

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-Phlebotomy Technician

SECTOR: HEALTH

SUB-SECTOR: ALLIED HEALTH AND PARAMEDICS

OCCUPATION: PHLEBOTOMY TECHNICIAN

REFERENCE ID: HSS/ Q 0501

ALIGNED TO: NCO-2004/NIL

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

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

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

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Job Details	Qualifications Pack Code	HSS/ Q 0501		
	Job Role	Phlebotomy Technician		
	Credits (NSQF)	TBD	Version number	1.0
	Industry	Health	Drafted on	12/05/13
	Sub-sector	<u>ALLIED HEALTH AND PARAMEDICS</u>	Last reviewed on	22/05/13
	Occupation	Phlebotomy Technician	Next review date	22/05/15

Job Role	Phlebotomy Technician
Role Description	Phlebotomy technicians are responsible for collecting and preparing blood samples which undergo laboratory testing
NSQF level	3
Minimum Educational Qualifications	Class XII in Science
Maximum Educational Qualifications	Not Applicable
Training (Suggested but not mandatory)	Relevant professional qualification
Experience	Not Applicable
Occupational Standards (OS)	HSS/ N 0501: Interpret test request forms HSS/ N 0502: Prepare an appropriate site for obtaining blood samples HSS/ N 0503: Prepare and maintain necessary equipment and supplies HSS/ N 0504: Draw blood specimens from patients using correct techniques

	<p>HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes</p> <p>HSS/ N 0506: Transport the blood samples to the laboratory</p> <p>HSS/ N 0507: Assist the patient before, during and after collection of the specimen</p> <p>HSS/ N 0508: Update patient records</p> <p>HSS/ N 0509: Follow all safety and infection control procedures</p> <p>HSS/ N 9601: Collate and communicate health information</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 9611: Monitor and assure quality</p> <p>Optional : N.A</p>
Performance Criteria	As described in the relevant OS units

Definitions	Keywords /Terms	Description
	Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
	Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
	Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
	National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
	Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
	Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
	Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
LMIS	Laboratory information management system
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
OS	Occupational Standard(s)
PBT	Phlebotomist
QP	Qualifications Pack

Acronyms

National Occupational Standards



Overview

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

HSS/ N 0501:Interpret test request forms

National Occupational Standard	Unit Code	HSS/ N 0501
	Unit Title (Task)	Interpret test request forms
	Description	This OS unit is about the phlebotomist’s duties towards identification of patient and taking their informed consent before withdrawing blood specimens
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Obtaining informed consent from patient/donor prior to carrying out any treatment or procedure , Defining complete patient identification procedures , Identifying potential patient identification errors that can occur , Demonstrating correct patient identification
	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. Introduce themselves to the patient, and ask the patient to state their full name and date of birth</p> <p>PC2. Check that the laboratory form matches the patient’s identity (i.e., match the patient's details with the laboratory form, to ensure accurate identification)</p> <p>PC3. Ask whether the patient has allergies, phobias or has ever fainted during previous injections or blood draws</p> <p>PC4. Check if the patient is anxious or afraid, reassure the person and ask what would make them more comfortable</p> <p>PC5. Discuss the test to be performed and obtain verbal consent and ensure that the patient has understood the procedure</p> <p>PC6. Take relevant history of the patient covering health and high-risk behaviour</p> <p>PC7. Take account of current and recent medications or chronic infections</p> <p>PC8. Take history of prolonged bleeding or a past diagnosis of bleeding disorders</p> <p>PC9. Ask for informed written consent to the patient</p>	
Knowledge and Understanding (K)		

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<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. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one’s competence</p> <p>KA3. The role and importance of the phlebotomy technician in supporting operations</p> <p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization’s policies and procedures, and the organization's strategic goals</p> <p>KA6. How to follow employee policies and procedures</p> <p>KA7. Usage of LMIS(Laboratory information management system)</p>
<p>B Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to establish a routine that is comfortable for patient in preparing for blood specimen collection</p> <p>KB2. Verify the fact that a Patient is the same as the one described on the requisition or physician order</p> <p>KB3. How the patient’s name, medical record number and date of birth information on the ID armband must exactly match the information on the laboratory requisition or label</p> <p>KB4. All protocols for establishing the identification of patient</p> <p>KB5. All safety and hygiene measures</p> <p>KB6. Basic medical terms and principles related to phlebotomy</p>
<p>Skills (S) (Optional)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to</p> <p>SA1. Maintain alphabetical filing system for patient information</p> <p>SA2. Complete all written communications</p> <p>SA3. Record information in LMIS</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to</p> <p>SA4. Read written instructions for being able to follow all procedures related to blood specimen collection</p> <p>SA5. Keep abreast of the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities</p>
<p>Oral Communication (Listening and Speaking skills)</p>	

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	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA6. Identify characteristics of effective communication SA6. Describe the components of interpersonal relationships SA7. Demonstrate effective communication techniques SA8. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA9. Discuss requirements with colleagues SA10. Interact with a supervisor if required SA11. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA12. Use proper manner for greeting and interacting with patients SA13. Discuss the protocol for teaching and preparing a patient for laboratory testing SA14. Interact with the patient SA15. Collect all necessary information regarding the patient's condition SA16. Collect personal information regarding the patient like his/her address SA17. Calm the patients through kind words and gentleness
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to :</p> <ul style="list-style-type: none"> SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers
	<p>Plan and Organise</p>
	<p>The user/individual on the job needs to know and understand how to :</p> <ul style="list-style-type: none"> SB3. Apply appropriate communication and interpersonal skills on the job SB4. Apply computer skills on the job SB5. Use resources effectively when solving problems/making decisions SB6. Participate in continuing education sessions
	<p>Patient Centricity</p>
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB7. Communicate effectively with patients of all ages, supervisors, and peers/co-workers SB8. Maintain patient confidentiality SB9. Respect the rights of the patient(s) 	
<p>Problem Solving</p>	

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

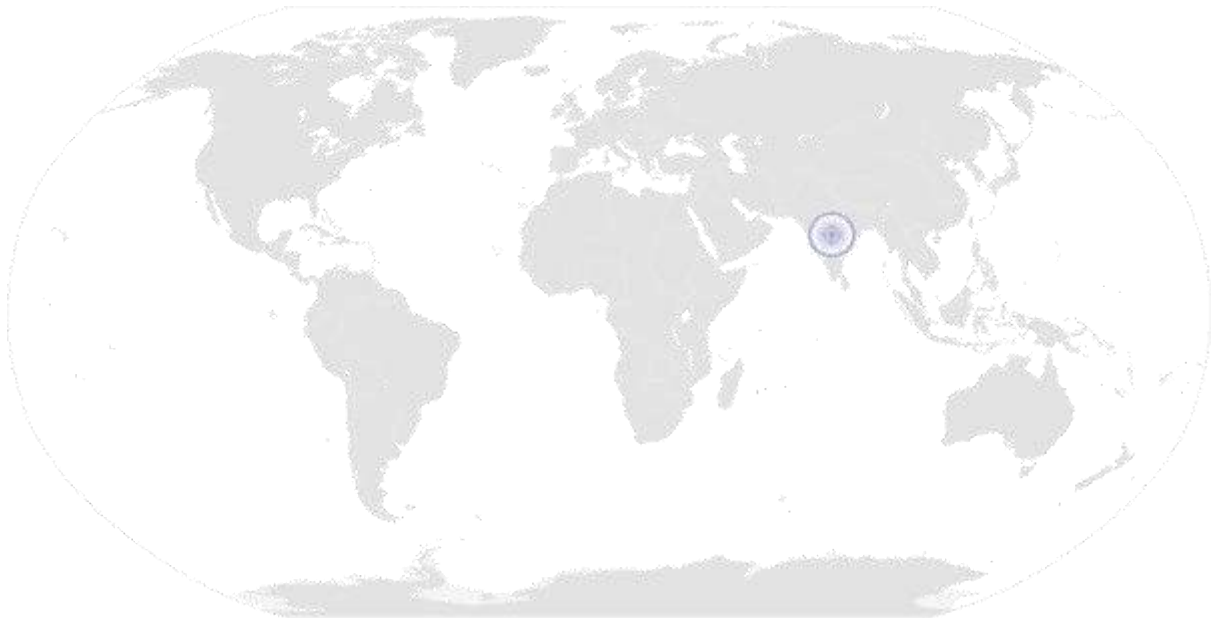
HSS/ N 0501: Interpret test request forms

NOS Version Control

NOS Code	HSS/ N 0501		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
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Occupation	PHLEBOTOMY TECHNICIAN	Next review date	22/05/15

HSS/ N 0502: Prepare an appropriate site for obtaining blood samples

National Occupational Standards



Overview

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

HSS/ N 0502: Prepare an appropriate site for obtaining blood samples

National Occupational Standard	Unit Code	HSS/ N 0502
	Unit Title (Task)	Prepare an appropriate site for obtaining blood samples
	Description	This OS unit is about the phlebotomy technician’s preparation in preparing an appropriate site for obtaining blood samples
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Selecting the right tools to use based on the test and patient characteristics • Cleaning the site using correct motions • Finding the vein to obtain blood • Applying the tourniquet after finding a good vein
	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. Extend the patient’s arm and inspect the antecubital fossa or forearm</p> <p>PC2. Locate a vein of a good size that is visible, straight and clear without damaging the nerve or artery</p> <p>PC3. Insert the needle at the right site where veins are not diverting to avoid chances of haematoma</p> <p>PC4. Locate the vein correctly for determining the correct size of needle</p> <p>PC5. Apply the tourniquet about 4–5 finger widths above the venepuncture site and re-examine the vein</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The importance of health, safety, and security protocols followed by the health care provider</p> <p>KA2. Relevant information on health, safety, and security at the healthcare provider</p> <p>KA3. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA4. How to engage with the medical officer for support in case the situation is beyond one’s competence</p> <p>KA5. Usage of LMIS(Laboratory information management system)</p>
	B Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to locate and determine a site suitable for puncture</p> <p>KB2. How to clean and prepare the suitable site for venepuncture</p>

HSS/ N 0502: Prepare an appropriate site for obtaining blood samples

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

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

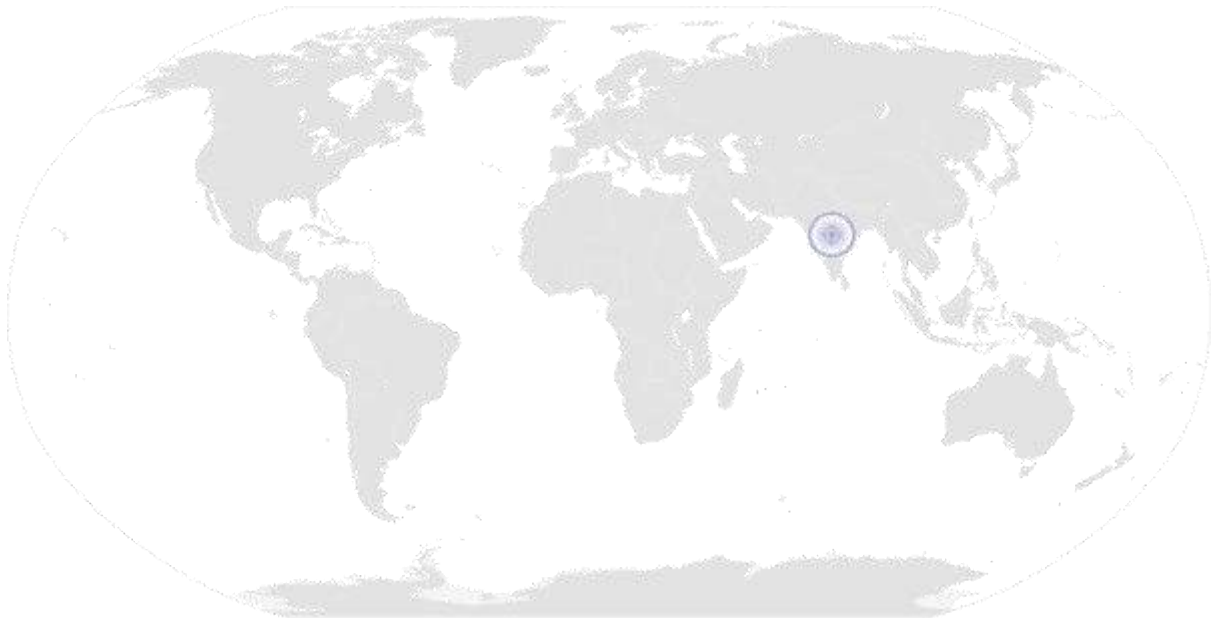
HSS/ N 0502: Prepare an appropriate site for obtaining blood samples

