HSS/ N 0302: Conduct chemical analysis of body fluids

NOS Version Control

NOS Code	HSS/ N 0302		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/05/15

HSS/ N 0303: Maintain, operate and clean laboratory equipment

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to set up, calibrate, operate, clean and maintain equipment used in quantitative or qualitative analysis, such as spectrophotometers, calorimeters, flame photometers and computer-controlled analysers.

HSS/ N 0303: Maintain, operate and clean laboratory equipment

National Occupational Standard	Unit Code	HSS/ N 0303
	Unit Title (Task)	Maintain, operate and clean laboratory equipment
	Description	This OS unit is about the setting up, calibrating, operating, cleaning and maintaining equipment used in quantitative or qualitative analysis, such as spectrophotometers, calorimeters, flame photometers and computer-controlled analysers.
	Scope	The unit/task covers the following: <ul style="list-style-type: none"> Performing the standard procedure for cleaning the different parts using appropriate cleaning agents, Performing procedures to keep the unit sterile and functional
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects</p> <p>PC2. Concentrate on a task over a period of time without being distracted</p> <p>PC3. Have sound knowledge of the functioning of lab equipment's and protocols for their cleaning and calibration</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <p>KA1. The use of scientific rules and methods to solve problems</p> <p>KA2. What are the standard procedures for cleaning and sterilization of the machine/unit</p> <p>KA3. Where to obtain supplies of cleaning agents and reusable parts</p> <p>KA4. About the servicing policies adopted by the organisation</p> <p>KA5. Usage of LMIS(Laboratory information management system)</p>
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. Procedures to handle different laboratory apparatus</p> <p>KB2. The cleaning and maintenance procedures of the machine</p> <p>KB3. Which parts need replacement and how to do it</p> <p>KB4. How to undertake sterilization of the unit</p>
Skills (S) (Optional)		
A. Core Skills/ Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: <p>SA1. Communicate effectively with others in writing as indicated by the needs of the task</p> <p>SA2. Record information in LMIS</p>	
	Reading Skills	

HSS/ N 0303: Maintain, operate and clean laboratory equipment

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand information and clinical notes presented in writing</p> <p>SA4. Read and comprehend user manuals to ensure familiarity with the functioning of laboratory equipment</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to:</p> <p>SA5. Listen and understand information and ideas presented through spoken words and sentences</p> <p>SA6. Communicate the information effectively to patient and coworkers</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. Watch gauges, dials, or other indicators to ensure that a machine is working properly</p> <p>SB2. Decide whether specimens should be kept in storage or sent to other laboratories for processing when there are equipment failures</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Develop specific goals and plans to prioritise, organise, and accomplish work</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Provide a clean and good patient care by maintaining and sterilising the equipment so as to prevent the spread of infection and maintain hygiene</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Deal with equipment failures which may adversely affect the timely delivery of laboratory analysis</p> <p>SB6. Refer to user manuals to troubleshoot equipment and describe the failures and repairs in maintenance logs</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Analyse needs and product requirements to create a design and use new equipment</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Evaluate the effectiveness, efficiency and quality of laboratory equipment on an ongoing basis</p>

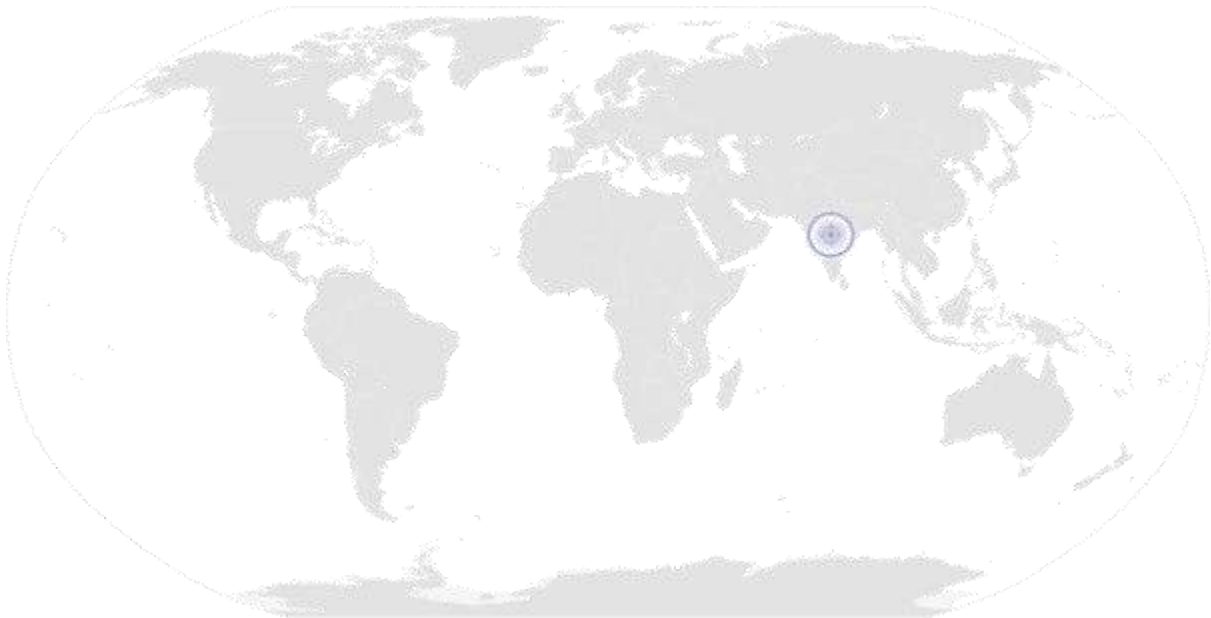
HSS/ N 0303: Maintain, operate and clean laboratory equipment

NOS Version Control

NOS Code	HSS/ N 0303		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/05/15

HSS/ N 0304: Provide information about test results

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to provide technical information about the test results to physicians, family members, or researchers.

HSS/ N 0304: Provide information about test results

National Occupational Standard	Unit Code	HSS/ N 0304
	Unit Title (Task)	Provide technical information about test results
	Description	This OS unit is about providing technical information about test results to physicians, family members, or researchers.
	Scope	The unit/task covers the following: <ul style="list-style-type: none"> Providing information to the people , Providing appropriate and relevant information about the tests he conducts as and when required
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must: <ul style="list-style-type: none"> PC1. Be service oriented PC2. Combine separate pieces of information, or specific answers to problems, to interpret test results in a logical manner
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Policies and practices involved in personnel/human resource functions KA2. Administrative and clerical procedures and systems KA3. Usage of LMIS(Laboratory information management system)
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. How to deal with various people KB2. Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques
Skills (S) (Optional)		
A. Core Skills/ Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Provide information to supervisors, co-workers, and subordinates in written form SA2. Communicating effectively with others in writing as needed SA3. Record information in LMIS 	
	Reading Skills	

HSS/ N 0304: Provide information about test results

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand information and ideas presented in writing</p> <p>SA5. Read and understand patients' hospital care records or medical files for information which validates or explains test results</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Provide information to supervisors, co-workers, and subordinates by telephone, or in person</p> <p>SA7. Listen to and understand information and ideas presented through spoken words and sentences</p> <p>SA8. Communicate information and ideas in speaking so others will understand</p> <p>SA9. Answer questions that patient may have</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. Find ways to structure or classify multiple pieces of information</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB2. How to plan and schedule day-to-day laboratory operations and may contribute to long-term and strategic planning for their organisations</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Be courteous to patients</p> <p>SB4. Answer queries as needed</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Identify complex problems and review related information to develop and evaluate options and implement solutions</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Use computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Evaluate the completeness and clarity of procedures they have just written for the collection, identification, transportation, preparation, storage and analysis of specimens</p> <p>SB8. Ensure that crucial information has not been omitted and use the appropriate words to avoid misinterpretation</p>

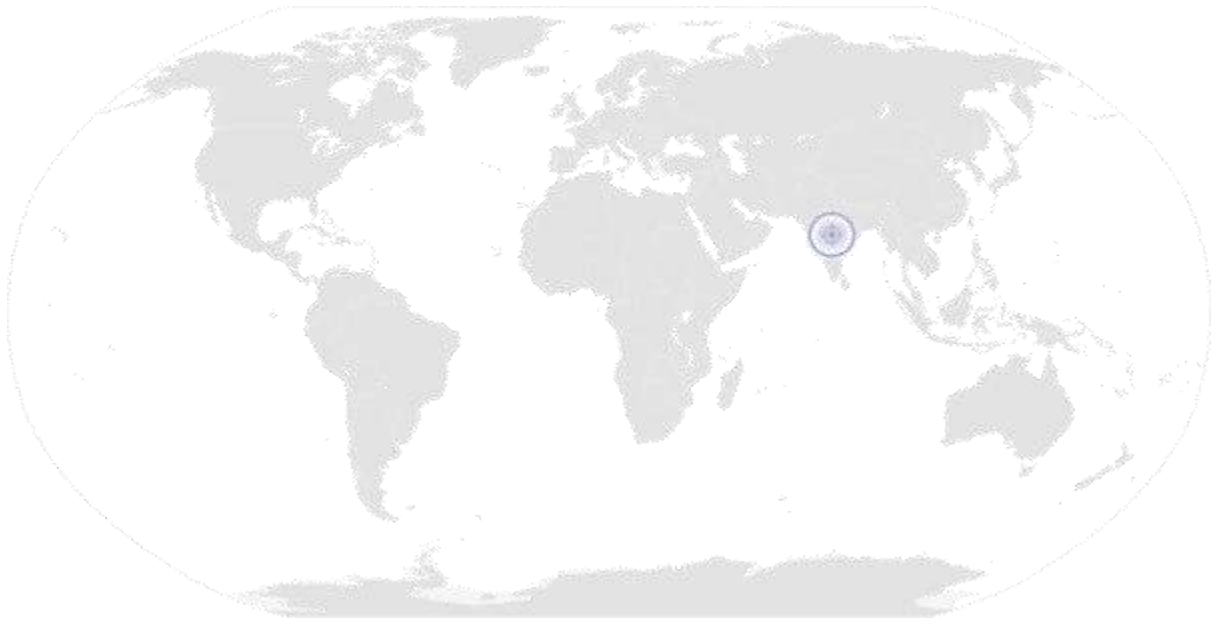
HSS/ N 0304: Provide information about test results

NOS Version Control

NOS Code	HSS/ N 0304		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/05/15

HSS/ N 0305: Prepare and document medical tests and clinical results

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to document the data and analysis of medical tests and clinical results into a patient's medical record/ computer for storage.

HSS/ N 0305: Prepare and document medical tests and clinical results

National Occupational Standard

Unit Code	HSS/ N 0305
Unit Title (Task)	Prepare and document medical tests and clinical results
Description	This OS unit is about the documentation of data and analysis of medical tests and clinical results into a patient’s medical record/ computer for storage.
Scope	The unit/task covers the following: <ul style="list-style-type: none"> Documenting and entering all test-related data into an electronic storage system
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: <p>PC1. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data</p> <p>PC2. Generate or use different sets of rules for combining or grouping things in different way</p> <p>PC3. Concentrate on a task over a period of time without being distracted</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <p>KA1. The standard protocol for documenting the data in the patient’s files and in the computer for future records</p> <p>KA2. Usage of LMIS(Laboratory information management system)</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. How to evaluate the likely success of an idea in relation to the demands of the situation</p> <p>KB2. How to reorganising information to get a better approach to problems or tasks</p> <p>KB3. How to process information by compiling, coding, categorising, calculating, tabulating, auditing or verifying data</p>
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <p>SA1. Enter, transcribe, record, store, or maintain information in written or electronic/magnetic form</p> <p>SA2. Record information in LMIS</p>

HSS/ N 0305: Prepare and document medical tests and clinical results

	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand information and ideas presented in writing SA4. Read and understand patients' hospital care records or medical files for information which validates or explains test results</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to:</p> <p>SA5. Listen and understand information and ideas presented through spoken words and sentences SA6. Communicate information and ideas in speaking so others will understand</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide which procedure to follow when carrying out their tasks</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Keep up-to-date technically and apply new knowledge to the job SB3. Develop specific goals and plans to prioritize, organise, and accomplish work</p>
	Patient Centricity
	<p>The user/individual on the job should:</p> <p>SB4. Keep the test reports and results confidential</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Face equipment failures which may adversely affect the timely delivery of laboratory analyses</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Use computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information</p>
	Critical Thinking
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Evaluate the completeness of patient data SB8. Monitor quality control data to rapidly identify analytical deficiencies SB9. Document errors and note the remedial actions they have taken</p>	

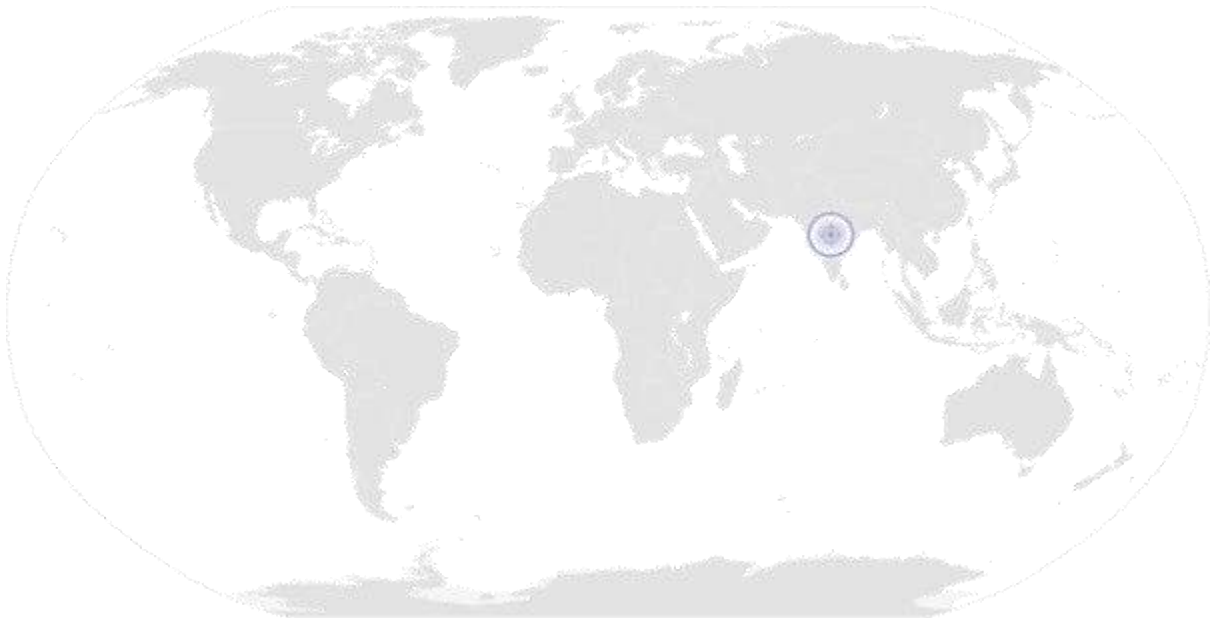
HSS/ N 0305: Prepare and document medical tests and clinical results

NOS Version Control

NOS Code	HSS/ N 0305		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/05/15

HSS/ N 0306: Establish and monitor quality assurance program

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to establish and monitor quality assurance programs or activities to ensure the accuracy of laboratory results.