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Industry	Health	Drafted on	12/05/13
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Occupation	PHLEBOTOMY TECHNICIAN	Next review date	22/05/15

HSS/ N 0503: Prepare and maintain necessary equipment and supplies

National Occupational Standards



Overview

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

HSS/ N 0503: Prepare and maintain necessary equipment and supplies

National Occupational Standard	Unit Code	HSS/ N 0503
	Unit Title (Task)	Prepare and maintain necessary equipment and supplies
	Description	This OS unit is about preparing and maintaining necessary equipment and supplies that are required during blood withdrawing procedures
	Scope	<p>This unit/task covers:</p> <ul style="list-style-type: none"> Using certain materials or tools on a daily basis that is required to obtain blood, Maintaining supplies and stocks for avoiding running out of materials before the end of the procedure
	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. Collect all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley, ensuring that all the items are clearly visible</p> <p>PC2. Collect the list of equipment that includes sterile glass or plastic tubes with rubber caps ,Vacuum-extraction blood tubes ,Glass tubes with screw caps ,A sterile glass or bleeding pack (collapsible) if large quantities of blood are to be collected, well-fitting, non-sterile gloves, an assortment of blood-sampling devices that includes safety-engineered devices or needles and syringes of different sizes, a tourniquet, alcohol hand rub, 70% alcohol swabs for skin disinfection, gauze or cotton-wool ball to be applied over puncture site, laboratory specimen labels, writing equipment, laboratory forms , leak-proof transportation bags and containers, a puncture-resistant sharps container</p> <p>PC3. Ensure that the rack containing the sample tubes is close to the phlebotomist but away from the patient, to avoid it being accidentally tipped over</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Health provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one's competence</p> <p>KA3. The role and importance of the phlebotomy technician in supporting operations</p>

HSS/ N 0503: Prepare and maintain necessary equipment and supplies

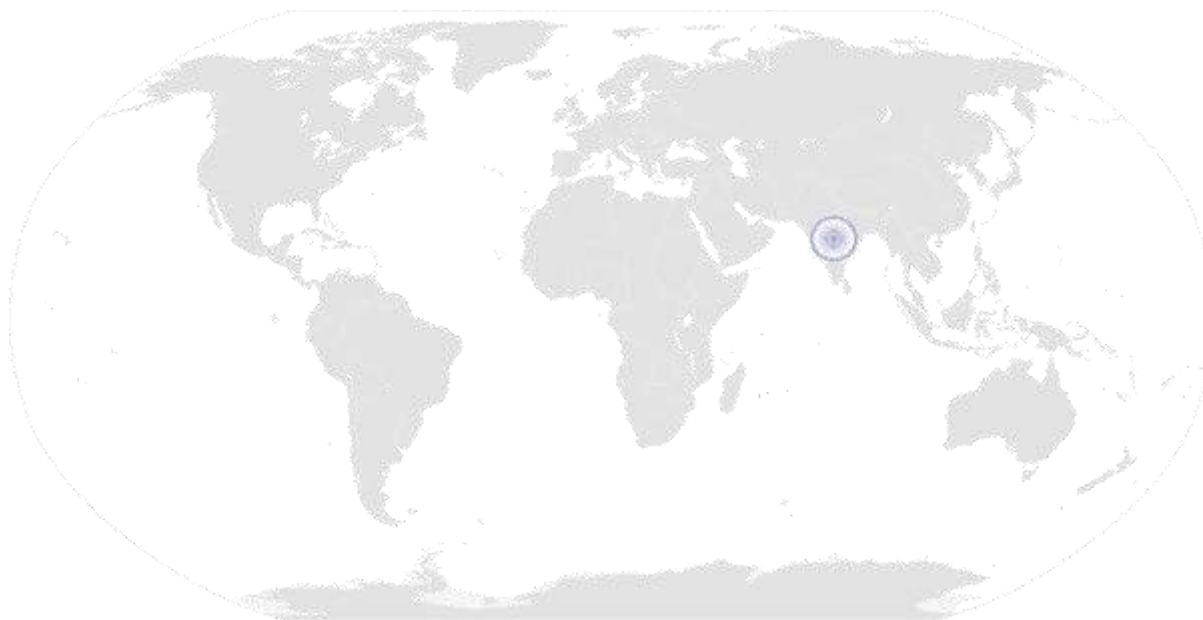
	<p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization’s policies and procedures, and the organization’s strategic goals</p> <p>KA6. How to follow employee policies and procedures</p> <p>KA7. Usage of LMIS(Laboratory information management system)</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to make sure everything is well stocked</p> <p>KB2. How blood collection needles are used to perform a venipuncture</p> <p>KB3. How tourniquets are used to build pressure in the vein and allow blood to flow easily into vials</p> <p>KB4. How to use needle holders that attaches the needle to a vial</p> <p>KB5. How to use vacuum tubes or vials that have different tops that are used to distinguish which vial to use</p> <p>KB6. How to place gauze on the site of the blood draw</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Match and send all required paperwork to the appropriate office</p> <p>SA2. Record information in LMIS</p> <p>Reading skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures</p> <p>SA4. Keep abreast of the latest knowledge by reading internal communications</p> <p>SA5. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Identify characteristics of effective communication</p> <p>SA7. Describe the components of interpersonal relationships</p> <p>SA8. Demonstrate effective communication techniques</p> <p>SA9. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers</p> <p>SA10. Discuss requirements with colleagues</p> <p>SA11. Interact with a supervisor if required</p> <p>SA12. Avoid using jargon, slang or acronyms when communicating with</p>

HSS/ N 0503: Prepare and maintain necessary equipment and supplies

	<p>patient/donor, colleagues or the medical officer</p> <p>SA13. Use proper manner for greeting and interacting with patients</p> <p>SA14. Discuss the protocol for preparing a patient for laboratory testing</p> <p>SA15. Interact with the patient</p> <p>SA16. Collect all necessary information regarding the patient's condition</p> <p>SA17. Collect personal information regarding the patient like his/her address</p> <p>SA18. Calm the patients through kind words and gentleness</p>
<p>B. Professional Skills</p>	<p>Decision making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome</p> <p>SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p>
	<p>Plan and Organise</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Apply appropriate communication and interpersonal skills on the job</p> <p>SB4. Apply computer skills on the job</p> <p>SB5. Use resources effectively when solving problems/making decisions</p> <p>SB6. Participate in continuing education sessions</p>
	<p>Patient centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Communicate effectively with patients of all ages, supervisors, and peers/co-workers</p> <p>SB8. Maintain patient confidentiality</p> <p>SB9. Respect the rights of the patient(s)</p>
	<p>Problem solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Identify immediate or temporary solutions to resolve delays</p> <p>SB11. Provide a calm environment for patients in which blood samples are drawn Have strong problem-solving skills</p> <p>SB12. Evaluate patients' symptoms and administer the appropriate treatments</p>
<p>Analytical thinking</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Be analytical and diligent in recording the correct patient information on blood</p>	

HSS/ N 0503: Prepare and maintain necessary equipment and supplies

	vials and work orders
	SB14. Match all vials and work orders and send all required paperwork to the appropriate office
	Critical thinking
	The user/individual on the job needs to know and understand how to:
	SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



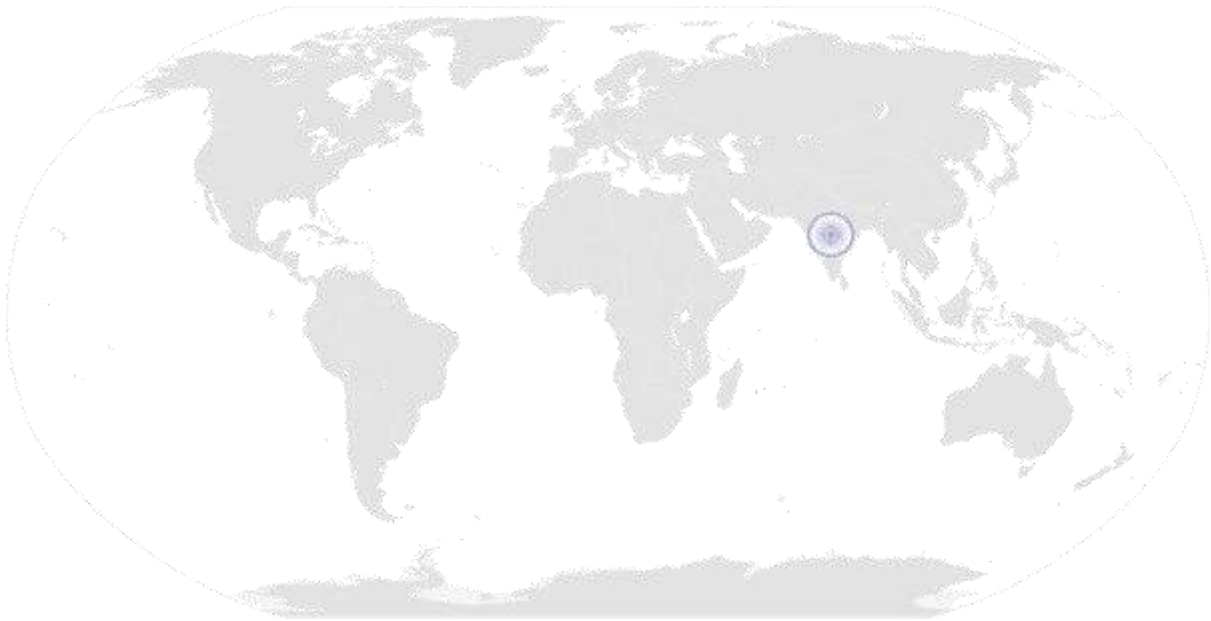
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NOS Version Control

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Occupation	PHLEBOTOMY TECHNICIAN	Next review date	22/05/15

HSS/ N 0504: Draw blood specimens from patients using correct techniques

National Occupational Standards



Overview

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

HSS/ N 0504: Draw blood specimens from patients using correct techniques

National Occupational Standard	Unit Code	HSS/ N 0504
	Unit Title (Task)	Draw blood specimens from patients using correct techniques
	Description	This OS unit is a phlebotomy technician tasks towards withdrawing blood specimens from patients using correct techniques
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> The methods of blood collection , The aspects of blood taking and the correct procedures , Anatomical and physiological considerations in choosing appropriate sites for venepuncture
	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. Anchor the vein by holding the patient’s arm and placing a thumb below the venepuncture site</p> <p>PC2. Ask the patient to form a fist so the veins are more prominent</p> <p>PC3. Enter the vein swiftly at a 30 degree angle or less, and continue to introduce the needle along the vein at the easiest angle of entry</p> <p>PC4. Release the tourniquet before withdrawing the needle once sufficient blood has been collected</p> <p>PC5. Withdraw the needle gently and apply gentle pressure to the site with a clean gauze or dry cotton-wool ball</p> <p>PC6. Ask the patient to hold the gauze or cotton wool in place, with the arm extended and raised</p> <p>PC7. Ask the patient not to bend the arm, because doing so causes a haematoma</p> <p>PC8. Use appropriate equipment if required</p> <p>PC9. Perform hand hygiene (if using soap and water, dry hands with single-use towels)</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one’s competence</p> <p>KA3. The role and importance of the phlebotomy technician in supporting operations</p>

HSS/ N 0504: Draw blood specimens from patients using correct techniques

its processes)	<p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization’s policies and procedures, and the organization's strategic goals</p> <p>KA6. How to follow employee policies and procedures</p> <p>KA7. Usage of LMIS(Laboratory information management system)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to puncture only the uppermost wall of the vein</p> <p>KB2. How to remove the tourniquet before removing the needle</p> <p>KB3. How to use the major superficial veins</p> <p>KB4. How to make sure the needle fully penetrates the upper most wall of the vein.</p> <p>KB5. How to apply pressure to the venipuncture site</p> <p>KB6. How to prevent haemolysis (which can interfere with many tests)</p> <p>KB7. How to mix tubes with anticoagulant additives gently 5-10 times</p> <p>KB8. How to avoid drawing blood from a hematoma</p> <p>KB9. How to avoid drawing the plunger back too forcefully, if using a needle and syringe, or too small a needle, and avoid frothing of the sample</p> <p>KB10. How to make sure the venipuncture site is dry</p> <p>KB11. How to avoid a probing, traumatic venepuncture</p> <p>KB12. How to avoid prolonged tourniquet application or fist clenching</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Keep records carefully</p> <p>SA2. Update patient medical records</p> <p>SA3. Perform basic clerical tasks and assist patients as needed</p> <p>SA4. Label blood and serum samples clearly</p> <p>SA5. Keep track of equipment</p> <p>SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs</p> <p>SA7. Record information in LMIS</p>
	Reading skills
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures</p> <p>SA9. Keep abreast of the latest knowledge by reading internal communications</p> <p>SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders</p> <p>SA11. keep knowledge of all the terms particular to blood collection and testing</p>	

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	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Identify characteristics of effective communication SA13. Describe the components of interpersonal relationships SA14. Demonstrate effective communication techniques SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA16. Discuss requirements with colleagues SA17. Interact with a supervisor if required SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA19. Use proper manner for greeting and interacting with patients SA20. Discuss the protocol for preparing a patient for laboratory testing SA21. Interact with the patient SA22. Collect all necessary information regarding the patient's condition SA23. Collect personal information regarding the patient like his/her address SA24. Calm the patients through kind words and gentleness</p>
B. Professional Skills	Decision making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Apply appropriate communication and interpersonal skills on the job SB3. Apply computer skills on the job SB4. Use resources effectively when solving problems/making decisions SB5. Participate in continuing education sessions</p>
	Patient centricity
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Communicate effectively with patients of all ages, supervisors, and peers/co-workers SB7. Maintain patient confidentiality SB8. Respect the rights of the patient(s)</p>	
	Problem solving

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



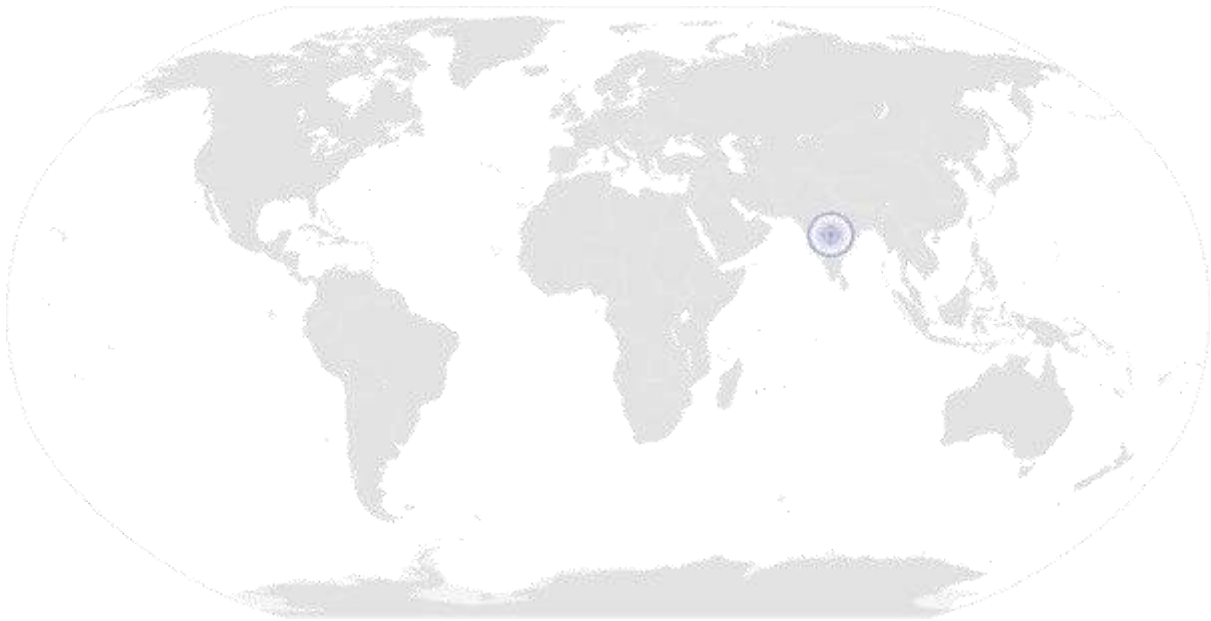
HSS/ N 0504: Draw blood specimens from patients using correct techniques

NOS Version Control

NOS Code	HSS/ N 0504		
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	PHLEBOTOMY TECHNICIAN	Next review date	22/05/15

HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes

National Occupational Standards



Overview

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

HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes

National Occupational Standard

Unit Code	HSS/ N 0505
Unit Title (Task)	Prepare and label the blood sample for test, procedures and identification purposes
Description	This OS unit is about the processes of preparing and labelling the blood sample for test, procedures and identifications purposes
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Labelling the blood samples with the identification information required by the protocol or laboratory , Selecting the correct tube for the test, labelling it with the correct name, and putting down the patient's information
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. Label blood sample so that the results of the test match the patient</p> <p>PC2. Use the key elements in labelling that include patient's surname, first and middle and patient's ID number</p> <p>PC3. Make sure that both of the above MUST match the same on the requisition form</p> <p>PC4. Make sure that Date, time and initials of the phlebotomist must be on the label of EACH tube</p> <p>PC5. Make sure that automated systems include labels with bar codes.</p> <p>PC6. Discard the used needle and syringe or blood sampling device into a puncture-resistant sharps container</p> <p>PC7. Check the label and forms for accuracy. The label should be clearly written with the information required by the laboratory, which is typically the patient's first and last names, file number, date of birth, and the date and time when the blood was taken</p> <p>PC8. Discard used items into the appropriate category of waste. Items used for phlebotomy that would not release a drop of blood if squeezed (e.g. gloves) may be discarded in the general waste, unless local regulations state otherwise</p> <p>PC9. Perform hand hygiene</p> <p>PC10. Recheck the labels on the tubes and the forms before dispatch</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p>

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<p>provider/ Organisation and its processes)</p>	<p>KA2. How to engage with the medical officer for support in case the situation is beyond one's competence KA3. The role and importance of the phlebotomy technician in supporting operations KA4. How to dress appropriately as per the healthcare provider rules KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals KA6. How to follow employee policies and procedures KA7. Usage of LMIS(Laboratory information management system)</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Verify the fact that a Patient is the same as the one described on the requisition or physician order KB2. How the patient's name, medical record number and date of birth information on the ID armband must exactly match the information on the laboratory requisition or label KB3. All protocols for establishing the identification of patient KB4. All safety and hygiene measures KB5. Basic medical terms and principles related to phlebotomy</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Keep records carefully SA2. Update patient medical records SA3. Perform basic clerical tasks and assist patients as needed SA4. Label blood and serum samples clearly SA5. Keep track of equipment SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs SA7. Record information in LMIS</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures SA9. Keep abreast of the latest knowledge by reading internal communications SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders SA11. keep knowledge of all the terms particular to blood collection and testing</p>
	<p>Oral Communication (Listening and Speaking skills)</p>

HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Identify characteristics of effective communication SA13. Describe the components of interpersonal relationships SA14. Demonstrate effective communication techniques SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA16. Discuss requirements with colleagues SA17. Interact with a supervisor if required SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA19. Use proper manner for greeting and interacting with patients SA20. discuss the protocol for preparing a patient for laboratory testing SA21. Interact with the patient SA22. Collect all necessary information regarding the patient’s condition SA23. Collect personal information regarding the patient like his/her address SA24. Calm the patients through kind words and gentleness</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p>
	<p>Plan and Organise</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Apply appropriate communication and interpersonal skills on the job. SB3. Apply computer skills on the job SB4. Use resources effectively when solving problems/making decisions SB5. Participate in continuing education sessions</p>
	<p>Patient Centricity</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Communicate effectively with patients of all ages, supervisors, and peers/co-workers SB7. Maintain patient confidentiality SB8. Respect the rights of the patient(s)</p>	
<p>Problem Solving</p>	

HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes

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



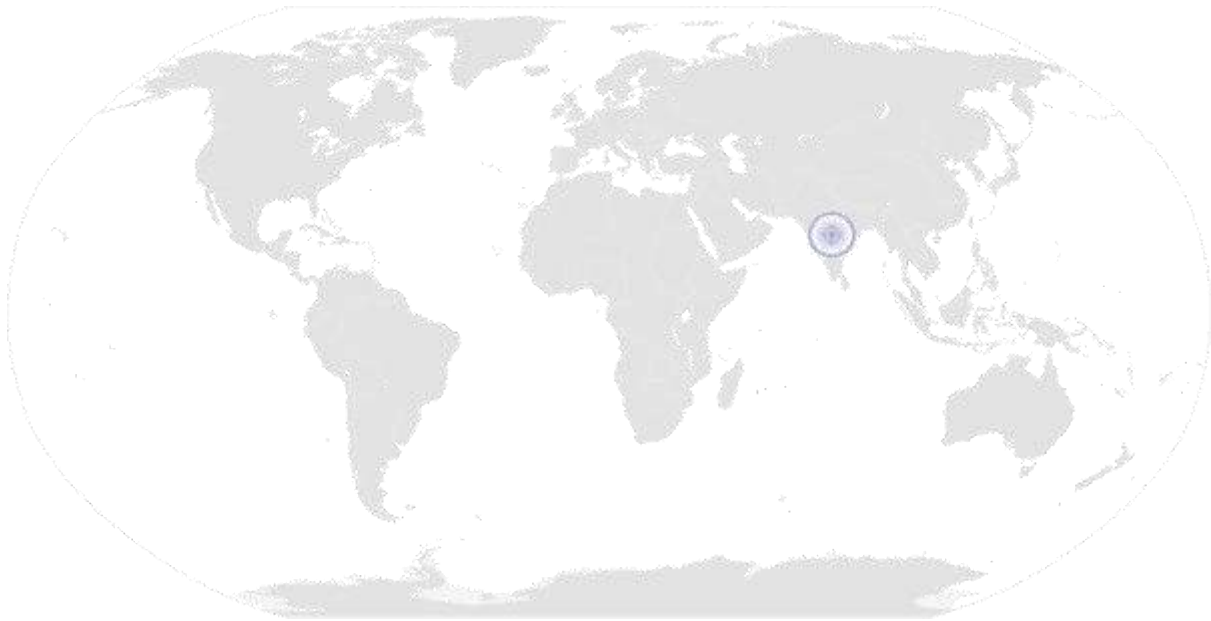
HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes

NOS Version Control

NOS Code	HSS/ N 0505		
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	PHLEBOTOMY TECHNICIAN	Next review date	22/05/15

HSS/ N 0506: Transport the blood samples to the laboratory

National Occupational Standards



Overview

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

HSS/ N 0506: Transport the blood samples to the laboratory

National Occupational Standard	Unit Code	HSS/ N 0506
	Unit Title (Task)	Transport the blood samples to the laboratory
	Description	This OS unit is about transporting blood samples to the laboratory once the blood specimen is collected from the patient
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Transferring the blood unit to a proper storage container according to the blood centre requirements, Ensuring that collected blood samples are stored and delivered to the laboratory with completed documentation, at the recommended temperature, and in a leak-proof, closed container
	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. Immediately transport the specimen to the Laboratory</p> <p>PC2. Use one requisition for each blood culture set, indicating the site used and time collected</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one's competence</p> <p>KA3. The role and importance of the phlebotomy technician in supporting operations</p> <p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals</p> <p>KA6. How to follow employee policies and procedure</p> <p>KA7. 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. All protocols for blood sample transport</p> <p>KB2. All safety and hygiene measures</p> <p>KB3. Basic medical terms and principles related to phlebotomy</p>
Skills (S)		

HSS/ N 0506: Transport the blood samples to the laboratory

A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Keep records carefully SA2. Update patient medical records SA3. Perform basic clerical tasks and assist patients as needed SA4. Label blood and serum samples clearly SA5. Keep track of equipment SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs SA7. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures SA9. Keep abreast of the latest knowledge by reading internal communications SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders SA11. keep knowledge of all the terms particular to blood collection and testing
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA12. Identify characteristics of effective communication SA13. Describe the components of interpersonal relationships SA14. Demonstrate effective communication techniques SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA16. Discuss requirements with colleagues SA17. Interact with a supervisor if required SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA19. Use proper manner for greeting and interacting with patients SA20. Discuss the protocol for preparing a patient for laboratory testing SA21. Interact with the patient SA22. Collect all necessary information regarding the patient's condition SA23. Collect personal information regarding the patient like his/her address SA24. Calm the patients through kind words and gentleness
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome

HSS/ N 0506: Transport the blood samples to the laboratory

	<p>SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Apply appropriate communication and interpersonal skills on the job SB4. Apply computer skills on the job SB5. Use resources effectively when solving problems/making decisions SB6. Participate in continuing education sessions</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Communicate effectively with patients of all ages, supervisors, and peers/co-workers SB8. Maintain patient confidentiality SB9. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to:</p> <p>SB10. Identify immediate or temporary solutions to resolve delays SB11. Provide a calm environment for patients in which blood samples are drawn SB12. Have strong problem-solving skills SB13. Evaluate patients' symptoms and administer the appropriate treatments</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Be analytical and diligent in recording the correct patient information on blood vials and work orders SB15. Match all vials and work orders and send all required paperwork to the appropriate office</p>
	<p>Critical Thinking</p> <p>The user/individual on the job should:</p> <p>SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

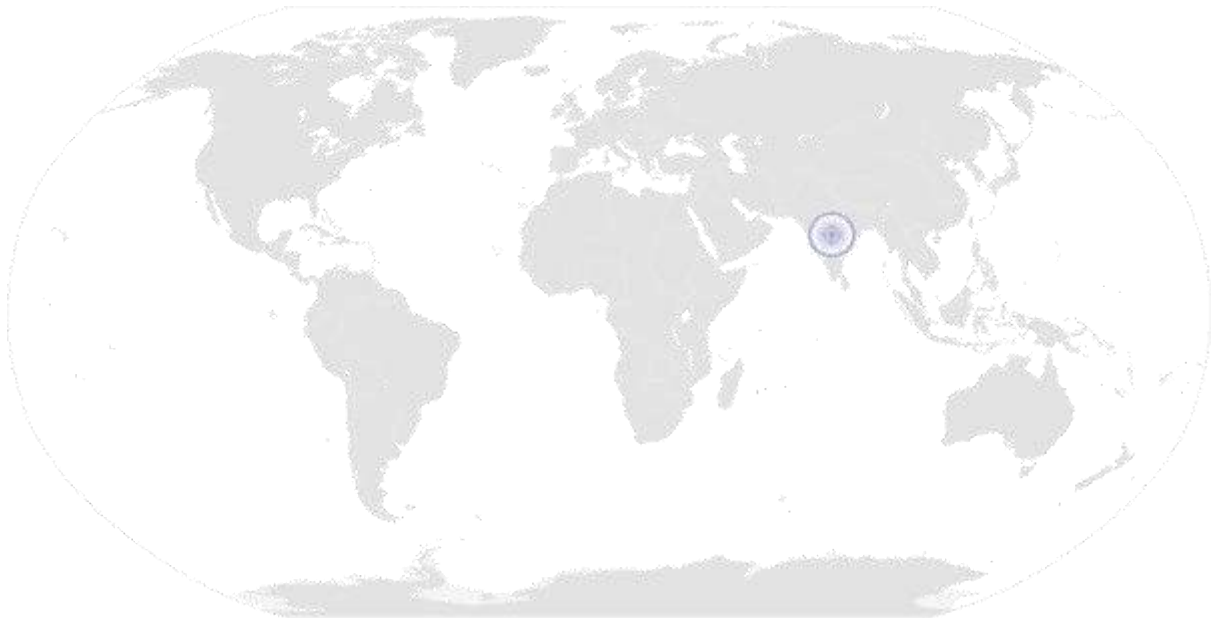
HSS/ N 0506: Transport the blood samples to the laboratory

NOS Version Control

NOS Code	HSS/ N 050		
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	PHLEBOTOMY TECHNICIAN	Next review date	22/05/15

HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen

National Occupational Standards



Overview

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

HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen

National Occupational Standard

Unit Code	HSS/ N 0507
Unit Title (Task)	Assist the patient before, during and after the collection of the blood specimen
Description	This OS unit is about assisting the patient before, during and after the collection of the blood specimen
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Putting patient at ease before, during and after the collection of blood specimen, Giving information, support and reassurance to the individuals
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. Deal with patients and be able to calm them PC2. Work well under pressure and communicate effectively with the patients PC3. Converse with patients to allay fear of procedure PC4. Maintain standards for quality care for patients PC5. Assist the patient before, during and after collection of blood specimen PC6. Greet patients and assist them in proper specimen collection methods PC7. Provide a calm environment for patients in which blood samples are drawn</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres KA2. How to engage with the medical officer for support in case the situation is beyond one's competence KA3. The role and importance of the phlebotomy technician in supporting operations KA4. How to dress appropriately as per the healthcare provider rules KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals KA6. How to follow employee policies and procedures KA7. Usage of LMIS(Laboratory information management system)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. All protocols during the procedure KB2. All safety and hygiene measures</p>

HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen

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

HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome</p> <p>SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Apply appropriate communication and interpersonal skills on the job</p> <p>SB4. Apply computer skills on the job</p> <p>SB5. Use resources effectively when solving problems/making decisions</p> <p>SB6. Participate in continuing education sessions</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Communicate effectively with patients of all ages, supervisors, and peers/co-workers</p> <p>SB8. Maintain patient confidentiality</p> <p>SB9. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Identify immediate or temporary solutions to resolve delays</p> <p>SB11. Provide a calm environment for patients in which blood samples are drawn</p> <p>SB12. Have strong problem-solving skills</p> <p>SB13. Evaluate patients' symptoms and administer the appropriate treatments</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Be analytical and diligent in recording the correct patient information on blood vials and work orders</p> <p>SB15. Match all vials and work orders and send all required paperwork to the appropriate office</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

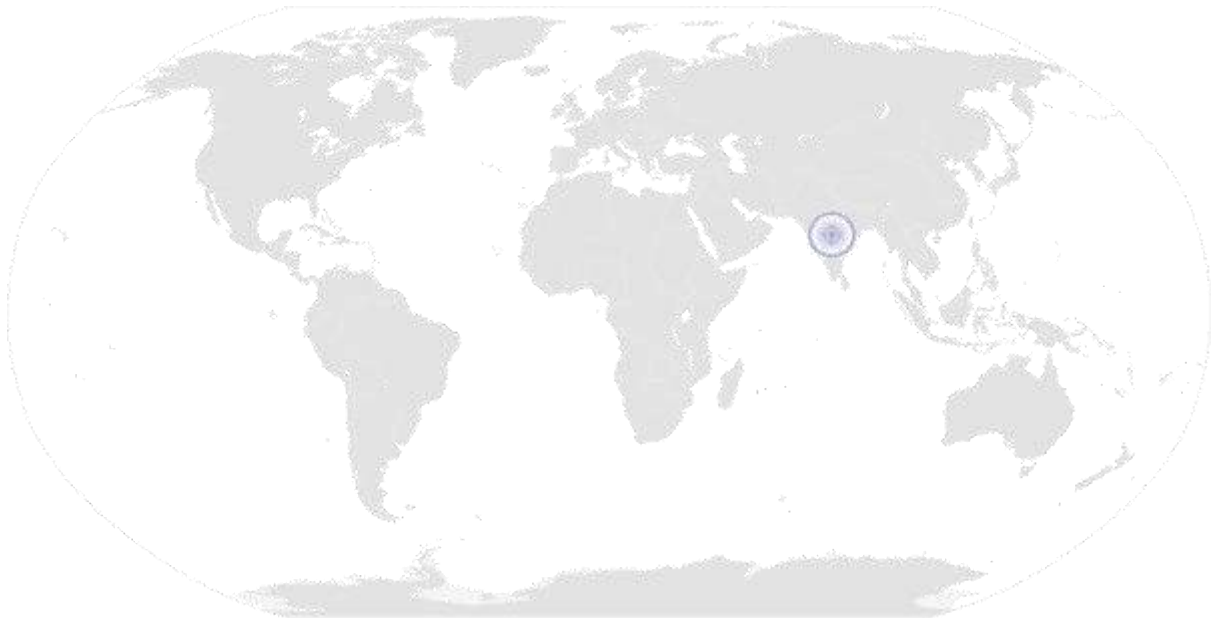
HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen

NOS Version Control

NOS Code	HSS/ N 0507		
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	PHLEBOTOMY TECHNICIAN	Next review date	22/05/15