HSS/ N 0306: Establish and monitor quality assurance program

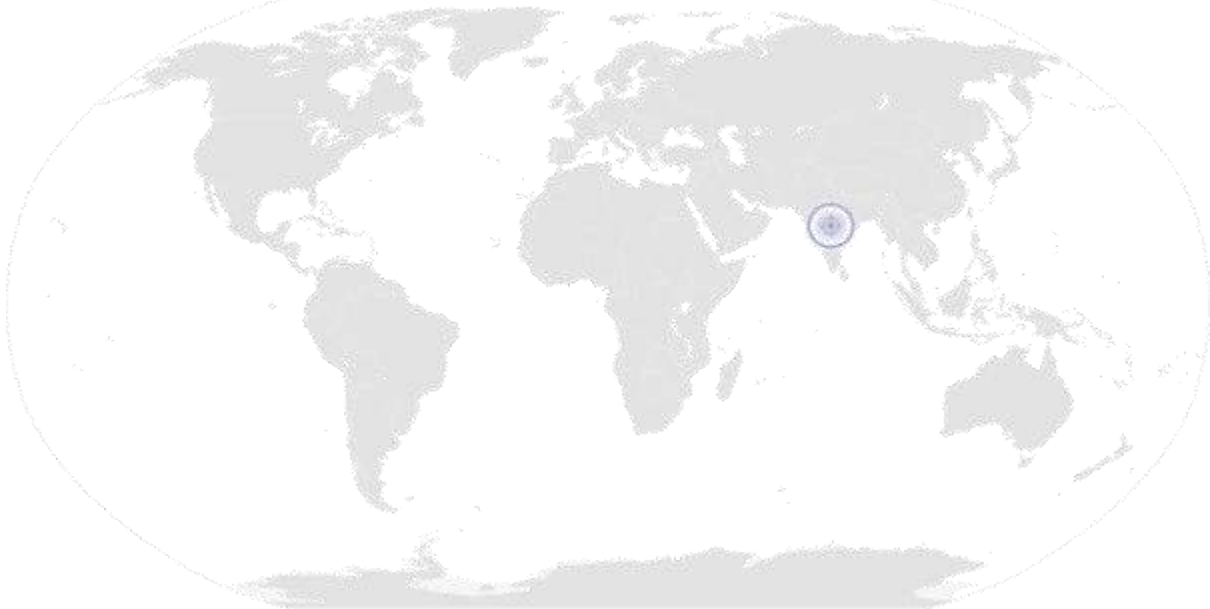
National Occupational Standard	Unit Code	HSS/ N 0306
	Unit Title (Task)	Establish and monitor quality assurance programs
	Description	This OS unit is about establishing and monitoring quality assurance programs or activities to ensure the accuracy of laboratory results.
	Scope	The unit/task covers the following: <ul style="list-style-type: none"> Periodically monitoring the practices of laboratory, Maintaining a comparable quality among competitors of the laboratory test results
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects PC3. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data PC4. Apply general rules to specific problems to produce answers that make sense PC5. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Procedures for conducting tests and inspections of products, services, or processes to evaluate quality or performance KA2. Methods to identify complex problems and review related information to develop and evaluate options and implement solutions KA3. The organisations' policies and commitments towards quality assurance KA4. Usage of LMIS(Laboratory information management system)
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. The process of generating or using different sets of rules to combine or group things in different ways
Skills (S) (Optional)		
A. Core Skills/	Writing Skills	

HSS/ N 0306: Establish and monitor quality assurance program

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Enter, transcribe, record, store, or maintain information in written or electronic/magnetic form SA2. Provide information to supervisors, co-workers, and subordinates in written form SA3. Record information in LMIS
	Reading Skills The user/individual on the job needs to know and understand how to: SA4. Read and understand information and clinical notes presented in writing SA5. Read and comprehend standards of practice, laboratory policies and procedures, health and safety guidelines and other regulations and standards to ensure processes, procedures and practices are compliant with industry standards and institutional requirements SA6. Read and comprehend manuals and internal reports to evaluate their accuracy and quality
	Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA7. Provide information to supervisors, co-workers, and subordinates by telephone, or in person SA8. Listen to and understand information and ideas presented through spoken words and sentences SA9. Communicate information and ideas in speaking so others will understand
	B. Professional Skills
	Decision Making The user/individual on the job needs to know and understand how to: SB1. Consider the relative costs and benefits of potential actions to choose the most appropriate one
	Plan and Organise The user/individual on the job needs to know and understand how to: SB2. Keep up-to-date technically and apply new knowledge to the job SB3. Develop specific goals and plans to prioritise, organise, and accomplish work
	Patient Centricity Not Applicable
	Problem Solving The user/individual on the job needs to know and understand how to: SB4. Monitor/Assess one's own performance or that of other individuals, or organisations to make improvements or take corrective action
	Analytical Thinking

HSS/ N 0306: Establish and monitor quality assurance program

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Analyse information and evaluate results to choose the best solution and solve problems</p> <p>SB6. Use relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards</p> <p>SB7. Use computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Evaluate the effectiveness, efficiency and quality of laboratory services on an ongoing basis</p> <p>SB9. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems</p>



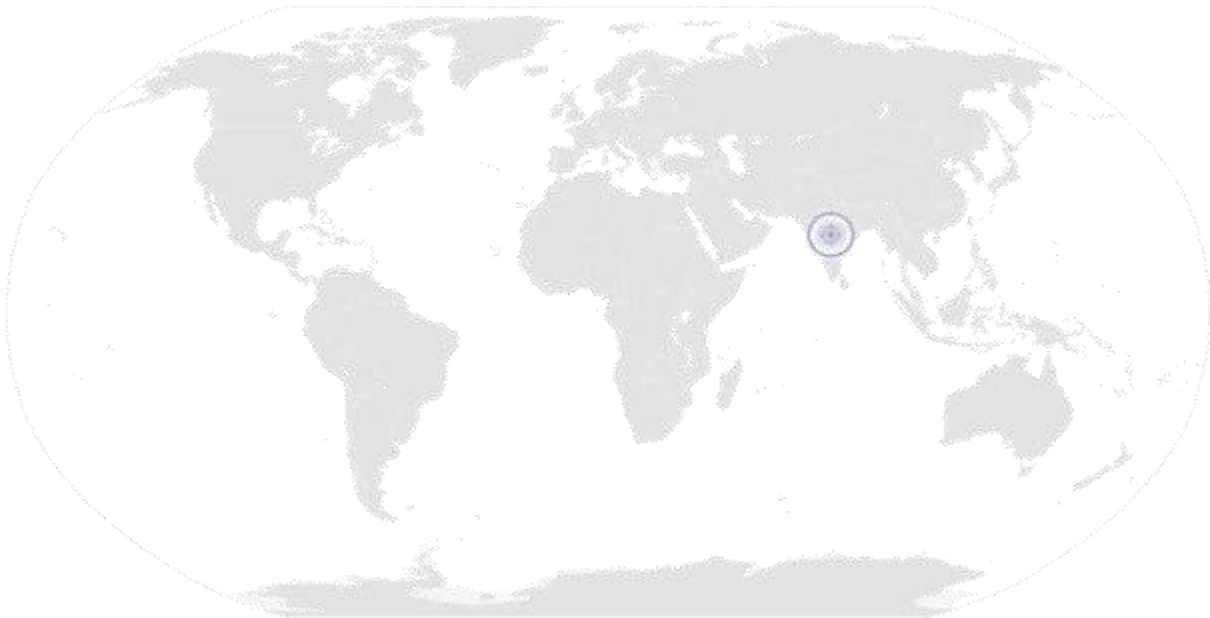
HSS/ N 0306: Establish and monitor quality assurance program

NOS Version Control

NOS Code	HSS/ N 030		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/05/15

HSS/ N 0307: Supervise and guide other laboratory personnel

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to supervise, train and/or direct Medical laboratory technicians, assistants, or other medical laboratory workers engaged in laboratory testing.

HSS/ N 0307: Supervise and guide other laboratory personnel

National Occupational Standard	Unit Code	HSS/ N 0307
	Unit Title (Task)	Supervise and guide other laboratory personnel
	Description	This OS unit is about supervising, training and/or directing laboratory technicians, assistants, or other medical laboratory workers engaged in laboratory testing.
	Scope	The unit/task covers the following: <ul style="list-style-type: none"> Managing a laboratory , Supervising, training and/or directing other laboratory personnel
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects</p> <p>PC2. Generate or use different sets of rules for combining or grouping things in different ways</p> <p>PC3. Deal with people at junior levels to effectively direct their work towards optimum output</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <p>KA1. The relevant policies and procedures followed in the organisation</p> <p>KA2. The role and importance of assisting other healthcare providers</p> <p>KA3. Usage of LMIS(Laboratory information management system)</p>
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. How to manage people/patient effectively as per the guidelines</p> <p>KB2. The principles of leadership and guidance</p>
Skills (S) (Optional)		
A. Core Skills/ Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: <p>SA1. Enter, transcribe, record, store, or maintain information in written or electronic/magnetic form</p> <p>SA2. Provide information to supervisors, co-workers, and subordinates in written form</p> <p>SA3. Record information in LMIS</p>	
	Reading Skills	

HSS/ N 0307: Supervise and guide other laboratory personnel

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and understand information and clinical notes presented in writing</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to:</p> <p>SA5. Provide information to supervisors, co-workers, and subordinates by telephone, or in person</p> <p>SA6. Listen and understand information and ideas presented through spoken words and sentences</p> <p>SA7. Communicate information and ideas in speaking so others will understand</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. Decide which tasks to assign to junior Technicians and other medical laboratory workers on their teams</p> <p>SB2. Choose the methods, times, locations and durations to train health care workers assigned to the collection, identification, transportation, preparation, storage and analysis of specimens</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Keep up-to-date technically and apply new knowledge to the job</p> <p>SB4. Develop specific goals and plans to prioritise, organise, and accomplish work</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to:</p> <p>SB5. Tell other laboratory personnel the importance of patient care and confidentiality</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Monitor/Assess one's own performance or that of other individuals, or organisations to make improvements or take corrective action</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Use computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Evaluate the performance of other Technicians and laboratory employees</p> <p>SB9. Determine the extent to which employees have met the various work objectives and adhered to laboratory policies and procedures, lead to recommendations for new job assignments and further training</p>

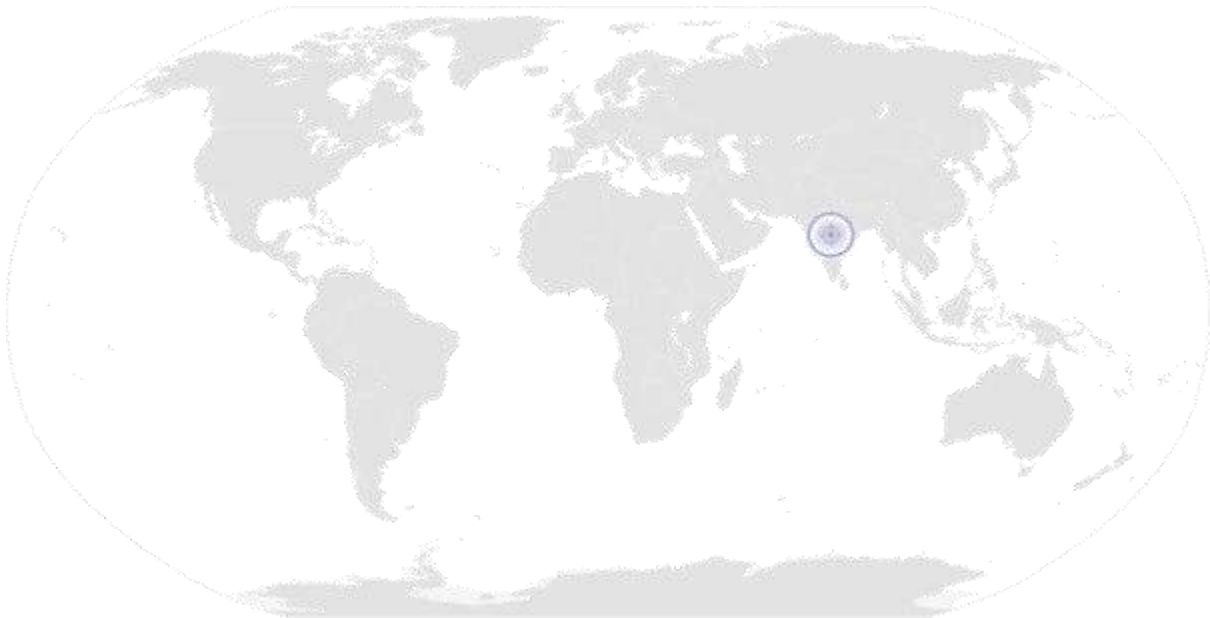
HSS/ N 0307: Supervise and guide other laboratory personnel

NOS Version Control

NOS Code	HSS/ N 0307		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/05/15

HSS/ N 0308 Conduct research under guidance

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Medical Laboratory Technician to conduct research under the direction of Microbiologist or Biochemist.

HSS/ N 0308 Conduct research under guidance

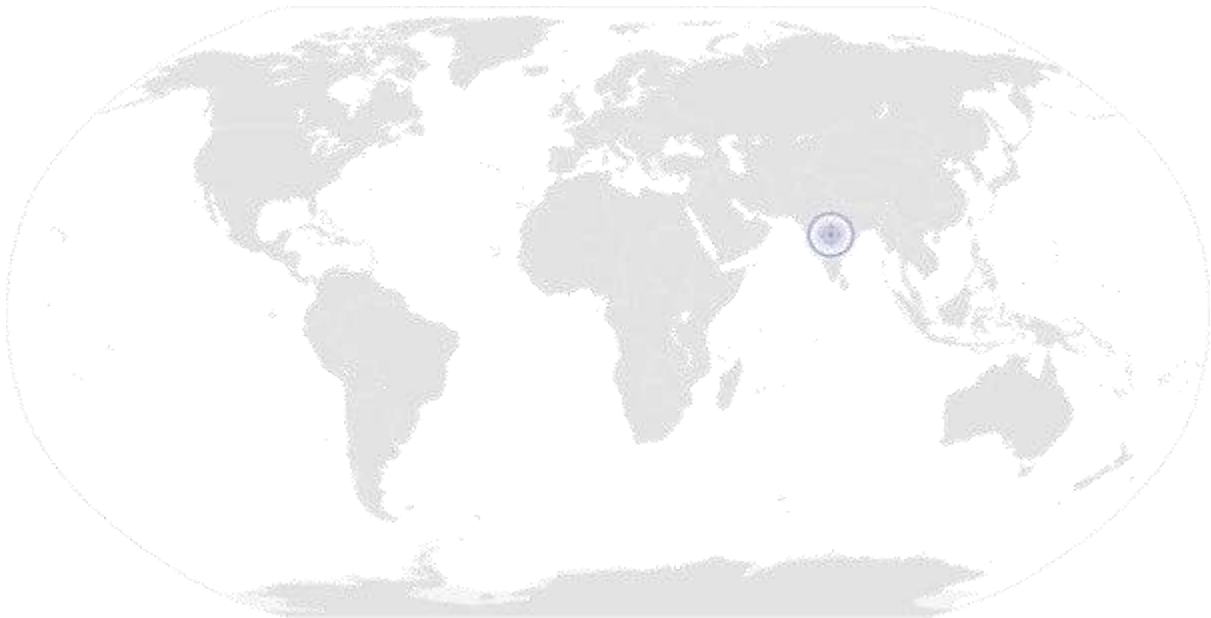
National Occupational Standard	Unit Code	HSS/ N 0308
	Unit Title (Task)	Conducts research under guidance
	Description	This OS unit is about the research component of a Technician’s job.
	Scope	The unit/task covers the following: <ul style="list-style-type: none"> Conducting research under the direction and guidance of Microbiologist or Biochemist
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events</p> <p>PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects</p> <p>PC3. Apply general rules to specific problems to produce answers that make sense</p> <p>PC4. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)</p> <p>PC5. Concentrate on a task over a period of time without being distracted</p> <p>PC6. Understand the need and importance of research and the protocols for conducting the same</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Research procedures and protocol</p> <p>KA2. Usage of LMIS(Laboratory information management system)</p>
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. The process of generating or using different sets of rules to combine or group things in different ways</p>
Skills (S) (Optional)		
A. Core Skills/	Writing Skills	