HSS/ N 0508: Update patient records

National Occupational Standards



Overview

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

HSS/ N 0508: Update patient records

National Occupational Standard

Unit Code	HSS/ N 0508
Unit Title (Task)	Update patient records
Description	This OS unit is about the phlebotomy technician’s tasks in updating patient records
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Performing Computer data entry of patient information and blood test results , Updating patients records and keeping track of the data and information
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. Keep patients record carefully PC2. Update patient medical record PC3. Perform basic clerical tasks PC4. Clearly check label of blood samples PC5. Keep track of patient data and information PC6. Maintain safety and sanitation records PC7. Utilize medical databases or other computer programs</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job should be able to:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres KA2. How to engage with the medical officer for support in case the situation is beyond one’s competence KA3. The role and importance of the phlebotomy technician in supporting operations KA4. How to dress appropriately as per the healthcare provider rules KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization’s policies and procedures, and the organization’s strategic goals KA6. How to follow employee policies and procedures KA7. Usage of LMIS(Laboratory information management system)</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. All protocols for updating and maintaining patient’s records KB2. All safety and hygiene measures KB3. Basic medical terms and principles related to phlebotomy</p>

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Skills (S)	
A. Core Skills /Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Keep records carefully SA2. Update patient medical records SA3. Perform basic clerical tasks and assist patients as needed SA4. Label blood and serum samples clearly SA5. Keep track of equipment SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs SA7. Record information in LMIS
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures SA9. Keep abreast of the latest knowledge by reading internal communications SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders SA11. keep knowledge of all the terms particular to blood collection and testing
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA12. Identify characteristics of effective communication SA13. Describe the components of interpersonal relationships SA14. Demonstrate effective communication techniques SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA16. Discuss requirements with colleagues SA17. Interact with a supervisor if required SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA19. Use proper manner for greeting and interacting with patients SA20. Discuss the protocol for preparing a patient for laboratory testing SA21. Interact with the patient SA22. Collect all necessary information regarding the patient's condition SA23. Collect personal information regarding the patient like his/her address SA24. Calm the patients through kind words and gentleness
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions while obtaining specimens of consistent quality, with

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	<p>favourable revenues for the health care system and the patient's outcome</p> <p>SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p>
	<p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Apply appropriate communication and interpersonal skills on the job.</p> <p>SB4. Apply computer skills on the job</p> <p>SB5. Use resources effectively when solving problems/making decisions.</p> <p>SB6. Participate in continuing education sessions</p>
	<p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Communicate effectively with patients of all ages, supervisors, and peers/co-workers</p> <p>SB8. Maintain patient confidentiality</p> <p>SB9. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Identify immediate or temporary solutions to resolve delays</p> <p>SB11. Provide a calm environment for patients in which blood samples are drawn</p> <p>SB12. Have strong problem-solving skills</p> <p>SB13. Evaluate patients' symptoms and administer the appropriate treatments</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Be analytical and diligent in recording the correct patient information on blood vials and work orders</p> <p>SB15. Match all vials and work orders and send all required paperwork to the appropriate office</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

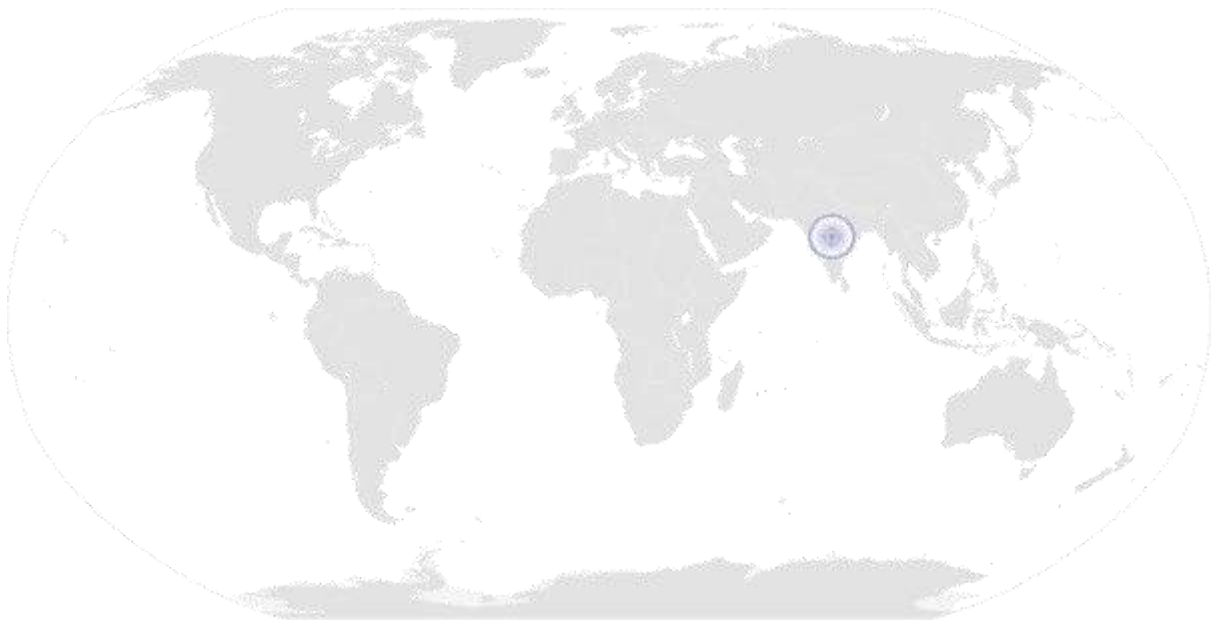
HSS/ N 0508: Update patient records

NOS Version Control

NOS Code	HSS/ N 050		
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	PHLEBOTOMY TECHNICIAN	Next review date	22/05/15

HSS/ N 0509: Follow all safety and infection control procedures

National Occupational Standards



Overview

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

HSS/ N 0509: Follow all safety and infection control procedures

National Occupational Standard	Unit Code	HSS/ N 0509
	Unit Title (Task)	Follow all safety and infection control procedures
	Description	This OS unit is about all safety and infection control procedures that a phlebotomy technician should follow
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Understanding of laboratory safety and infection control, which is paramount on the job , Taking care in practicing precautions to control infection , Understanding of all safety and infection control procedures
	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. Wear gloves and a lab coat or gown when handling blood/body fluids</p> <p>PC2. Change gloves after each patient or when contaminated</p> <p>PC3. Wash hands frequently</p> <p>PC4. Dispose of items in appropriate containers</p> <p>PC5. Dispose of needles immediately upon removal from the patient's vein.</p> <p>PC6. Clean up any blood spills with a disinfectant such as freshly made 10% bleach</p> <p>PC7. Wash the contaminated area well with soap and water</p> <p>PC8. Place blood collection equipment away from patients, especially children and psychiatric patients</p> <p>PC9. Practice hygiene for the patient's protection. When wearing gloves, change them between each patient and wash your hands frequently</p> <p>PC10. wear a clean lab coat or gown always</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres</p> <p>KA2. How to engage with the medical officer for support in case the situation is beyond one's competence</p> <p>KA3. The role and importance of the phlebotomy technician in operations</p> <p>KA4. How to dress appropriately as per the healthcare provider rules</p> <p>KA5. How to meets organizational expectations as defined by the Employee Standards of Performance, organization's policies and procedures, and the organization's strategic goals</p> <p>KA6. How to follow employee policies and procedures</p>

HSS/ N 0509: Follow all safety and infection control procedures

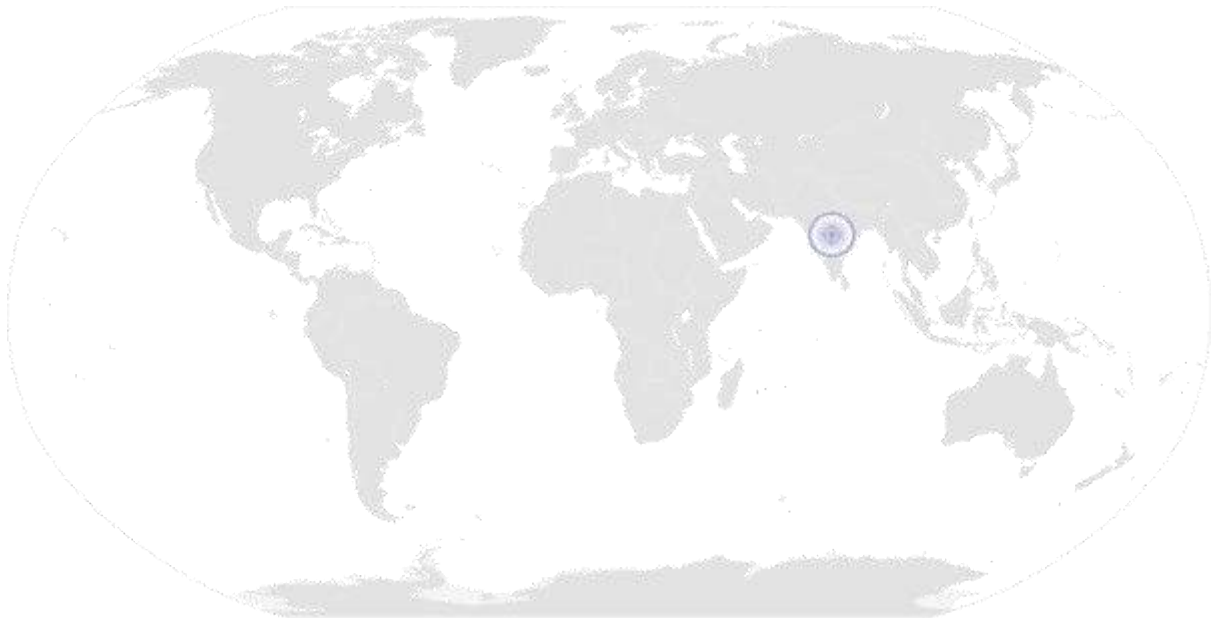
	KA7. Usage of LMIS(Laboratory information management system)
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. All protocols during the procedure KB2. All safety and hygiene measures KB3. Basic medical terms and principles related to phlebotomy</p>
Skills (S)	
A. Core Skills /Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Keep records carefully SA2. Update patient medical records SA3. Perform basic clerical tasks and assist patients as needed SA4. Label blood and serum samples clearly SA5. Keep track of equipment SA6. Maintain safety and sanitation records and utilize medical databases or other computer programs SA7. Record information in LMIS</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures SA9. Keep abreast of the latest knowledge by reading internal communications SA10. Keep Knowledge about medical terminology, physiology and anatomy that are important to understand doctors' orders SA11. Keep knowledge of all the terms particular to blood collection and testing</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA12. Identify characteristics of effective communication SA13. Describe the components of interpersonal relationships SA14. Demonstrate effective communication techniques SA15. Distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/co-workers SA16. Discuss requirements with colleagues SA17. Interact with a supervisor if required SA18. Avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer SA19. Use proper manner for greeting and interacting with patients SA20. Discuss the protocol for preparing a patient for laboratory testing SA21. Interact with the patient</p>

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	<p>SA22. Collect all necessary information regarding the patient's condition</p> <p>SA23. Collect personal information regarding the patient like his/her address</p> <p>SA24. Calm the patients through kind words and gentleness</p>
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	<p>SB1. Make decisions while obtaining specimens of consistent quality, with favourable revenues for the health care system and the patient's outcome</p> <p>SB2. Make decisions on good laboratory practices without making errors during phlebotomy, which mainly concern patient misidentification and collection of unsuitable specimens for testing due to unsuited venous accesses, venous stasis, inappropriate collection devices and containers</p>
	Plan and Organise
	The user/individual on the job needs to know and understand how to:
	<p>SB3. Apply appropriate communication and interpersonal skills on the job.</p> <p>SB4. Apply computer skills on the job</p> <p>SB5. Use resources effectively when solving problems/making decisions</p> <p>SB6. Participate in continuing education sessions</p>
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	<p>SB7. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB8. Maintain patient confidentiality</p> <p>SB9. Respect the rights of the patient(s)</p>
Problem Solving	
The user/individual on the job needs to know and understand how to:	
<p>SB10. Identify immediate or temporary solutions to resolve delays</p> <p>SB11. Provide a calm environment for patients in which blood samples are drawn Have strong problem-solving skills</p> <p>SB12. evaluate patients' symptoms and administer the appropriate treatments</p>	
Analytical Thinking	
The user/individual on the job needs to:	
<p>SB13. Be analytical and diligent in recording the correct patient information on blood vials and work orders</p> <p>SB14. Match all vials and work orders and send all required paperwork to the appropriate office</p>	

HSS/ N 0509: Follow all safety and infection control procedures

	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB15. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



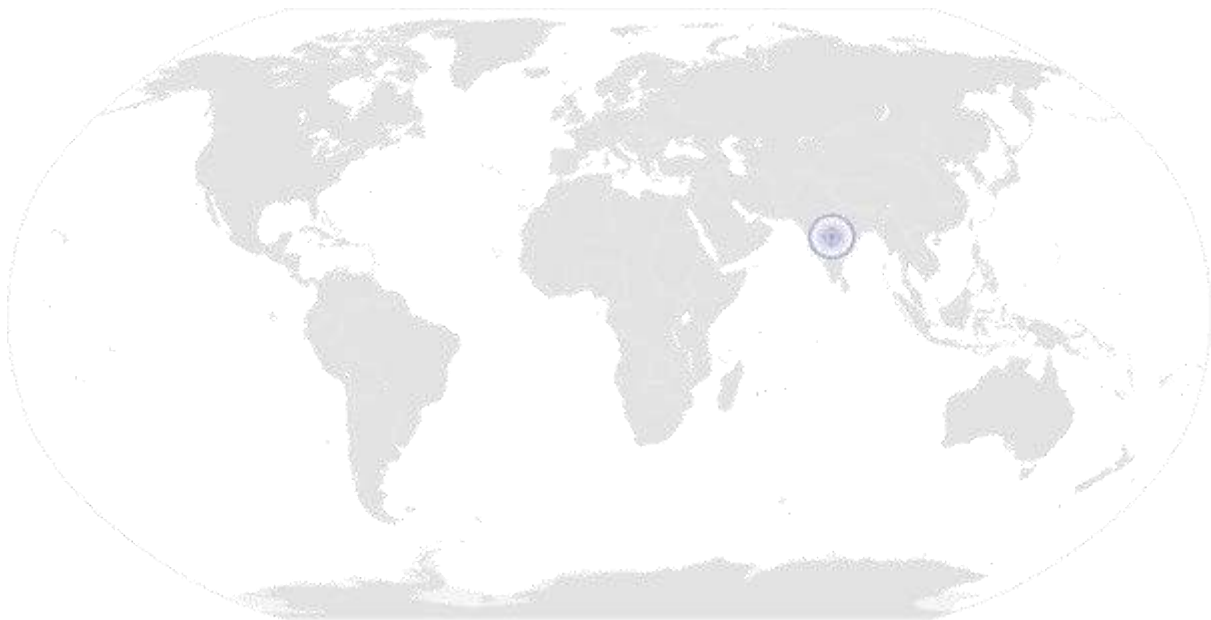
HSS/ N 0509: Follow all safety and infection control procedures

NOS Version Control

NOS Code	HSS/ N 0509		
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	PHLEBOTOMY TECHNICIAN	Next review date	22/05/15

HSS/ N 9601: Collate and Communicate Health Information

National Occupational Standards



Overview

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

HSS/ N 9601: Collate and Communicate Health Information

National Occupational Standard

Unit Code	HSS/ N 9603
Unit Title (Task)	Collate and Communicate Health Information
Description	This OS unit is about collating and communicating health information to community members, their family or others in response to queries or as part of health advice and counselling. This OS unit applies to all allied health professionals required to communicate health related information to patients, individuals, families and others
Scope	This unit/task covers the following: Communicating with individuals, patients, their family and others about health issues
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Respond to queries and information needs of all individuals PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them PC4. Utilise all training and information at one's disposal to provide relevant information to the individual PC5. Confirm that the needs of the individual have been met PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality PC7. Respect the individual's need for privacy PC8. Maintain any records required at the end of the interaction
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: KA1. Guidelines on communicating with individuals KA2. Guidelines on maintaining confidentiality and respecting need for privacy KA3. Guidelines of the organisation/ health provider on communicating with individuals and patients
B. Technical Knowledge	The user/individual on the job needs to know and understand:

HSS/ N 9601: Collate and Communicate Health Information

	<p>KB1. How to communicate effectively</p> <p>KB2. When to ask for assistance when situations are beyond one’s competence and authority</p> <p>KB3. How to maintain confidentiality and to respect an individual’s need for privacy</p> <p>KB4. How to ensure that all information provided to individuals is from reliable sources</p> <p>KB5. How to handle stressful or risky situations when communicating with individuals</p> <p>KB6. Difficulties that can occur when communicating with individuals and family members in stressful situations and how to manage these</p>
Skills (S) (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. Write at least one local/ official language used in the local community</p> <p>SA2. Write well enough to be classified as literate</p> <p>SA3. Maintain any records required after the interaction</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read well enough to be classified as literate</p> <p>SA5. Read instructions and pamphlets provided as part of training</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Speak at least one local language</p> <p>SA7. Communicate effectively with all individuals</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</p>
	Plan and Organise
<p>The user/individual on the job needs to know and understand:</p> <p>SB2. Not applicable</p>	

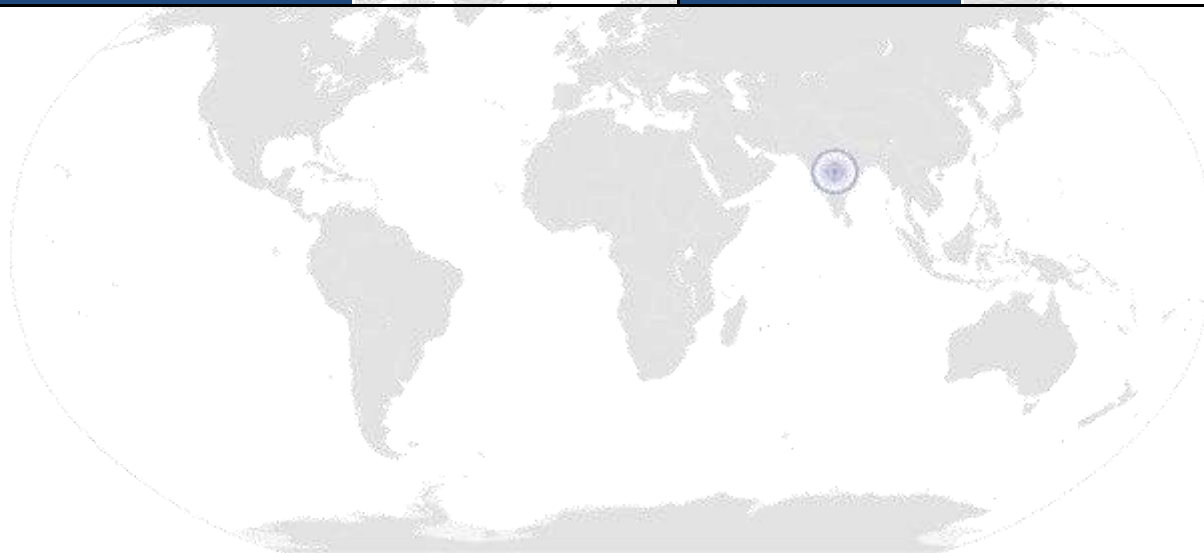
HSS/ N 9601: Collate and Communicate Health Information

	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. Be responsive to problems of the individuals
	SB4. Be available to guide, counsel and help individuals when required
	SB5. Be patient and non-judgemental at all times
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. Create work-around to overcome problems faced in carrying out roles and duties
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB7. Not applicable	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. Not applicable	

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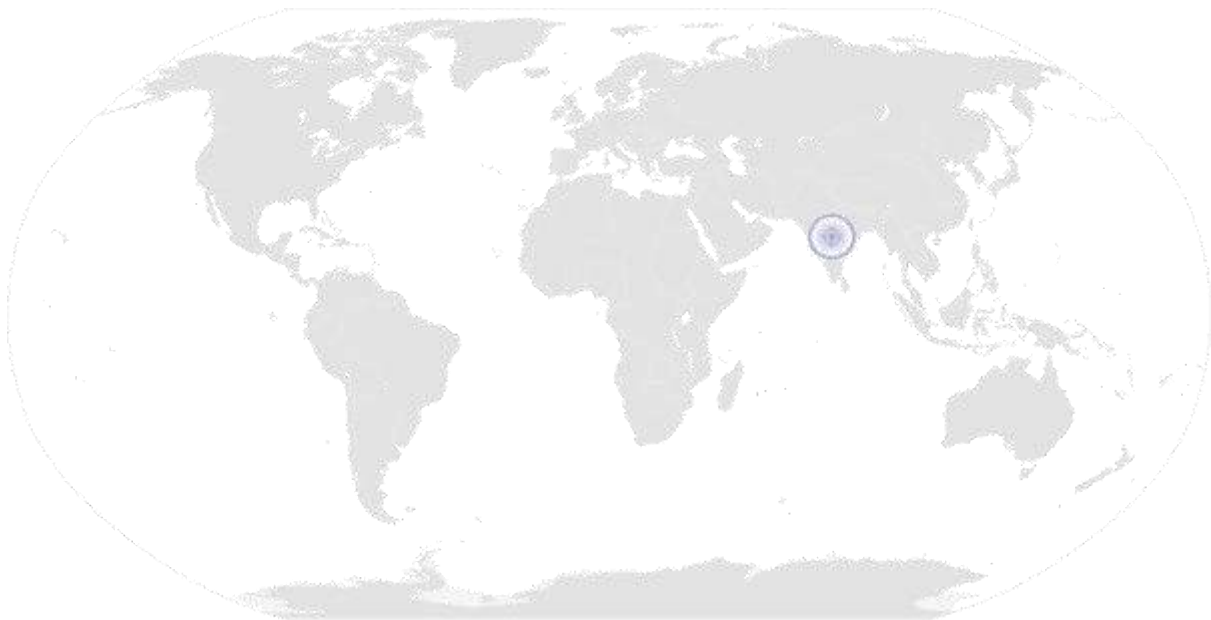
NOS Version Control

NOS Code	HSS/ N 9603		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Healthcare and Paramedics	Last reviewed on	22/05/13
		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