HSS/ N 0308 Conduct research under guidance

Generic Skills	The user/ individual on the job needs to know and understand how to:
	SA1. Enter, transcribe, record, store, or maintain information in written or electronic/magnetic form SA2. Provide information to supervisors, co-workers, and subordinates in written form SA3. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand information and clinical notes presented in writing SA5. Read and understand handling and storage instructions on the labels of laboratory materials such as reagents, dyes, preservatives and cleaners
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to: SA6. Provide information to supervisors, co-workers, and subordinates by telephone, or in person SA7. Listen and understand information and ideas presented through spoken words and sentences SA8. Communicate information and ideas in speaking so others will understand
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide which laboratory supplies to order, based on their professional knowledge and factors such as budgets and the types of anticipated demand for laboratory analyses
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB2. Keep up-to-date technically and apply new knowledge to the job SB3. Develop specific goals and plans to prioritise, organise, and accomplish work
	Patient Centricity
	Not Applicable
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB4. Identify the source of errors in data and develop appropriate strategies for improvement SB5. Identify safe alternatives to hazardous practices
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. Analyse information and evaluate results to choose the best solution and

HSS/ N 0308 Conduct research under guidance

	solve problems
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems</p>



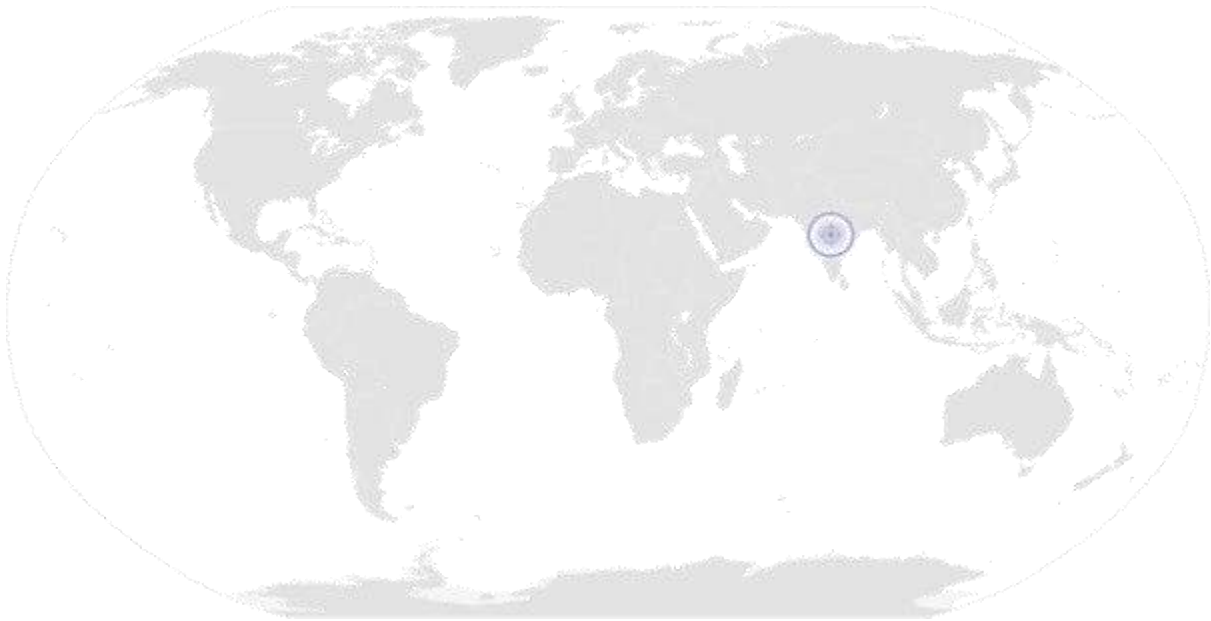
HSS/ N 0308 Conduct research under guidance

NOS Version Control

NOS Code	HSS/ N 030		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/05/15

HSS/ N 0409 Assist in fine needle aspiration cytology

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a technician to assist in fine needle aspiration cytology.

HSS/ N 0409 Assist in fine needle aspiration cytology

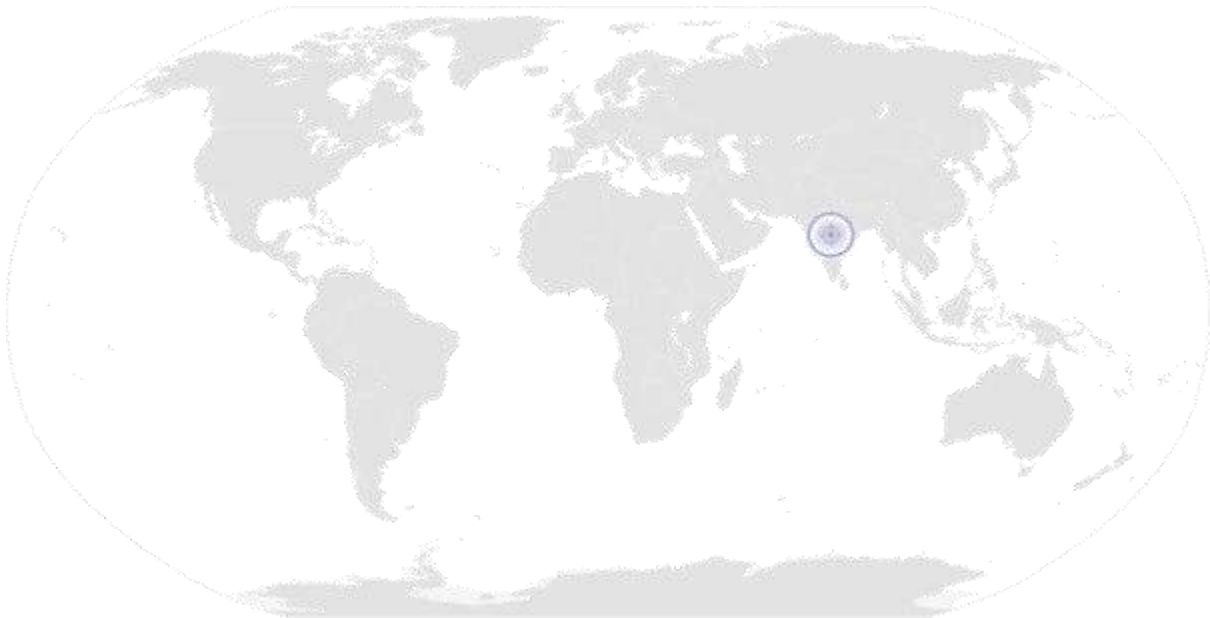
National Occupational Standard	Unit Code	HSS/ N 0409
	Unit Title (Task)	Assist in fine needle aspiration cytology
	Description	This OS unit is about the technician assisting to investigate superficial (just under the skin) lumps or masses. In this technique, a thin, hollow needle is inserted into the mass to extract cells that, after being stained, will be examined under a microscope.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assist in examining the mass
	Performance Criteria (PC) wrt the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <p>PC1. Swab the skin with an antiseptic solution</p> <p>PC2. Prepare the needle of very fine diameter for the process</p> <p>PC3. Take and record the vitals (pulse, blood pressure, temperature, etc.) before the procedure is started</p> <p>PC4. Prepare the equipment and slides for examining the sample</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The importance of maintaining confidentiality of the patient information</p> <p>KA3. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA4. How to refer to any other grossing procedure as may be required for specific tissue types</p> <p>KA5. Follows established protocols as defined in policy and procedure manuals</p> <p>KA6. Usage of LMIS(Laboratory information management system)</p>
	B Technical Knowledge	The user/individual on the job needs to know and understand : <p>KB1. In case of infection treat the person with antibiotics</p> <p>KB2. How to prepare for the procedure</p> <p>KB3. How to educate the patient about procedure</p> <p>KB4. How to calm down the anxious patients</p>
Skills (S) (Optional)		
A. Core Skills/ Generic Skills	Writing Skills	
	The user/ individual on the job needs to know and understand how to: <p>SA1. Write clearly and concisely</p> <p>SA2. Use effective written communication strategies</p> <p>SA3. Record the significant changes and process while performing the procedure</p> <p>SA4. Ensure that laboratory results are accurately documented and retained in</p>	

HSS/ N 0409 Assist in fine needle aspiration cytology

	accordance with existing legislation SA5. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to: SA6. Read and understand information and clinical notes presented in writing
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA8. Seek out and listen to colleagues and other health professionals SA9. Listen and understand information and ideas presented through spoken words and sentences
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Setup the work area to facilitate the treatment process SB2. Ensure all the instruments, equipment and materials are available and ready for use SB3. Decide on materials to order SB4. Decide whether specimens should be kept in storage or sent to other laboratories for processing when there are equipment failures
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB5. Plan and organise activities required to prepare work area for scheduled procedures
	Patient Centricity
	The user/individual on the job needs to know and understand how to: SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job needs to: SB8. Identify source of error and initiates corrective action SB9. Identify source of interference and initiates corrective action as applicable SB10. Assess the quality of the preparation and initiates corrective action as required
	Analytical Thinking

HSS/ N 0409 Assist in fine needle aspiration cytology

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Assess results to initiate follow-up testing SB12. Differentiate between clinically significant and insignificant findings SB13. Assess the quality of the preparation</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently SB15. Demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations; retains composure in stressful situations; applies existing skills to new situations</p>



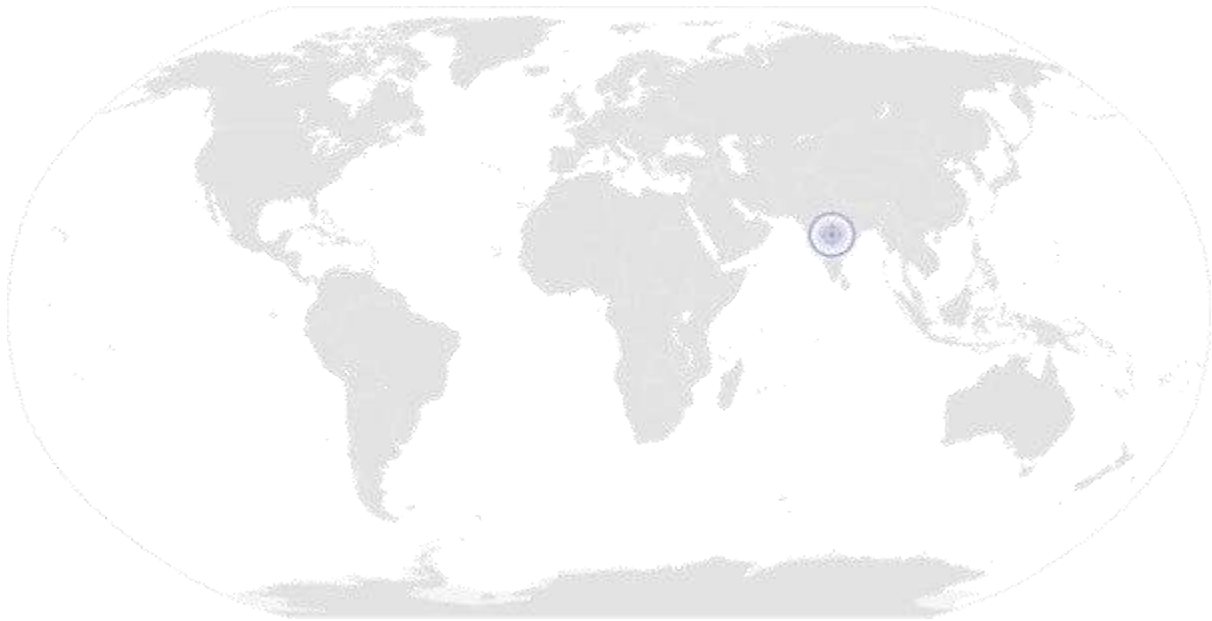
HSS/ N 0409 Assist in fine needle aspiration cytology

NOS Version Control

NOS Code	HSS/ N 0409		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
Occupation	Medical Laboratory Technician	Next review date	22/05/15

HSS/ N 9602: Ensure availability of medical and diagnostic supplies

National Occupational Standards



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an allied health professional to ensure adequate availability of diagnostic kits, primary care medicines, treatment and other medical supplies at all times.

HSS/ N 9602: Ensure availability of medical and diagnostic supplies

National Occupational Standard

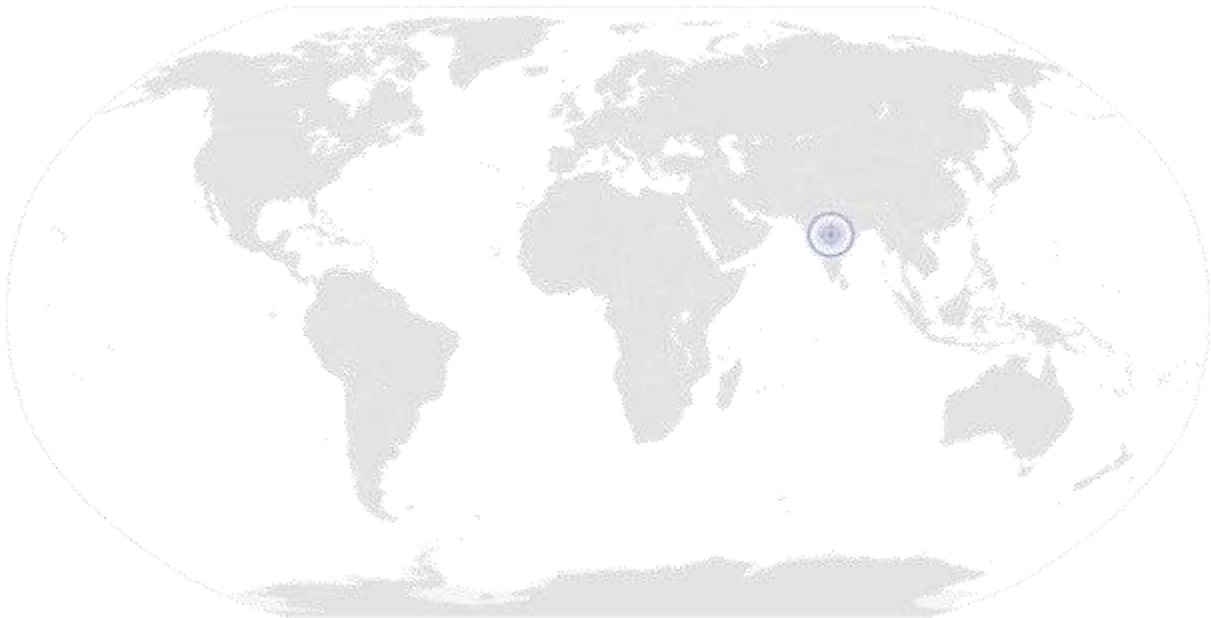
Unit Code	HSS/ N 9602
Unit Title (Task)	Ensure availability of medical and diagnostic supplies
Description	This OS unit is about ensuring availability of medical and diagnostic supplies to meet actual and anticipated demand. This OS unit is applicable to all allied health professionals required to maintain a supply of medical or diagnostic materials
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Anticipating demand and ensuring availability of adequate medical and diagnostic supplies
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Maintain adequate supplies of medical and diagnostic supplies PC2. Arrive at actual demand as accurately as possible PC3. Anticipate future demand based on internal, external and other contributing factors as accurately as possible PC4. Handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Centres for restocking supplies KA2. Guidelines on anticipating demand for medical and diagnostic supplies KA3. Contents of all diagnostic and medical kits KA4. Guidelines on procurement and storage of medical and diagnostic kits
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. How to arrive at actual demand for medical and diagnostic supplies KB2. How to anticipate demand KB3. How to maintain/ safely store existing supplies KB4. How to maintain records of available supplies KB5. How to request additional supplies
Skills (S) (Optional)	
A. Core Skills/	Writing Skills

HSS/ N 9602: Ensure availability of medical and diagnostic supplies

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. Write at least one local/ official language used in the local community SA2. Write well enough to be classified as literate SA3. Record availability of supplies SA4. Provide written requests for additional supplies when required
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read well enough to be classified as literate SA6. Read records and registers for medical supplies SA7. Read instructions and pamphlets provided as part of training for ordering or maintaining supplies
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Speak at least one local language SA9. Communicate effectively to request additional supplies when required
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Decide on the level of anticipated demand SB2. Decide when to procure additional supplies SB3. Decide quantities of medical supplies to request
	Plan and Organise
	The user/individual on the job needs to know and understand: SB4. How to plan availability of medical supplies SB5. How to place requests for supplies ahead of time in order to have adequate supplies at all times
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. Cater to the need of patients/ individuals for specific medical supplies
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Handle non-availability of medical supplies or diagnostic kits when required
	Analytical Thinking
	Not applicable
Critical Thinking	
The user/individual on the job needs to know and understand how to:	

HSS/ N 9602: Ensure availability of medical and diagnostic supplies

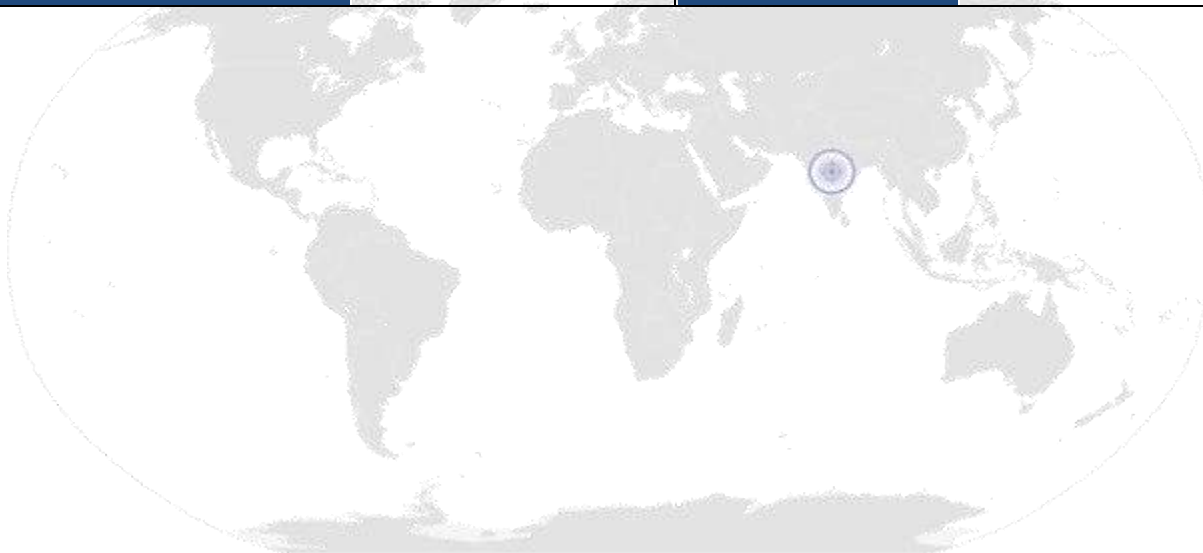
	Not applicable
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HSS/ N 9602: Ensure availability of medical and diagnostic supplies

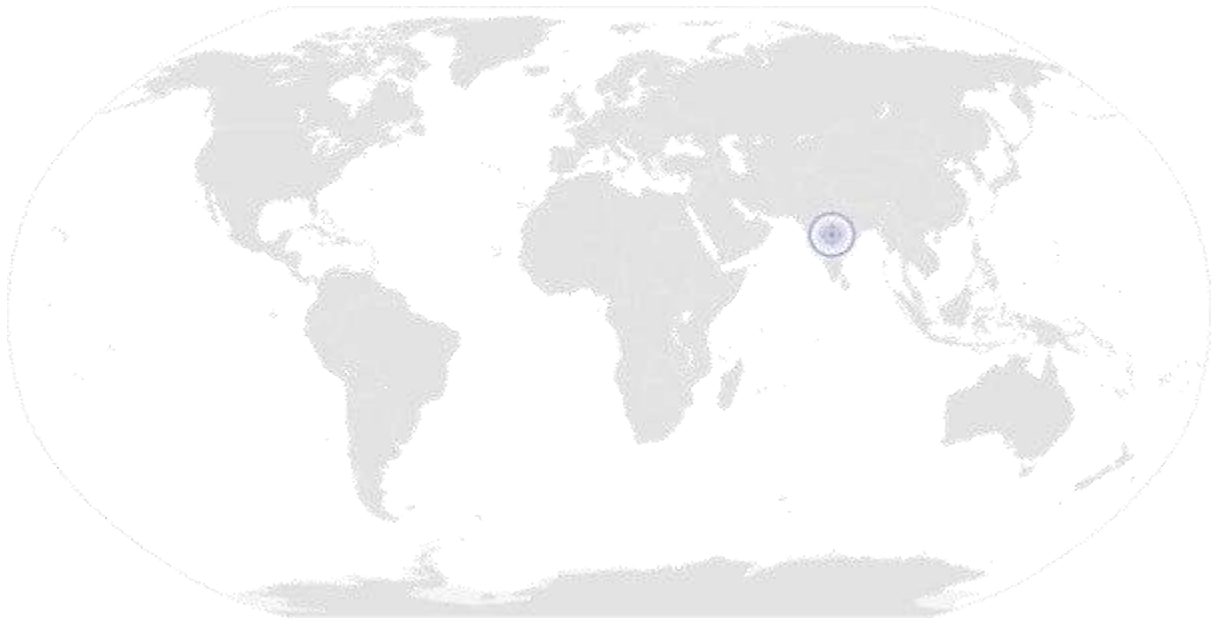
NOS Version Control

NOS Code	HSS/ N 9602		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



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

National Occupational Standards



Overview

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

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

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

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

<p>Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>KA1. The relevant legislation, standards, policies, and procedures followed in the organisation</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>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The boundaries of one’s role and responsibilities and other team members</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)	
<p>A. Core Skills /Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules</p> <p>SA2. Prepare status and progress reports</p> <p>SA3. Record daily activities</p> <p>SA4. Update other co-workers</p>

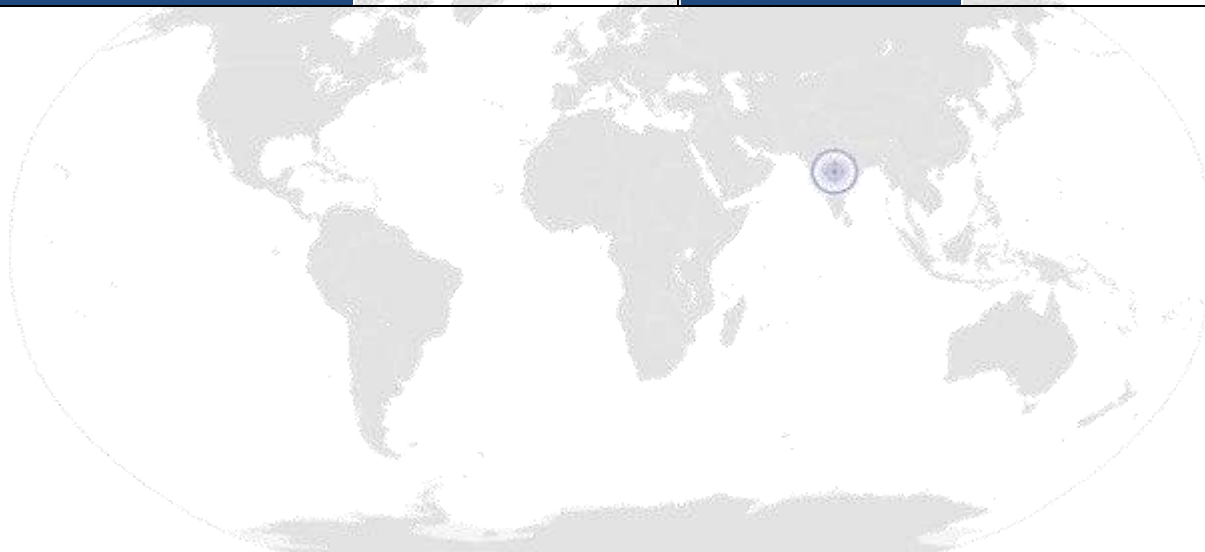
HSS/ N 9603: Act within the limits of one's competence and authority

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

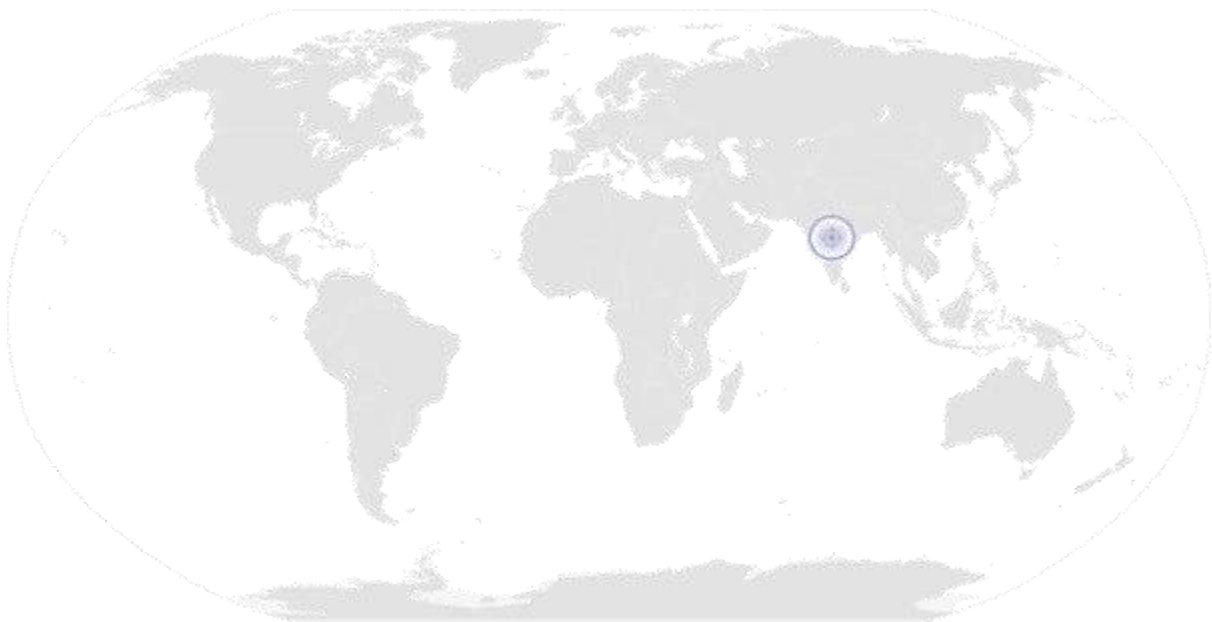
HSS/ N 9603: Act within the limits of one's competence and authority

NOS Version Control

NOS Code	HSS/ N 9 03		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



National Occupational Standards



Overview

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

HSS/ N 9604: Work effectively with others

National Occupational Standard

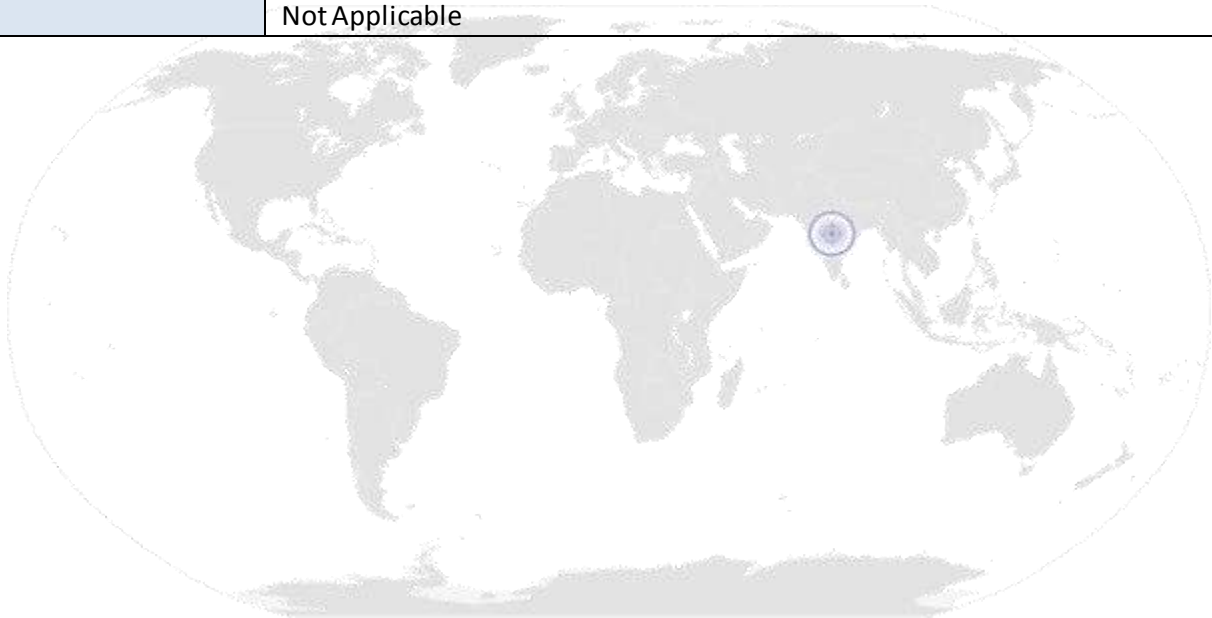
Unit Code	HSS/ N 9604
Unit Title (Task)	Work effectively with others
Description	This OS unit is about working effectively with other people who can be part of the immediate team, organisation or external to the team or organisation This OS unit applies to all Allied health professionals working in a team or collaborative environment
Scope	This unit covers the following: <ul style="list-style-type: none"> Working with other people to meet requirements, Sharing information with others to enable efficient delivery of work, Communicating with other team members and people internal or external to the organisation
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. Communicate with other people clearly and effectively PC2. Integrate one's work with other people's work effectively PC3. Pass on essential information to other people on timely basis PC4. Work in a way that shows respect for other people PC5. Carry out any commitments made to other people PC6. Reason out the failure to fulfil commitment PC7. Identify any problems with team members and other people and take the initiative to solve these problems PC8. Follow the organisation's policies and procedures
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent the user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. The people who make up the team and how they fit into the work of the organisation KA2. The responsibilities of the team and their importance to the organisation KA3. The business, mission, and objectives of the organisation KA4. Effective working relationships with the people external to the team, with which the individual works on a regular basis KA5. Procedures in the organisation to deal with conflict and poor working relationships
B. Technical Knowledge	To be competent the user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. The importance of communicating clearly and effectively with other people and how to do so face-to-face, by telephone and in writing KB2. The essential information that needs to be shared with other people KB3. The importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis

HSS/ N 9604: Work effectively with others

	<p>KB4. The importance of integrating ones work effectively with others</p> <p>KB5. The types of working relationships that help people to work well together and the types of relationships that need to be avoided</p> <p>KB6. The types of opportunities an individual may seek out to improve relationships with others</p> <p>KB7. How to deal with difficult working relationships with other people to sort out problems</p>
Skills (S)	
<p>A. Core Skills / Generic Skills</p>	Writing Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Communicate essential information in writing</p> <p>SA2. Write effective communications to share information with the team members and other people outside the team</p>
	Reading Skills
	<p>To be competent, the user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand essential information</p>
	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>SA4. Communicate essential information to colleagues face -to-face or through telecommunications</p> <p>SA5. Question others appropriately in order to understand the nature of the request or compliant</p>
<p>B. Professional Skills</p>	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 work</p>
	Plan and Organise
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB2. Plan and organise files and documents</p>
	Patient Centricity
<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p>	