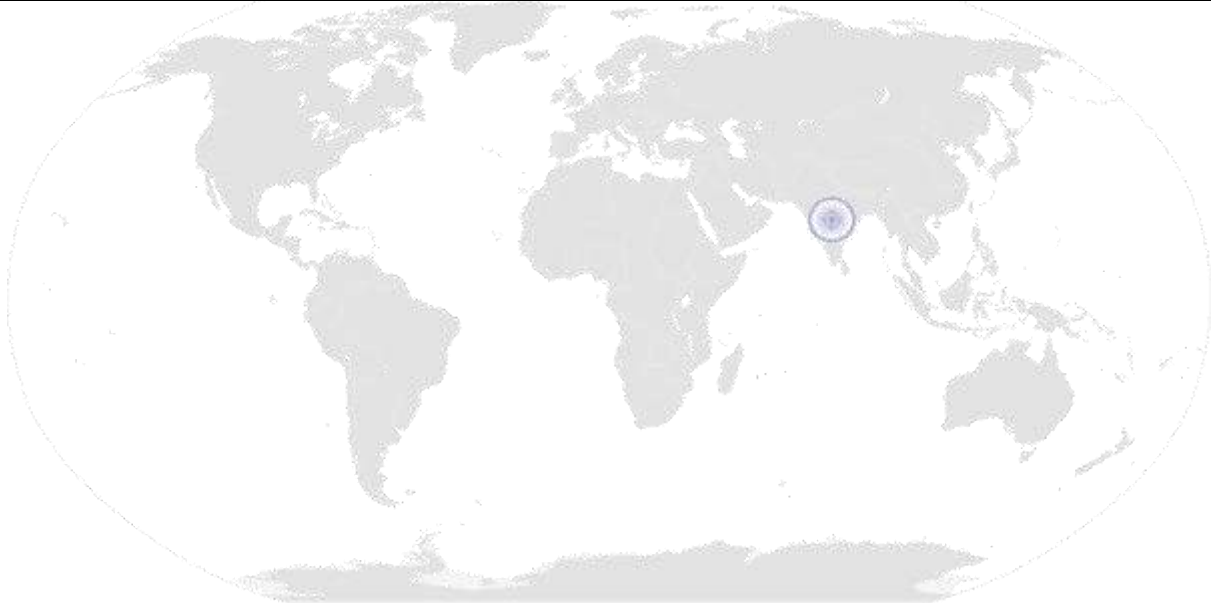
National Occupational Standard	Unit Code	HSS/ N 9602
	Unit Title (Task)	Ensure availability of medical and diagnostic supplies
	Description	This OS unit is about ensuring availability of medical and diagnostic supplies to meet actual and anticipated demand. This OS unit is applicable to all allied health professionals required to maintain a supply of medical or diagnostic materials
	Scope	This unit/task covers the following: 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: 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)	
	B. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Centres for restocking supplies KA2. Guidelines on anticipating demand for medical and diagnostic supplies KA3. Contents of all diagnostic and medical kits KA4. Guidelines on procurement and storage of medical and diagnostic kits
	B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to arrive at actual demand for medical and diagnostic supplies KB2. How to anticipate demand KB3. How to maintain/ safely store existing supplies KB4. How to maintain records of available supplies KB5. How to request additional supplies
Skills (S) (Optional)		

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

C. Core Skills/ Generic Skills	Writing 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
D. 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

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

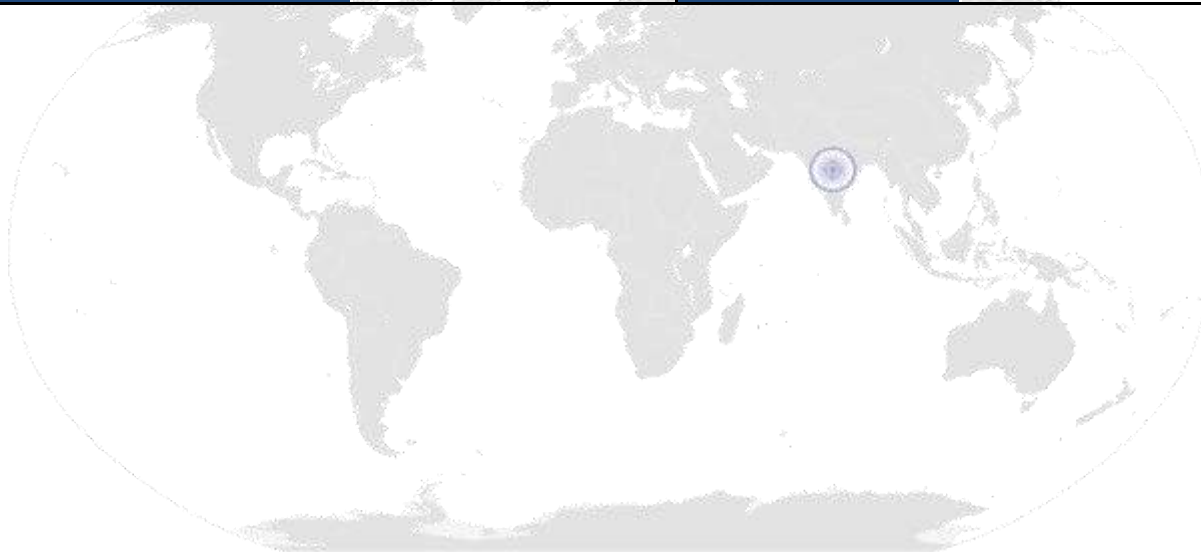
	The user/individual on the job needs to know and understand how to:
	SB7. Handle non-availability of medical supplies or diagnostic kits when required
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. Not applicable
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB9. Not applicable



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

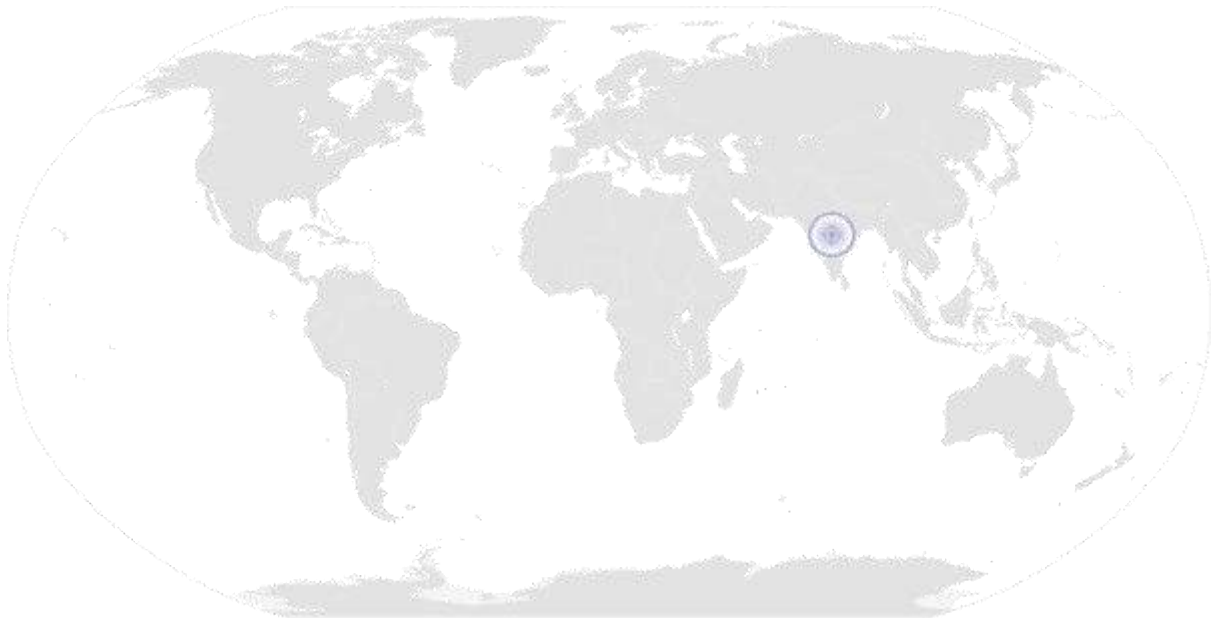
NOS Version Control

NOS Code	HSS/ N 9 02		
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	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 This is applicable to all Allied Health Professionals working in an organised, regulated environment
	Scope	This unit/task covers the following: 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
	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 legislation, protocols and guidelines relevant to one’s role and field of practice 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
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare)	The user/individual on the job needs to know and understand: KA1. The relevant legislation, standards, policies, and procedures followed in the organisation

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

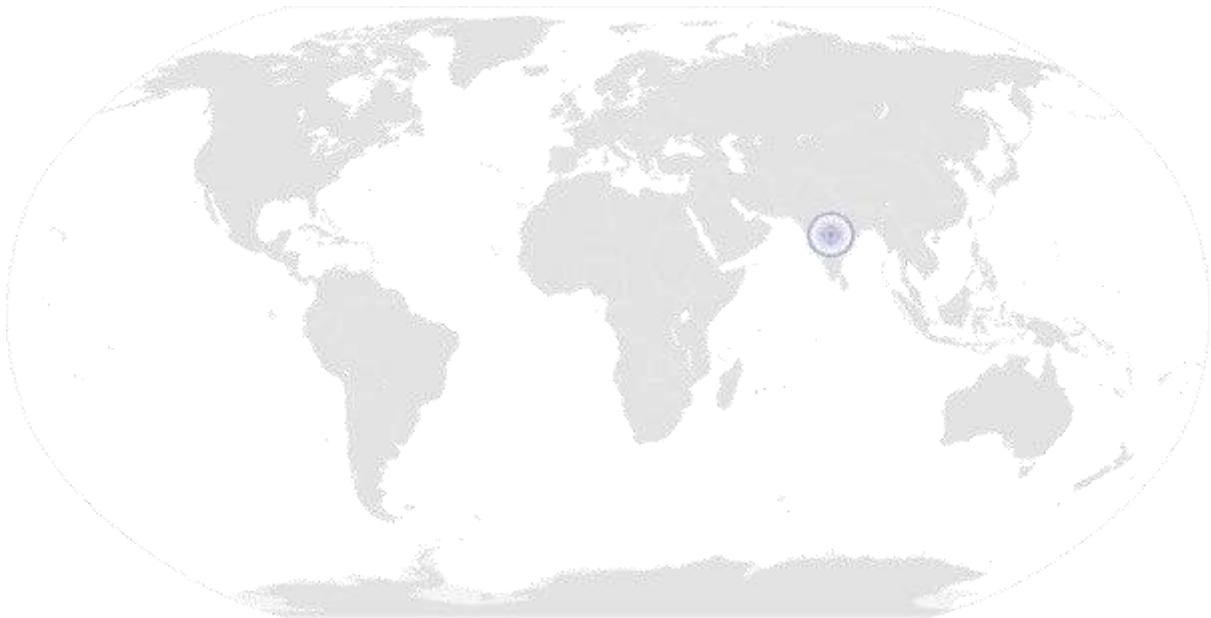
<p>provider/ Organisation and its processes)</p>	<p>KA2. The medical procedures and functioning of required medical equipment KA3. Role and importance of assisting other healthcare providers in delivering care</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand: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

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

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about changes in legislations and organisational policies SA6. Keep updated with the latest knowledge</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. 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>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work in relation to job role</p>
	<p>Plan and Organise</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Not applicable</p>
	<p>Patient Centricity</p>
	<p>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 SB4. Be responsive and 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)</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Not applicable</p>
	<p>Analytical Thinking</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Not applicable</p>	
<p>Critical Thinking</p>	