HSS/ N 9604: Work effectively with others

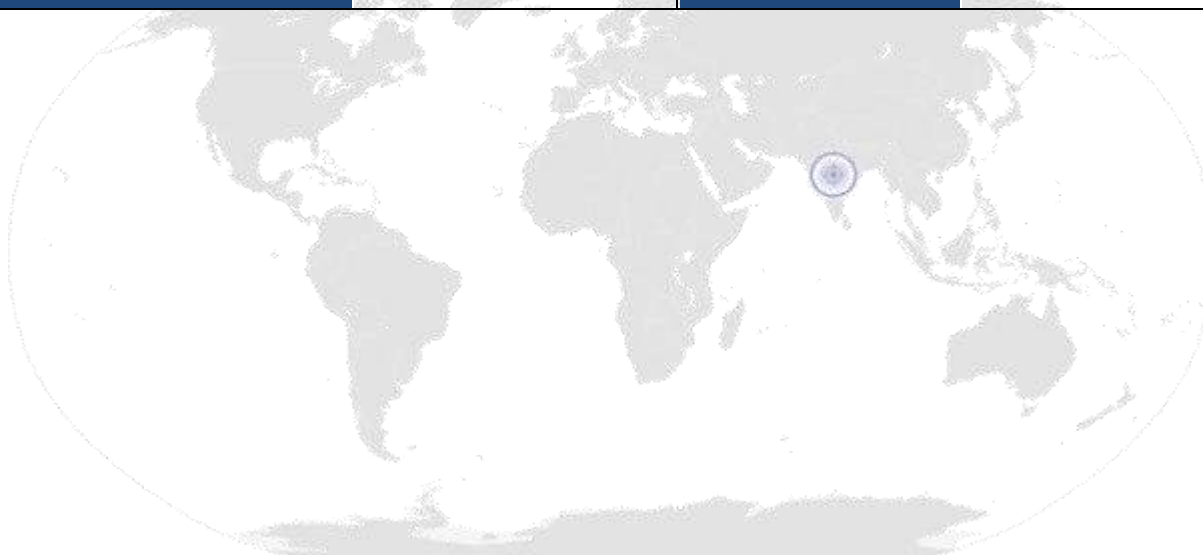
	SB5. Be sensitive to potential cultural differences SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB8. Identify problems while working with others and devise effective solutions
	Analytical Thinking
	Not Applicable
	Critical Thinking
	Not Applicable



HSS/ N 9604: Work effectively with others

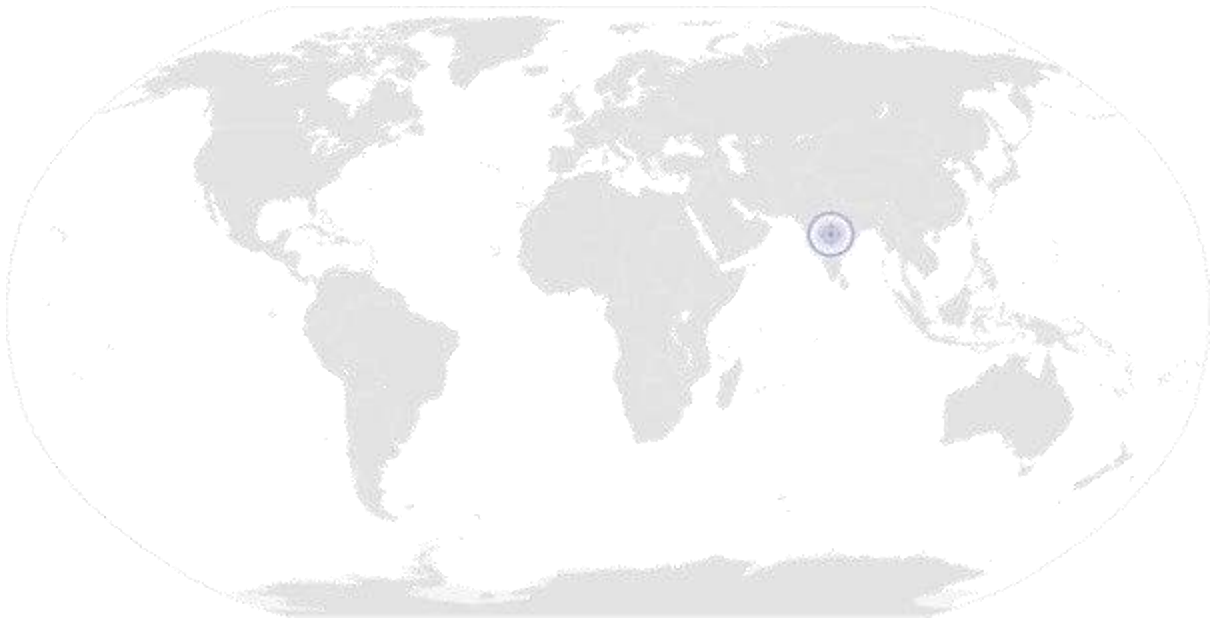
NOS Version Control

NOS Code	HSS/ N 9 04		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



HSS/ N 9605: Manage work to meet requirements

National Occupational Standards



Overview

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

HSS/ N 9605: Manage work to meet requirements

National Occupational Standard

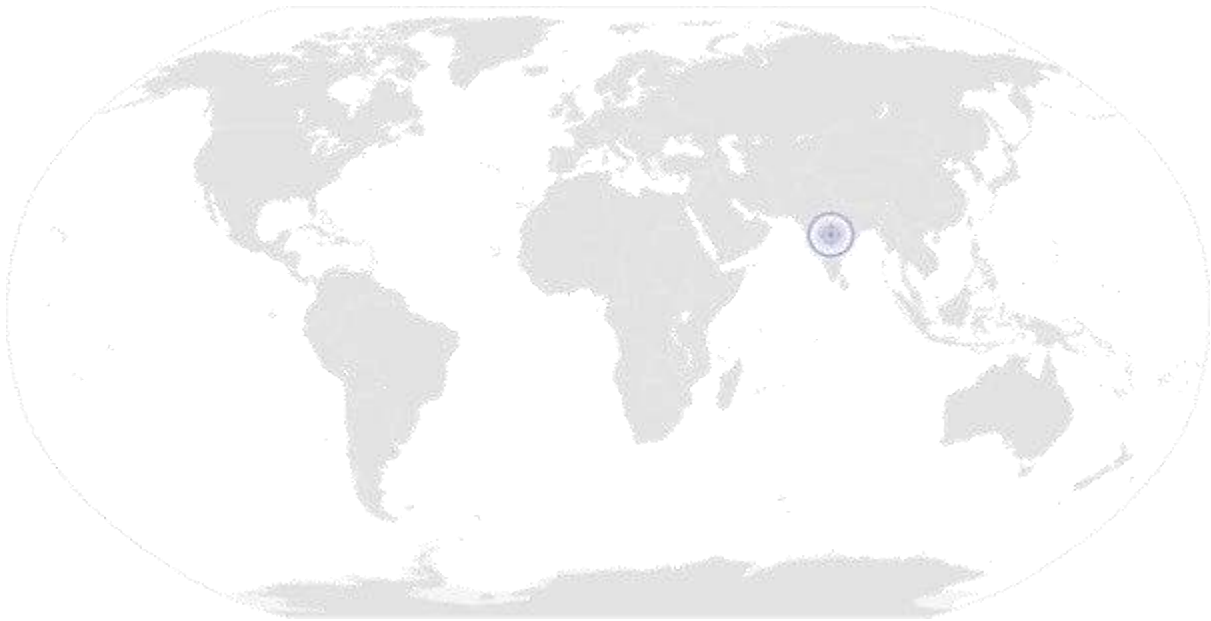
Unit Code	HSS/ N 9605
Unit Title (Task)	Manage work to meet requirements
Description	This OS unit is about planning and organising work and developing oneself further in the organisation This unit applies to all Allied Health professionals
Scope	This unit covers the following: <ul style="list-style-type: none"> Establishing and managing requirements , Planning and organising work ,Ensuring accomplishment of the requirements
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. Clearly establish, agree, and record the work requirements PC2. Utilise time effectively PC3. Ensure his/her work meets the agreed requirements PC4. Treat confidential information correctly PC5. Work in line with the organisation’s procedures and policies and within the limits of his/her job role
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent, the user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. The relevant policies and procedures of the organisation KA2. The information that is considered confidential to the organisation KA3. The scope of work of the role
B. Technical Knowledge	To be competent, the user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. The importance of asking the appropriate individual for help when required KB2. The importance of planning, prioritising and organising work KB3. The importance of clearly establishing work requirement KB4. The importance of being flexible in changing priorities when the importance and urgency comes into play KB5. How to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited KB6. The importance of keeping the work area clean and tidy KB7. Areas of work that are not a priority and why it is necessary to keep one’s effort in that direction to a minimum

HSS/ N 9605: Manage work to meet requirements

	KB8. To change work plans when necessary KB9. The importance of confidentiality KB10. The importance in completing work on time
Skills (S)	
A. Core Skills /Generic Skills	Writing Skills To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions
	Reading Skills To be competent, the user / individual on the job needs to know and understand how to: SA3. Read organisational policies and procedures SA4. Read work related documents and information shared by different sources
	Oral Communication (Listening and Speaking skills) To be competent, the user/ individual on the job needs to know and understand how to: SA5. Report progress and results SA6. Interact with other individuals SA7. Negotiate requirements and revised agreements for delivering them
B. Professional Skills	Decision Making To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the work
	Plan and Organise To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Patient Centricity To be competent, the user/ individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)
	Problem Solving To be competent, the user/ individual on the job needs to know and understand how to: SB7. Understand problems and suggest an optimum solution after evaluating possible solutions
	Analytical Thinking
	Not applicable

HSS/ N 9605: Manage work to meet requirements

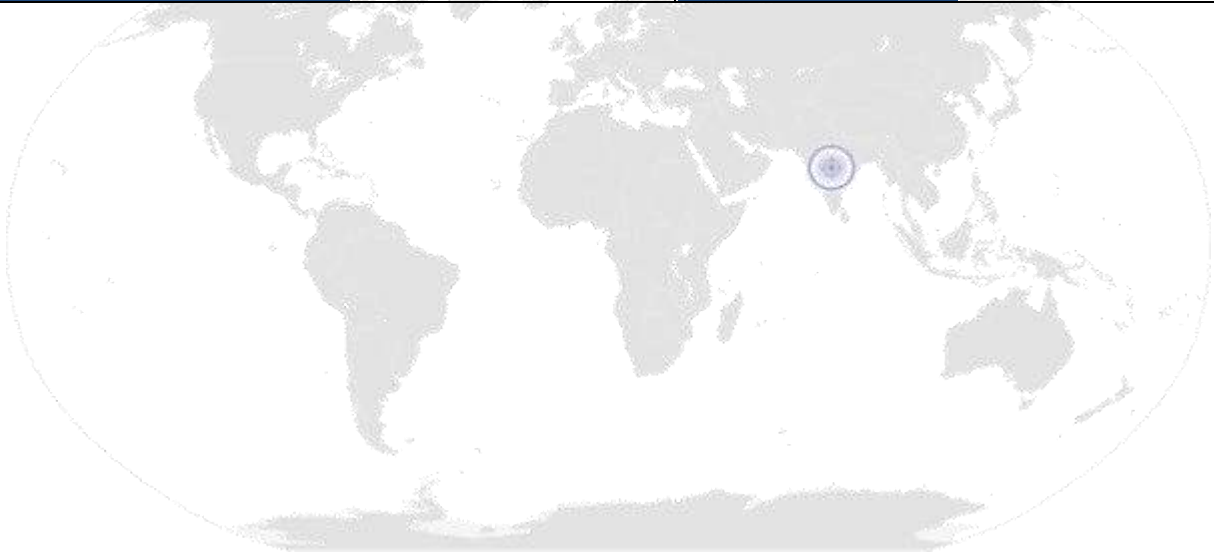
	Critical Thinking
	Not applicable



HSS/ N 9605: Manage work to meet requirements

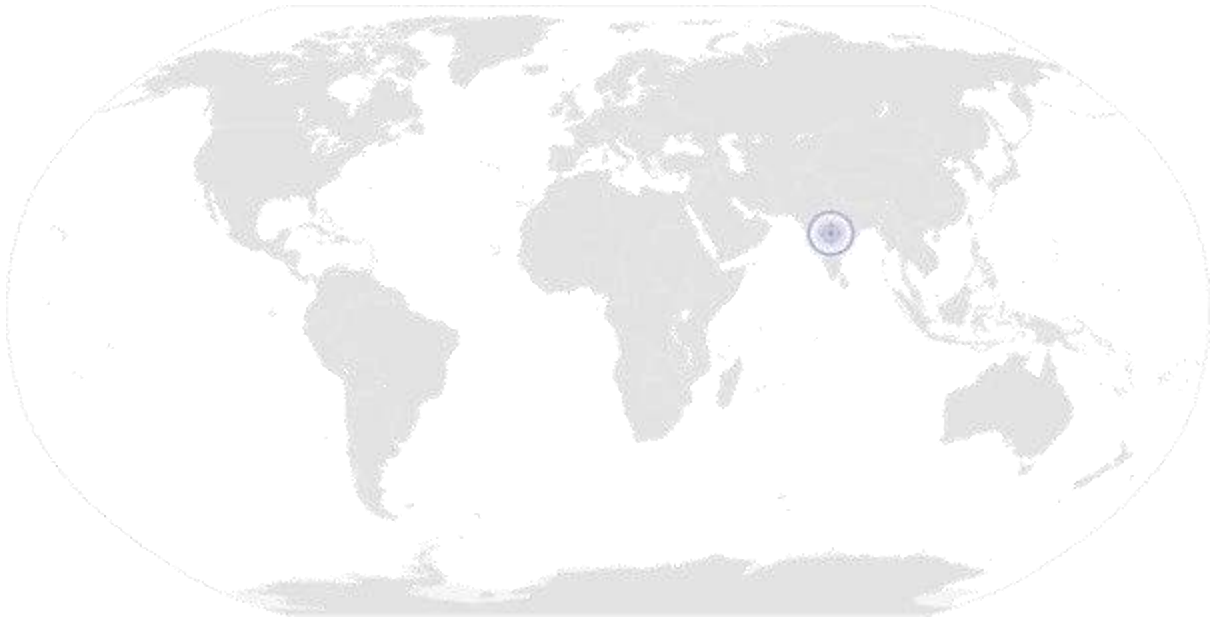
NOS Version Control

NOS Code	HSS/ N 9 05		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



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

National Occupational Standards



Overview

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

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

National Occupational Standard

Unit Code	HSS/ N 9606
Unit Title (Task)	Maintain a safe, healthy, and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions This OS unit applies to all Allied Health professionals working within an organised workplace
Scope	This unit covers the following: <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for workplace , Handling any hazardous situation with safely, competently and within the limits of authority , Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. Comply with health, safety and security procedures for the workplace PC3. Report any identified breaches in health, safety, and security procedures to the designated person PC4. Identify potential hazards and breaches of safe work practices PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person PC9. Complete any health and safety records legibly and accurately
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	To be competent, the user/ individual on the job needs to know and understand: KA1. The importance of health, safety, and security in the workplace KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace

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

its processes)	<p>KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. How to report the hazard</p> <p>KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>
B. Technical Knowledge	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KB1. Requirements of health, safety and security in workplace</p> <p>KB2. How to create safety records and maintaining them</p> <p>KB3. The importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. The common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. How to identify health, safety, and security hazards</p> <p>KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with</p>
Skills (S)	
A. Generic Skills	<p>Writing Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p> <p>Reading Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</p>
	<p>Oral Communication (Listening and speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA3. Clearly report hazards and incidents with the appropriate level of urgency</p>
B. Professional Skills	<p>Decision Making</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work</p> <p>Plan and Organise</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB2. Plan for safety of the work environment</p> <p>Patient Centricity</p>

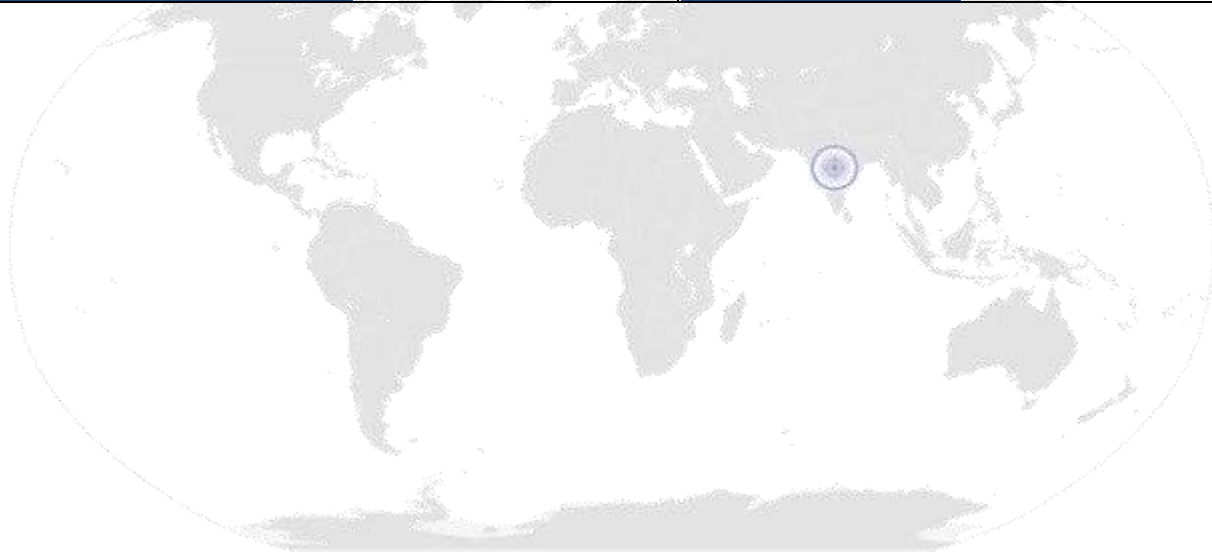
HSS/ N 9606: Maintain a safe, healthy, and secure working environment

	To be competent, the user / individual on the job needs to know and understand:
	SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team
	SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	SB5. Be sensitive to potential cultural differences
	SB6. Maintain patient confidentiality
	SB7. Respect the rights of the patient(s)
Problem Solving	
To be competent, the user/ individual on the job needs to know and understand how to:	
SB8. Identify hazards, evaluate possible solutions and suggest effective solutions	
Analytical Thinking	
To be competent, the user needs to know and understand how to:	
SB9. Analyse the seriousness of hazards	
Critical Thinking	
To be competent, the user needs to know and understand how to:	
SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

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

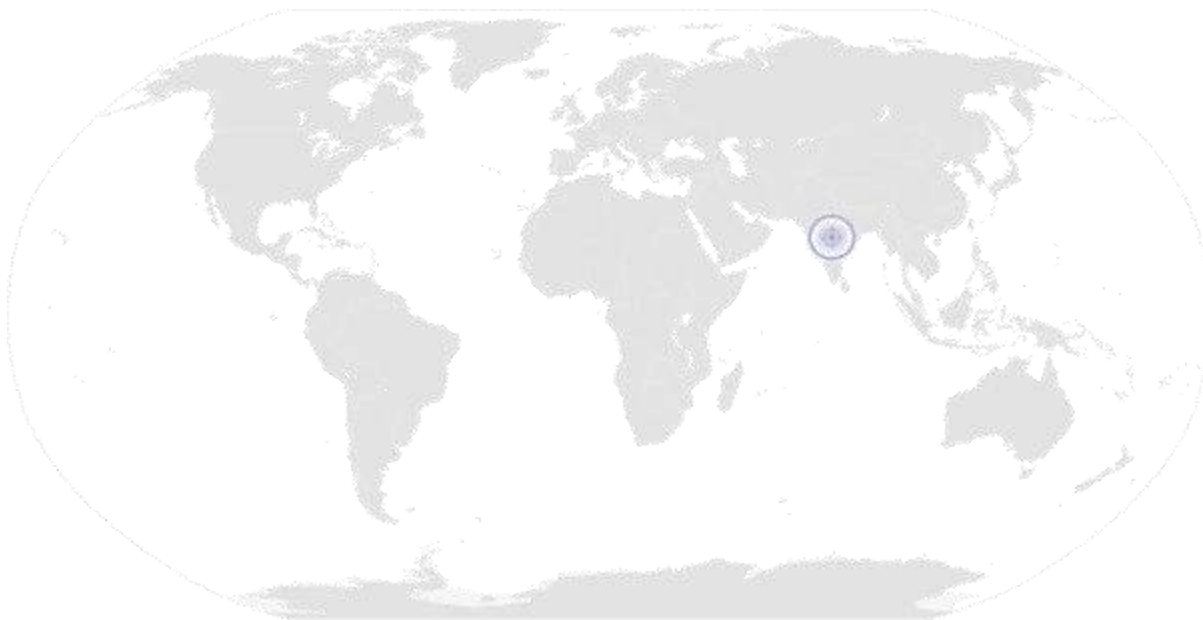
NOS Version Control

NOS Code	HSS/ N 9 0		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



HSS/ N 9609: Follow biomedical waste disposal protocols

National Occupational Standards



Overview

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

HSS/ N 9609: Follow biomedical waste disposal protocols

National Occupational Standard	Unit Code	HSS/ N 9607
	Unit Title (Task)	Practice Code of conduct while performing duties
	Description	This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider. The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice. This OS unit applies to all Allied health professionals working in an organised environment and to whom specific regulations and codes of conduct apply.
	Scope	This unit covers the following: <ul style="list-style-type: none"> Recognising the guidelines and protocols relevant to the field and practice, Following the code of conduct as described by the healthcare provider Demonstrating best practices while on the field
	Performance Criteria (PC) wrt The Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: PC1. Adhere to protocols and guidelines relevant to the role and field of practice 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
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed in the hospital KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care KA3. Personal hygiene measures and handling techniques
	B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others KB2. The importance of working within the limits of one's competence and authority

HSS/ N 9609: Follow biomedical waste disposal protocols

	<p>KB3. The detrimental effects of non-compliance</p> <p>KB4. The importance of personal hygiene</p> <p>KB5. The importance of intercommunication skills</p> <p>KB6. The legislation, protocols and guidelines related to the role</p> <p>KB7. The organisational systems and requirements relevant to the role</p> <p>KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances</p> <p>KB10. Implications to quality and safety arising from:</p> <ul style="list-style-type: none"> • Working outside the boundaries of competence and authority • not keeping up to date with best practice • poor communication • insufficient support • lack of resources <p>KB11. The organisational structure and the various processes related to reporting and monitoring</p> <p>KB12. The procedure for accessing training, learning and development needs</p>
Skills (S)	
A. Core Skills /Generic Skills	Writing Skills
	To be competent, the user/ individual on the job needs to know and understand how to:
	<p>SA1. Document reports, task lists, and schedules with co-workers</p> <p>SA2. Prepare status and progress reports related to patient care</p> <p>SA3. Update the physician and the other co-workers</p>
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to:
	<p>SA4. Read about procedures, regulations and guidelines related to the organisation and the profession</p> <p>SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities</p>
	Oral Communication (Listening and speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to:
	<p>SA6. Interact with patients</p> <p>SA7. Give clear instructions to patients, patients relatives and other healthcare providers</p> <p>SA8. Avoid using jargon, slang or acronyms, while communicating with a patient</p>
	B. Professional Skills
	Decision Making

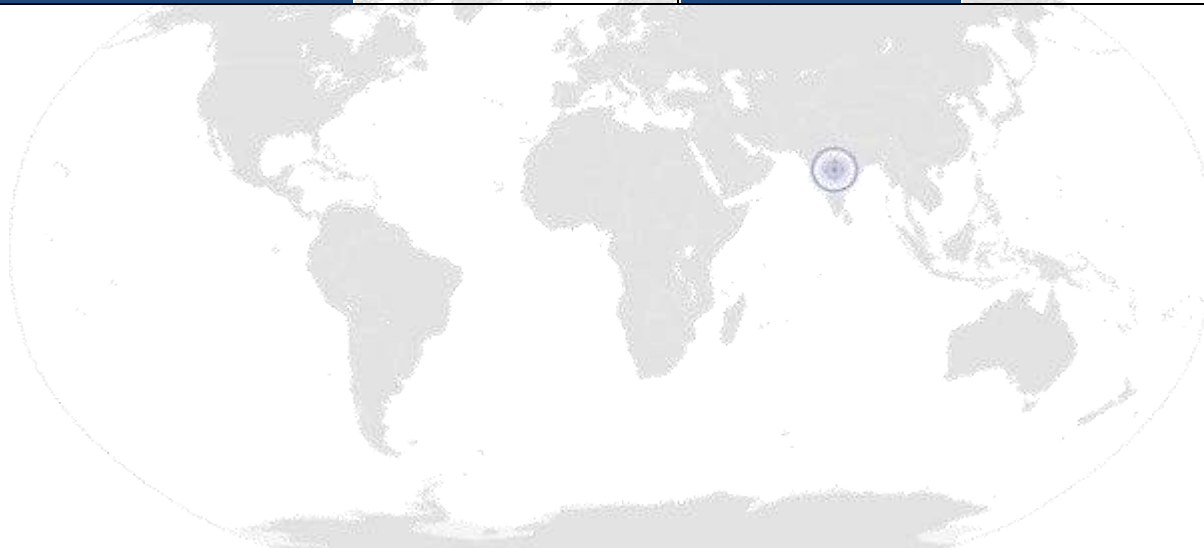
HSS/ N 9609: Follow biomedical waste disposal protocols

	To be competent, the user/ individual on the job needs to know and understand how to:
	SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise
	SB2. Act decisively by balancing protocols and work at hand
	Plan and Organise
	Not applicable
	Patient Centricity
	To be competent, the user/ individual on the job needs to know and understand how to:
	SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team
	SB4. Maintain patient confidentiality
	SB5. Respect the rights of the patient(s)
	SB6. Respond patients' queries and concerns
	SB7. Maintain personal hygiene to enhance patient safety
	Problem Solving
Not applicable	
Analytical Thinking	
Not applicable	
Critical Thinking	
Not applicable	

HSS/ N 9609: Follow biomedical waste disposal protocols

NOS Version Control

NOS Code	HSS/ N 9 09		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



National Occupational Standards

Overview

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

HSS/ N 9609: Follow biomedical waste disposal protocols

National Occupational Standard

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

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(Knowledge of the Healthcare provider/ Organisation and its processes)	<p>KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organisation</p> <p>KA2. Person(s) responsible for health, safety, and security in the organisation</p> <p>KA3. Relevant up-to-date information on health, safety, and security that applies to the organisation</p> <p>KA4. Organisation’s emergency procedures and responsibilities for handling hazardous situations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. 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) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p>

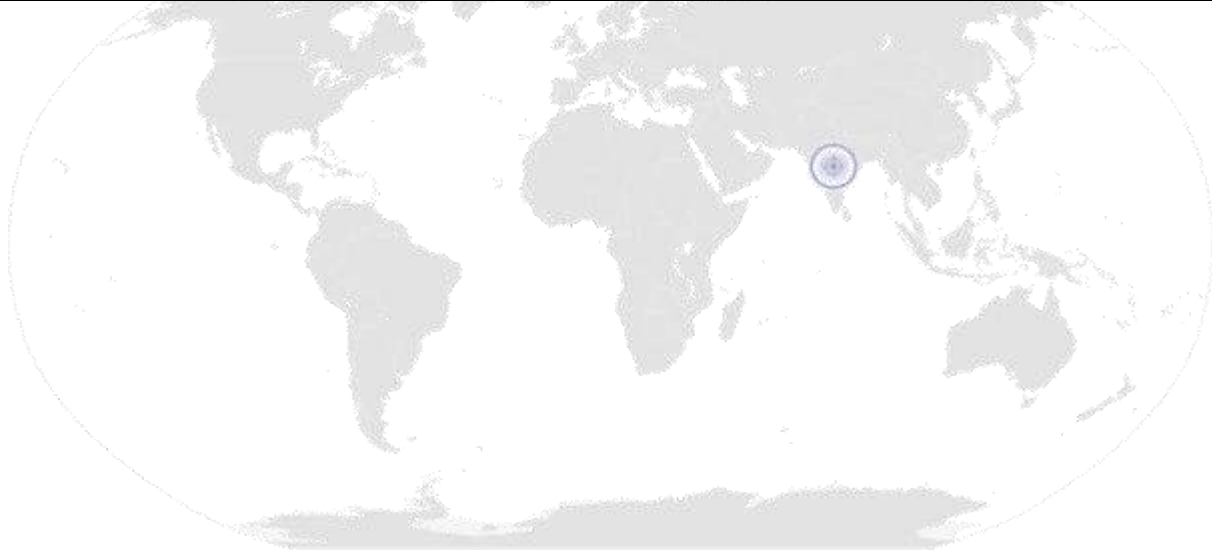
HSS/ N 9609: Follow biomedical waste disposal protocols

	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures for managing biomedical waste
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organisation and exert effort and perseverance
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB3. Organise files and documents SB4. Plan for safety of the work environment SB5. Recommend and implement plan of action
	Patient Centricity
	The user/individual on the job needs to know and understand: SB6. How to make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify hazards and suggest effective solutions to identified problems of waste management
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse the seriousness of hazards and proper waste management
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB9. Evaluate opportunities to improve health, safety and security SB10. Show understanding and empathy for others	

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NOS Version Control

NOS Code	HSS/ N 9 09		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



National Occupational Standards

Overview

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

HSS/ N 9609: Follow biomedical waste disposal protocols

National Occupational Standard

Unit Code	HSS/ N 9610
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 strategy with an effective infection control strategy 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</p>

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	<p>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> <p>PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste</p> <p>PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified</p> <p>PC22. Store clinical or related waste in an area that is accessible only to authorised persons</p> <p>PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements</p> <p>PC25. Wear personal protective clothing and equipment during cleaning procedures</p> <p>PC26. Remove all dust, dirt and physical debris from work surfaces</p> <p>PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols</p> <p>PC29. Dry all work surfaces before and after use</p> <p>PC30. Replace surface covers where applicable</p> <p>PC31. Maintain and store cleaning equipment</p>
Knowledge and Understanding (K)	
<p>A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The organisation's infection control policies and procedures</p> <p>KA2. Organisation requirements relating to immunisation, where applicable</p> <p>KA3. Standard precautions</p> <p>KA4. Good personal hygiene practice including hand care</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Additional precautions</p> <p>KB2. Aspects of infectious diseases including: - opportunistic organisms - pathogens</p>

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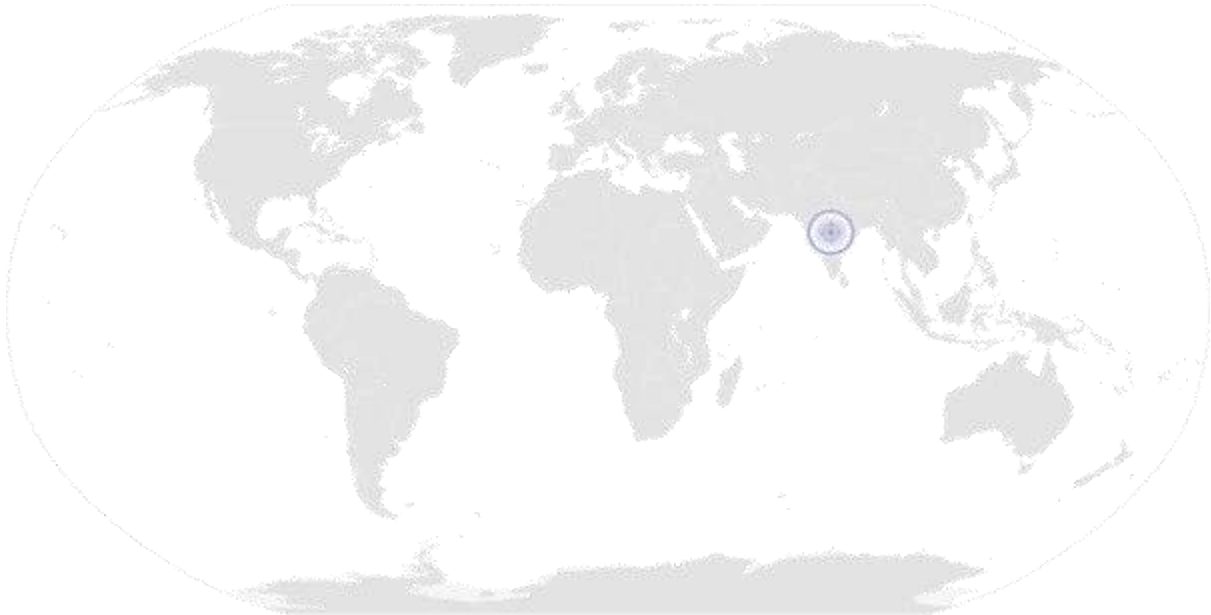
	<p>KB3. Basic microbiology including:</p> <ul style="list-style-type: none"> - bacteria and bacterial spores - fungi - viruses <p>KB4. How to clean and sterile techniques</p> <p>KB5. The path of disease transmission:</p> <ul style="list-style-type: none"> - paths of transmission including direct contact and penetrating injuries - risk of acquisition - sources of infecting microorganisms including persons who are carriers, in the incubation phase of the disease or those who are acutely ill <p>KB6. Effective hand hygiene:</p> <ul style="list-style-type: none"> - procedures for routine hand wash - procedures for surgical hand wash - when hands must be washed <p>KB7. Good personal hygiene practice including hand care</p> <p>KB8. Identification and management of infectious risks in the workplace</p> <p>KB9. How to use personal protective equipment such as:</p> <ul style="list-style-type: none"> - guidelines for glove use - guidelines for wearing gowns and waterproof aprons - guidelines for wearing masks as required - guidelines for wearing protective glasses <p>KB10. Susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old</p> <p>KB11. Surface cleaning:</p> <ul style="list-style-type: none"> - cleaning procedures at the start and end of the day - managing a blood or body fluid spill - routine surface cleaning <p>KB12. Sharps handling and disposal techniques</p> <p>KB13. The following:</p> <ul style="list-style-type: none"> - Follow infection control guidelines - Identify and respond to infection risks - Maintain personal hygiene - Use personal protective equipment - Limit contamination - Handle, package, label, store transport and dispose of clinical and other waste - Clean environmental surfaces
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	<p>SA1. Consistently apply hand washing, personal hygiene and personal protection protocols</p> <p>SA2. Consistently apply clean and sterile techniques</p> <p>SA3. Consistently apply protocols to limit contamination</p>

HSS/ N 9609: Follow biomedical waste disposal protocols

	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Follow instructions as specified in the protocols
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. Listen patiently SA6. Provide feedback (verbal and non-verbal) to encourage smooth flow of 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 minimisation, environmental responsibility and sustainable practice issues SB2. Apply additional precautions when standard precautions are not sufficient
	Plan and Organise
	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
	Patient 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

HSS/ N 9609: Follow biomedical waste disposal protocols

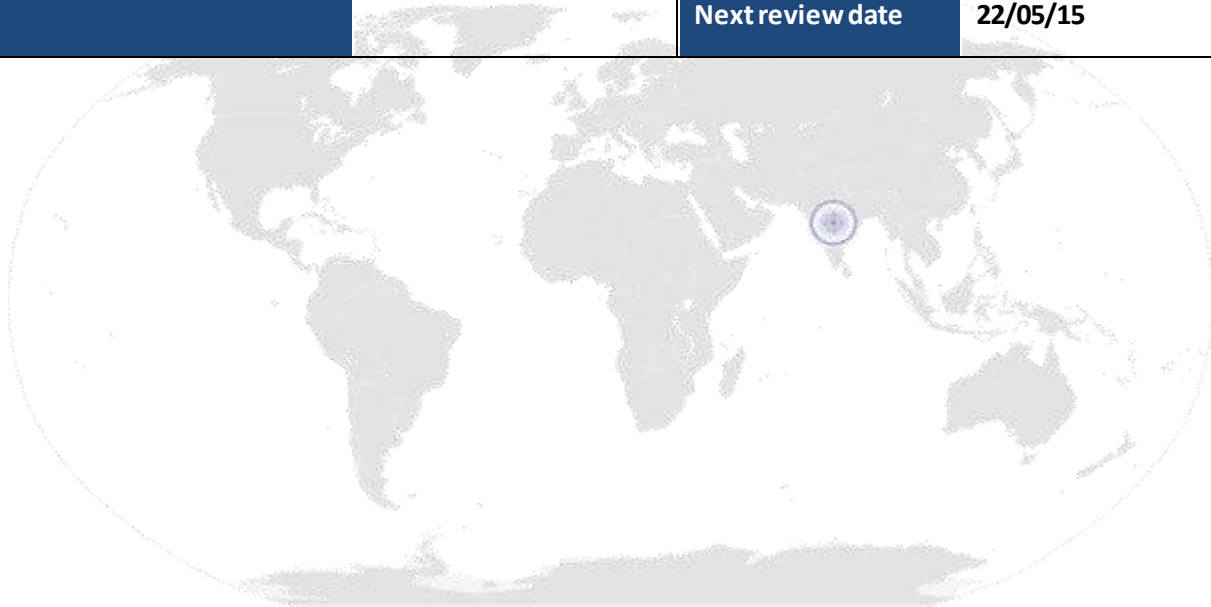
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none">SB13. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and actionSB14. Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
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HSS/ N 9609: Follow biomedical waste disposal protocols

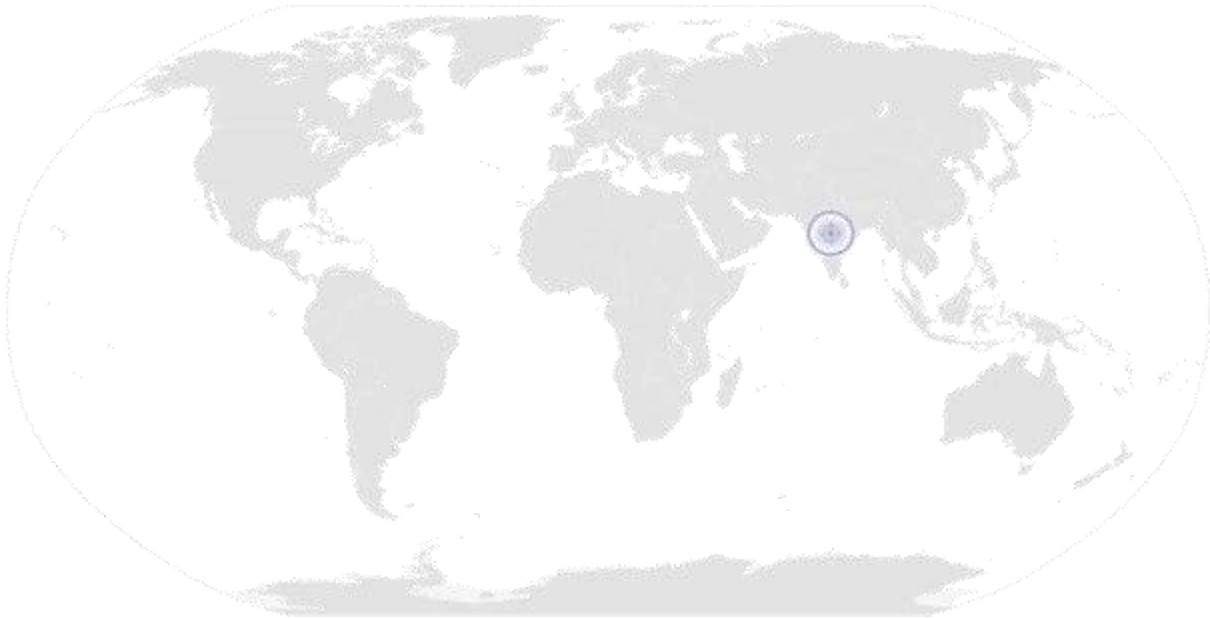
NOS Version Control

NOS Code	HSS/ N 9 09		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



HSS/ N 9611: Monitor and assure quality

National Occupational Standards



Overview

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

HSS/ N 9611: Monitor and assure quality

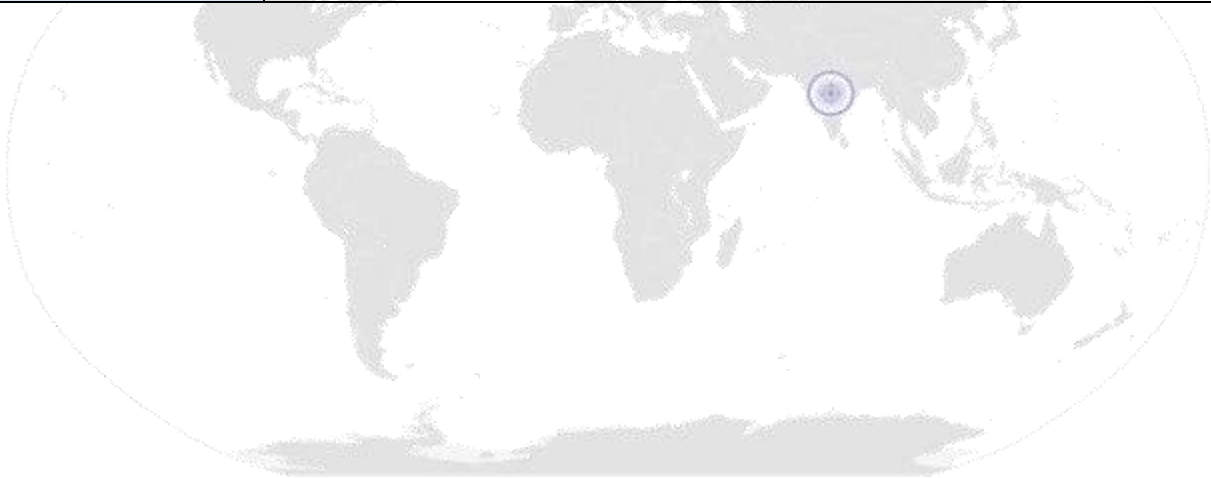
National Occupational Standard	Unit Code	HSS/ N 9611
	Unit Title (Task)	Monitor and assure quality
	Description	This OS unit is about Assuring quality in all procedures. This unit applies to all Allied Health professionals.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Monitor treatment process/outcomes , Identify problems in treatment process/outcomes , Solve treatment process/outcome problems, Attend class/read publications to continue industry education , identify needs and expectations of patient/health care professionals
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
		To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Conduct appropriate research and analysis PC2. Evaluate potential solutions thoroughly PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly PC5. Report any identified breaches in health, safety, and security procedures to the designated person PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected PC8. Follow the organisation’s emergency procedures promptly, calmly, and efficiently PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person PC10. Complete any health and safety records legibly and accurately
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organisation KA2. Person(s) responsible for health, safety, and security in the organisation KA3. Relevant up-to-date information on health, safety, and security that applies

HSS/ N 9611: Monitor and assure quality

its processes)	to the organisation KA4. Organisation’s emergency procedures and responsibilities for handling hazardous situations
B. Technical Knowledge	The user/individual on the job needs to know and understand how to: KB1. Evaluate treatment goals, process and outcomes KB2. Identify problems/deficiencies in dental hygiene treatment goals, processes and outcomes KB3. Accurately identify problems in dental hygiene care KB4. Conduct research KB5. Select and implement proper hygiene interventions KB6. Obtain informed consent KB7. Conduct an honest self-evaluation to identify personal and professional strengths and weaknesses KB8. Access and interpret medical, and scientific literature KB9. Apply human needs/motivational theory KB10. Provide thorough and efficient individualised care KB11. Employ methods to measure satisfaction
Skills (S) (Optional)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organisation and exert effort and perseverance
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB3. Organise files and documents SB4. Plan for safety of the work environment SB1. Recommend and implement plan of action
	Patient Centricity

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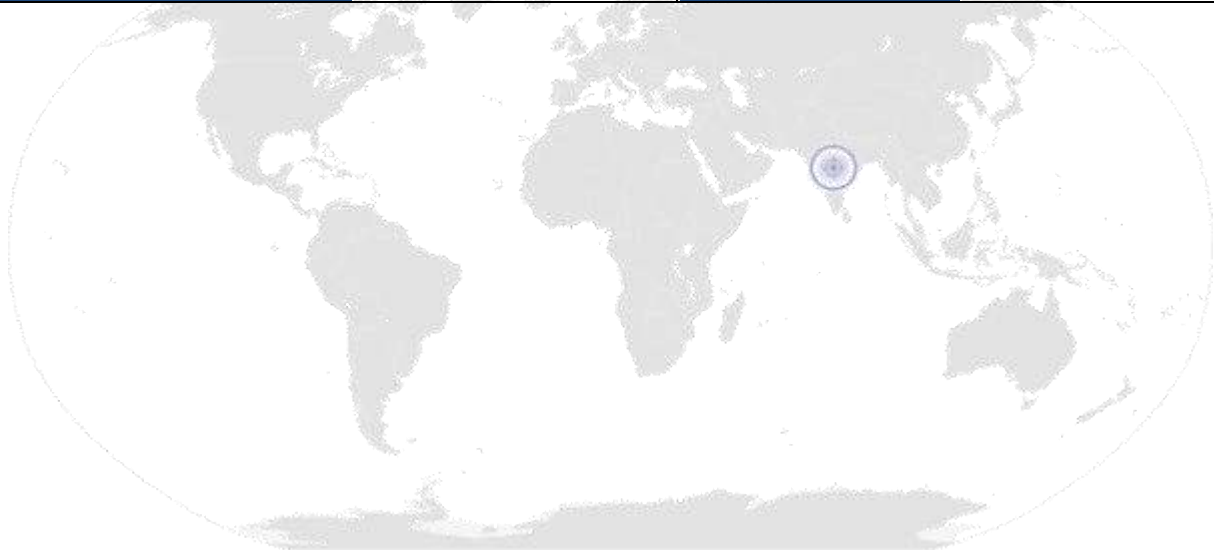
	The user/individual on the job needs to know and understand:
	SB2. How to make exceptional effort to meet patient needs and resolve conflict to patient satisfaction
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB3. Identify hazards and suggest effective solutions to identified problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
SB4. Analyse the seriousness of hazards	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB5. Evaluate opportunities to improve health, safety and security	
SB6. Show understanding and empathy for others	



HSS/ N 9611: Monitor and assure quality

NOS Version Control

NOS Code	HSS/ N 9 11		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		Next review date	22/05/15



Assessment Form (To be filled by Assessor for Each Trainee)

Job Role	Medical Lab Technician	Trainee Name		UID No.		Batch	
Qualification Pack		Taining Partner		Date			
Sector Skill Council	Healthcare	Name of Assessor					
Name & Signature of Representative & Stamp of Assessing Body:							
Skills Practical and Viva (80% weightage)							
		Marks Alloted			Marks Awarded by Assessor		
Grand Total-1 (Subject Domain)		400			0		
Grand Total-2 (Soft Skills and Comunication)		100			0		
Grand Total-(Skills Practical and Viva)		500			0		
Passing Marks (80% of Max. Marks)		400			PASS/FAIL		
Theory (20% weightage)							
		Marks Alloted			Marks Awarded by Assessor		
Grand Total-1 (Subject Domain)		80			0		
Grand Total-2 (Soft Skills and Comunication)		20			0		
Grand Total-(Theory)		100			0		
Passing Marks (50% of Max. Marks)		50			PASS/FAIL		
Grand Total-(Skills Practical and Viva + Theory)		600			0		
Final Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			PASS/FAIL		

Assessment Form (To be filled by Assessor for Each Trainee)

Job Role	Medical Lab Technician	Trainee Name		UID No.		Batch		
Qualification Pack		Taining Partner		Date				
Sector Skill Council	Healthcare	Name of Assessor						
Name & Signature of Representative & Stamp of Assessing Body:								
Skills Practical and Viva (80% weightage)								
		Marks Alloted			Marks Awarded by Assessor			
Grand Total-1 (Subject Domain)		400			0			
Grand Total-2 (Soft Skills and Comunication)		100			0			
Grand Total-(Skills Practical and Viva)		500			0			
Detailed Break Up of Marks		Skills Practical & Viva						
Subject Domain		Pick any 2 NOS each of 200 marks totalling 400						
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation		Marks Awarded by Assessor		Grand Total of Practical
				Viva	Skills Practical	Viva	Skills Practical	
1. HSS/ N 0301 (Correctly collect, transport, receive, accept or reject and store blood/urine/stool and tissue samples)	PC1. Identify information by categorising, estimating, recognising the differences or similarities, and detecting changes in circumstances or events	200	10	0	10			
	PC2. Have a fair knowledge of blood cell biology		20	20	0			
	PC3. Perform phlebotomy effectively		60	0	60			
	PC4. Respond to emergencies as they arise		20	10	10			
	PC5. Apply the principles of genetics and immunology to transfusion		10	10	0			
	PC6. Generate or use different sets of rules for combining or grouping		10	10	0			
	PC7. Be up-to-date technically and apply new knowledge to the job		10	10	0			
	PC8. Know how to follow sample acceptance and rejection criteria		30	15	15			
	PC9. Know how to pack, transport and store the samples		30	15	15			
Total			200	90	110			
2.HSS/ N 0302 (Conduct analysis of body fluids/ samples)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in components of body fluids/ samples	200	20	0	20			
	PC2. Understand how samples of body fluids/ samples are collected and analysed		120	20	100			
	PC3. Know what is implied by the presence of abnormal constituents in body fluids/ samples		60	60	0			
	Total			200	80	120		
3.HSS/ N 0303 (Maintain, operate and clean laboratory equipment)	PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects	200	60	10	50			
	PC2. Concentrate on a task over a period of time without being distracted		40	0	40			

	PC3. Have sound knowledge of the functioning of lab equipment's and protocols for their cleaning and calibration		100	40	60		
	Total		200	50	150		
4.HSS/ N 0304 (Provide information about test results)	PC1. Be responsive to patient request and queries	200	40	10	30		
	PC2. Combine separate pieces of information, or specific answers to problems, to interpret test results		160	60	100		
	Total		200	70	130		
5. HSS/ N 0305 (Prepare and document medical tests and clinical results)	PC1. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data	200	100	20	80		
	PC2. Generate or use different sets of rules for combining or grouping things in different way		60	20	40		
	PC3. Concentrate on a task over a period of time without being distracted		40	0	40		
	Total		200	40	160		
6.HSS/ N 0306 (Establish and monitor quality assurance program)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events	200	20	0	20		
	PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects		60	10	50		
	PC3. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data		60	10	50		
	PC4. Apply general rules to specific problems to produce answers that make sense		30	5	25		
	PC5. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)		30	10	20		
	Total		200	35	165		
7.HSS/ N 0307 Supervise and guide other laboratory personnel)	PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects	200	60	20	40		
	PC2. Generate or use different sets of rules for combining or grouping things in different ways		60	10	50		
	PC3. Deal with people at junior levels to effectively direct their work towards optimum output		80	10	70		
	Total		200	40	160		
8.HSS/ N 0308 (Conduct research under guidance)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events	200	20	0	20		
	PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects		60	10	50		
	PC3. Apply general rules to specific problems to produce answers that make sense		30	5	25		
	PC4. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)		30	10	20		
	PC5. Concentrate on a task over a period of time without being distracted		40	0	40		

	PC6. Understand the need and importance of research and the protocols for conducting the same		20	20	0		
	Total		200	45	155		
9. HSS/ N 0409 (Assist in fine needle aspiration cytology)	PC1. Swab the skin with an antiseptic solution	200	50	10	40		
	PC2. Prepare the needle of very fine diameter for the process		50	10	40		
	PC3. Take and record the vitals (pulse, blood pressure, temperature, etc.) before the procedure is started		50	10	40		
	PC4. Prepare the equipment and slides for examining the sample		50	10	40		
	Total		200	40	160		
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	200	5	0	5		
	PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection		5	0	5		
	PC3. Minimise contamination of materials, equipment and instruments by aerosols and splatter		5	5	0		
	PC4. Identify infection risks and implement an appropriate response within own role and responsibility		20	10	10		
	PC5. Document and report activities and tasks that put patients and/or other workers at risk		5	0	5		
	PC6. Respond appropriately to situations that pose an infection risk in accordance with the policies and procedures of the organization		5	0	5		
	PC7. Follow procedures for risk control and risk containment for specific risks		10	0	10		
	PC8. Follow protocols for care following exposure to blood or other body fluids as required		10	0	10		
	PC9. Place appropriate signs when and where appropriate		20	10	10		
	PC10. Remove spills in accordance with the policies and procedures of the organization		5	0	5		
	PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination		5	0	5		
	PC12. Follow hand washing procedures		5	0	5		
	PC13. Implement hand care procedures		5	0	5		
	PC14. Cover cuts and abrasions with water-proof dressings and change as necessary		5	5	0		
	PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use		5	0	5		
	PC16. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact		5	0	5		
	PC17. Demarcate and maintain clean and contaminated zones in all aspects of health care work						
	PC18. Confine records, materials and medicaments to a well-designated clean zone		20	10	10		
	PC19. Confine contaminated instruments and equipment to a well-designated contaminated zone						

PC20. Wear appropriate personal protective clothing and equipment in accordance with occupational health and safety policies and procedures when handling waste	5	0	5		
PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified	5	0	5		
PC22. Store clinical or related waste in an area that is accessible only to authorised persons	5	5	0		
PC23. Handle, package, label, store, transport and dispose of waste appropriately to minimise potential for contact with the waste and to reduce the risk to the environment from accidental release	5	0	5		
PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements	5	5	0		
PC25. Wear personal protective clothing and equipment during cleaning procedures	5	0	5		
PC26. Remove all dust, dirt and physical debris from work surfaces	5	0	5		
PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	5	0	5		
PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols	5	0	5		
PC29. Dry all work surfaces before and after use	5	0	5		
PC30. Replace surface covers where applicable	5	0	5		
PC31. Maintain and store cleaning equipment	5	5	0		
Total	200	55	145		

Grand Total-1 (Subject Domain)

400

Soft Skills and Communication

Pick one field from part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totalling 100

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation		Marks Awarded by Assessor		Grand Total of Practical
				Viva	Observation / Role Play	Viva	Skills Practical	

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		
			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		
			20	7	13		
Attitude Total		50	50	19	31		
2. Work Management							
HSS/ N 9602 (Ensure availability of medical and diagnostic supplies)	PC1. Maintain adequate supplies of medical and diagnostic supplies	25	5	5	0		
	PC2. Arrive at actual demand as accurately as possible		5	3	2		
	PC3. Anticipate future demand based on internal, external and other contributing factors as accurately as possible		10	5	5		
	PC4. Handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals		5	5	0		
			25	18	7		
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	25	10	5	5		
	PC2. Utilise time effectively		3	0	3		
	PC3. Ensure his/her work meets the agreed requirements		3	0	3		
	PC4. Treat confidential information correctly		3	3	0		
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		6	3	3		
			25	11	14		
Work Management Total		50	50	29	21		
Part 2 (Pick one field as per NOS marked carrying 50 marks)							
1. Team Work							
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively		3	0	3		
	PC2. Integrate one's work with other people's work effectively		3	0	3		
	PC3. Pass on essential information to other people on timely basis		3	0	3		
	PC4. Work in a way that shows respect for other people		3	0	3		

PC5. Carry out any commitments made to other people	50	6	6	0		
PC6. Reason out the failure to fulfil commitment		6	6	0		
PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8		
PC8. Follow the organisation's policies and procedures		10	4	6		
		50	24	26		

2. Safety management

HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4		
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1		
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2		
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2		
	PC9. Complete any health and safety records legibly and accurately		6	2	4		
				50	25	25	

3. Waste Management

HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	50	6	2	4		
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4		
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4		
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		8	4	4		
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2		
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		4	4	0		
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		4	4	0		
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		4	4	0		
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures		4	4	0		

	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		4	4	0		
			50	32	18		
4. Quality Assurance							
HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis	50	6	2	4		
	PC2. Evaluate potential solutions thoroughly		8	4	4		
	PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry		4	0	4		
	PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly		8	4	4		
	PC5. Report any identified breaches in health, safety, and security procedures to the designated person		4	2	2		
	PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority		4	4	0		
	PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected		4	4	0		
	PC8. Follow the organisation's emergency procedures promptly, calmly, and efficiently		4	4	0		
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person		4	4	0		
	PC10. Complete any health and safety records legibly and accurately		4	4	0		
			50	32	18		
Grand Total-2 (Soft Skills and Communication)			100				

Assessment Form (To be filled by Assessor for Each Trainee)

Job Role	Medical Lab Technician	Trainee Name		UID No.		Batch	
Qualification Pack		Taining Partner		Date			
Sector Skill Council	Healthcare	Name of Assessor					
Name & Signature of Representative & Stamp of Assessing Body:							
Theory (20% weightage)							
		Marks Alloted			Marks Awarded by Assessor		
Grand Total-1 (Subject Domain)		80			0		
Grand Total-2 (Soft Skills and Comunication)		20			0		
Grand Total-(Theory)		100			0		
Detailed Break Up of Marks		Theory					
Subject Domain		Pick any 40 PCs each carrying 2 marks totalling 80					
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (80)	Marks Allocation	Marks Awarded by Assessor		Grand Total of Theory	
			Theory	Theory			
1. HSS/ N 0301 (Correctly collect, transport, receive, accept or reject and store blood/urine/stool and tissue samples)	PC1. Identify information by categorising, estimating, recognising the differences or similarities, and detecting changes in circumstances or events	16	0				
	PC2. Have a fair knowledge of blood cell biology		4				
	PC3. Perform phlebotomy effectively		0				
	PC4. Respond to emergencies as they arise		2				
	PC5. Apply the principles of genetics and immunology to transfusion		2				
	PC6. Generate or use different sets of rules for combining or grouping		2				
	PC7. Be up-to-date technically and apply new knowledge to the job		2				
	PC8. Know how to follow sample acceptance and rejection criteria		2				
	PC9. Know how to pack, transport and store the samples		2				
Total			16				
2.HSS/ N 0302 (Conduct analysis of body fluids/ samples)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in components of body fluids/ samples	4	0				
	PC2. Understand how samples of body fluids/ samples are collected and		2				
	PC3. Know what is implied by the presence of abnormal constituents in body fluids/ samples		2				
Total			4				
3.HSS/ N 0303 (Maintain, operate and clean laboratory equipment)	PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects	2	0				
	PC2. Concentrate on a task over a period of time without being distracted		0				

	PC3. Have sound knowledge of the functioning of lab equipment's and protocols for their cleaning and calibration		2	
	Total		2	
4.HSS/ N 0304 (Provide information about test results)	PC1. Be responsive to patient request and queries	2	0	
	PC2. Combine separate pieces of information, or specific answers to problems, to interpret test results		2	
	Total		2	
5. HSS/ N 0305 (Prepare and document medical tests and clinical results)	PC1. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data	4	2	
	PC2. Generate or use different sets of rules for combining or grouping things in different way		2	
	PC3. Concentrate on a task over a period of time without being distracted		0	
	Total		4	
6.HSS/ N 0306 (Establish and monitor quality assurance program)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events	6	0	
	PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects		0	
	PC3. Process information by compiling, coding, categorising, calculating, tabulating, auditing or verification of data		2	
	PC4. Apply general rules to specific problems to produce answers that make sense		2	
	PC5. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)		2	
	Total		6	
7.HSS/ N 0307 (Supervise and guide other laboratory personnel)	PC1. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects	2	0	
	PC2. Generate or use different sets of rules for combining or grouping things in different ways		0	
	PC3. Deal with people at junior levels to effectively direct their work towards optimum output		2	
	Total		2	
78HSS/ N 0308 (Conduct research under guidance)	PC1. Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events	6	0	
	PC2. Inspect equipment, structures, or materials to identify the cause of errors or other problems or defects		0	
	PC3. Apply general rules to specific problems to produce answers that make sense		2	
	PC4. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)		2	
	PC5. Concentrate on a task over a period of time without being distracted		0	

	PC6. Understand the need and importance of research and the protocols for conducting the same		2	
	Total		6	
8. HSS/ N 0409 (Assist in fine needle aspiration cytology)	PC1. Swab the skin with an antiseptic solution	4	2	
	PC2. Prepare the needle of very fine diameter for the process		0	
	PC3. Take and record the vitals (pulse, blood pressure, temperature, etc.) before the procedure is started		2	
	PC4. Prepare the equipment and slides for examining the sample		0	
	Total		4	
9. 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	36		
	PC2. Perform the additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection		2	
	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		2	
	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		2	
	PC8. Follow protocols for care following exposure to blood or other body fluids as required		2	
	PC9. Place appropriate signs when and where appropriate		2	
	PC10. Remove spills in accordance with the policies and procedures of the organization		2	
	PC11. Maintain hand hygiene by washing hands before and after patient contact and/or after any activity likely to cause contamination		2	
	PC12. Follow hand washing procedures			
	PC13. Implement hand care procedures			
	PC14. Cover cuts and abrasions with water-proof dressings and change as necessary		2	
	PC15. Wear personal protective clothing and equipment that complies with Indian Standards, and is appropriate for the intended use		2	
	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		2	
	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	2	
PC21. Separate waste at the point where it has been generated and dispose of into waste containers that are colour coded and identified	2	
PC22. Store clinical or related waste in an area that is accessible only to authorised persons	2	
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	2	
PC24. Dispose of waste safely in accordance with policies and procedures of the organisation and legislative requirements	2	
PC25. Wear personal protective clothing and equipment during cleaning procedures	2	
PC26. Remove all dust, dirt and physical debris from work surfaces	2	
PC27. Clean all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	2	
PC28. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilisation protocols	2	
PC29. Dry all work surfaces before and after use	2	
PC30. Replace surface covers where applicable	2	
PC31. Maintain and store cleaning equipment	2	
Total	36	

Grand Total-1 (Subject Domain)

80

80

Soft Skills and Communication

Select each part each carrying 10 marks totalling 20

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (20)	Marks Allocation	Marks Awarded by Assessor	Grand Total of Theory
			Theory	Theory	

Part 1 (Pick one field randomly carrying 50 marks)

1. Attitude

HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	2	2		
	PC2. Work within organisational systems and requirements as appropriate to one's role				
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority				
	PC4. Maintain competence within one's role and field of practice				
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice				

	PC6. Promote and demonstrate good practice as an individual and as a team member at all times				
	PC7. Identify and manage potential and actual risks to the quality and safety of practice				
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements				
	Total		2		
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice				
	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	2	2		
	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		2		
	Attitude Total	4	4		
2. Work Management					
HSS/ N 9602 (Ensure availability of medical and diagnostic supplies)	PC1. Maintain adequate supplies of medical and diagnostic supplies				
	PC2. Arrive at actual demand as accurately as possible				
	PC3. Anticipate future demand based on internal, external and other contributing factors as accurately as possible	2	4		
	PC4. Handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals				
	Total		4		
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements				
	PC2. Utilise time effectively				
	PC3. Ensure his/her work meets the agreed requirements	2	2		
	PC4. Treat confidential information correctly				
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role				
	Total		2		
	Work Management Total	4	6		
	Part 1 Total	10	10		
Part 2 (Pick one field as per NOS marked carrying 50 marks)					
1. Team Work					
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively				
	PC2. Integrate one's work with other people's work effectively				

	PC3. Pass on essential information to other people on timely basis					
	PC4. Work in a way that shows respect for other people					
	PC5. Carry out any commitments made to other people	2	2			
	PC6. Reason out the failure to fulfil commitment					
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems					
	PC8. Follow the organisation's policies and procedures					
	Total		2			
2. Safety management						
HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements					
	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	2	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					
	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		2			
3. Waste Management						
HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type					
	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	4	4			
	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		4		
4. Quality Assurance					
HSS/ N 9611: Monitor and assure quality	PC1. Conduct appropriate research and analysis	2	2		
	PC2. Evaluate potential solutions thoroughly				
	PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry				
	PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly				
	PC5. Report any identified breaches in health, safety, and security procedures to the designated person				
	PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority				
	PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected				
	PC8. Follow the organisation's emergency procedures promptly, calmly, and efficiently				
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person				
	PC10. Complete any health and safety records legibly and accurately				
	Total				2
Part 2 Total	10	10			
Grand Total-2 (Soft Skills and Communication)			20		