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

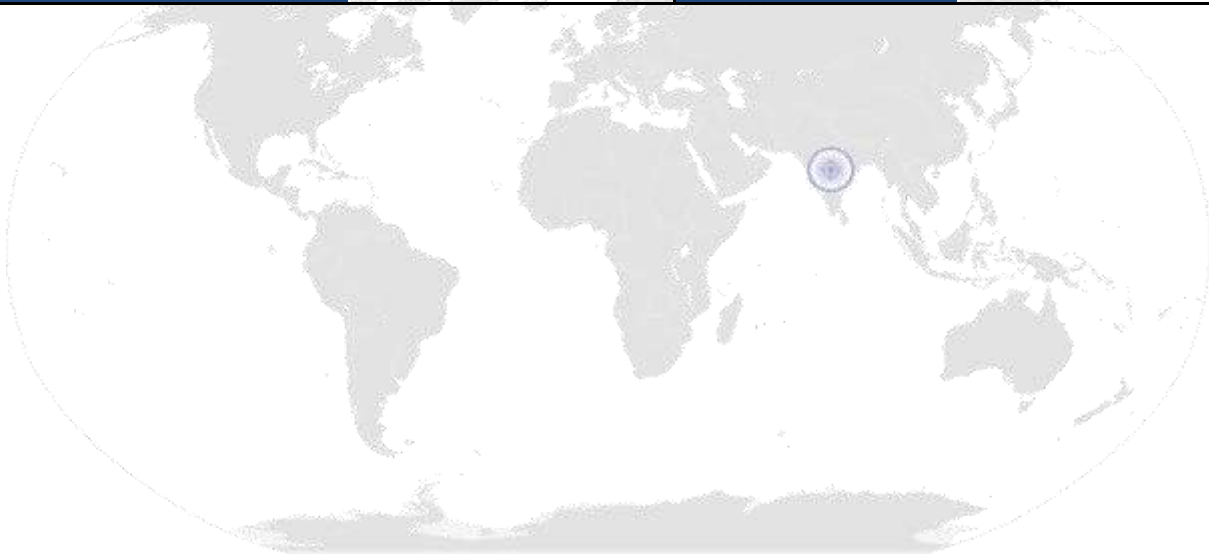
	The user/individual on the job needs to know and understand how to: SB10. Not applicable
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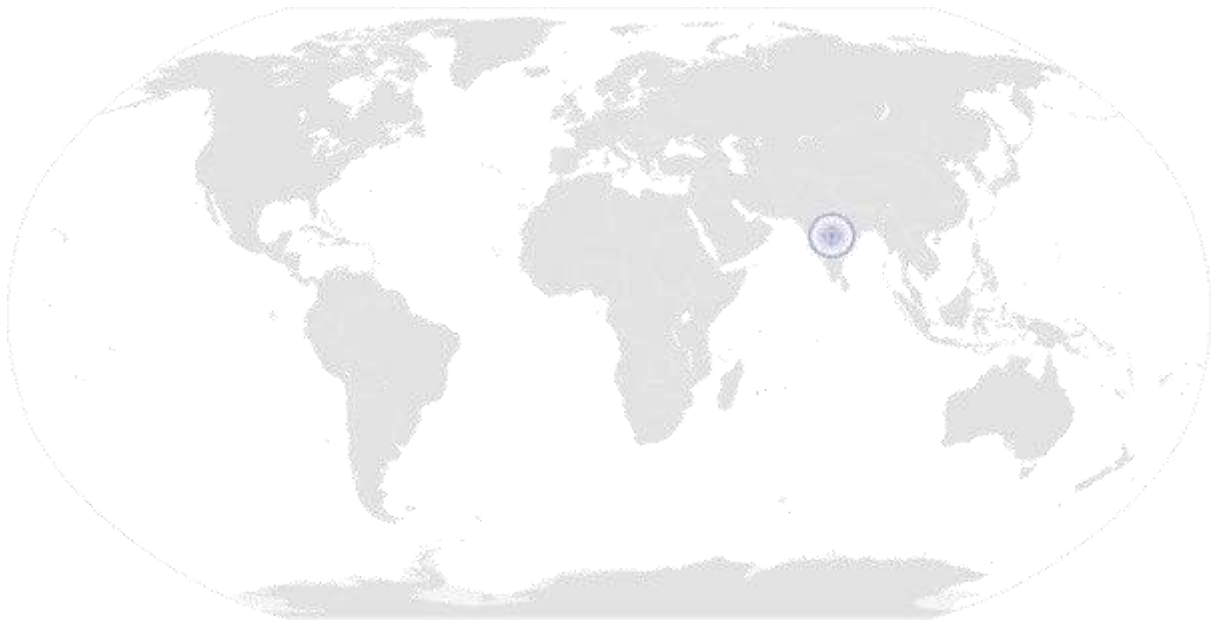
HSS/ N 9603:Act within the limits of one’s competence and authority

NOS Version Control

NOS Code	HSS/ N 9603		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied 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: <p>PC1. Communicate with other people clearly and effectively</p> <p>PC2. Integrate one’s work with other people’s work effectively</p> <p>PC3. Pass on essential information to other people on timely basis</p> <p>PC4. Work in a way that shows respect for other people</p> <p>PC5. Carry out any commitments made to other people</p> <p>PC6. Reason out the failure to fulfil commitment</p> <p>PC7. Identify any problems with team members and other people and take the initiative to solve these problems</p> <p>PC8. Follow the organisation’s policies and procedures</p>
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: <p>KA1. The people who make up the team and how they fit into the work of the organisation</p> <p>KA2. The responsibilities of the team and their importance to the organisation</p> <p>KA3. The business, mission, and objectives of the organisation</p> <p>KA4. Effective working relationships with the people external to the team, with which the individual works on a regular basis</p> <p>KA5. Procedures in the organisation to deal with conflict and poor working relationships</p>
B. Technical Knowledge	To be competent the user/ individual on the job needs to know and understand: <p>KB1. The importance of communicating clearly and effectively with other people and how to do so face-to-face, by telephone and in writing</p>

HSS/ N 9604:Work effectively with others

	<p>KB2. The essential information that needs to be shared with other people</p> <p>KB3. The importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis</p> <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)	
A. Core Skills / Generic Skills	Writing Skills
	<p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SA1. 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>
B. Professional Skills	Decision Making
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to 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>	

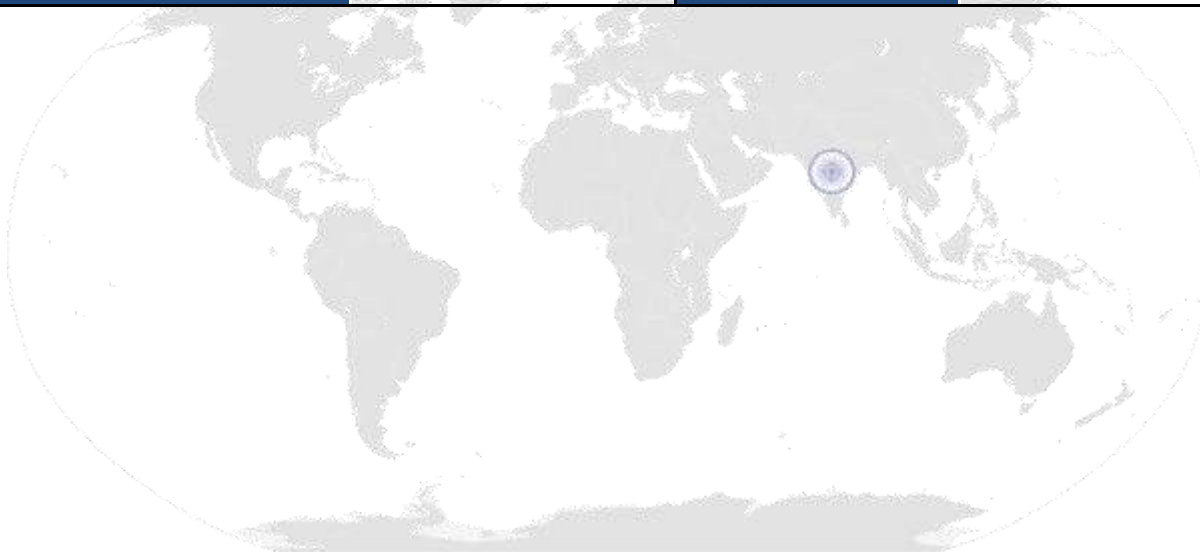
HSS/ N 9604:Work effectively with others

	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 capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	SB5. Be sensitive to potential cultural differences
	SB6. Maintain patient confidentiality
	SB7. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to:
	SB8. Identify problems while working with others and devise effective solutions
Analytical Thinking	
To be competent, the user/ individual on the job needs to know and understand how to:	
SB9. Not applicable	
Critical Thinking	
To be competent, the user / individual on the job needs to know and understand how to:	
SB10. (NA) Not Applicable	

HSS/ N 9604:Work effectively with others

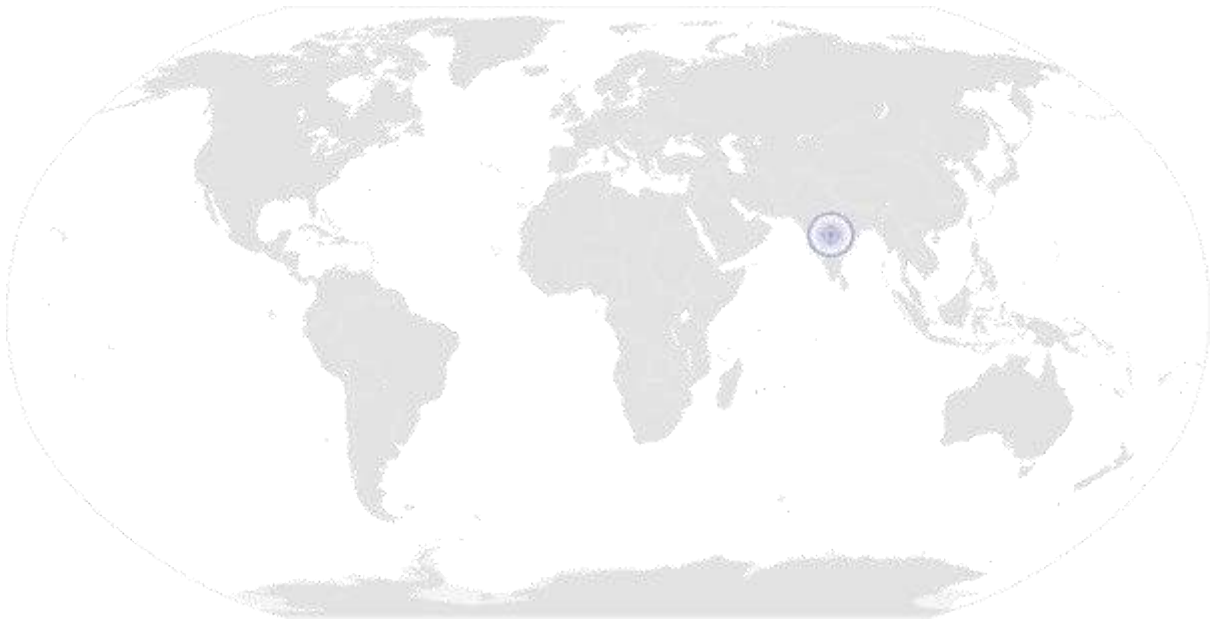
NOS Version Control

NOS Code	HSS/ N 960		
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

HSS/ N 9605: Manage work to meet requirements

	<p>KB6. The importance of keeping the work area clean and tidy</p> <p>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</p> <p>KB8. To change work plans when necessary</p> <p>KB9. The importance of confidentiality</p> <p>KB10. The importance in completing work on time</p>
Skills (S)	
<p>A. Core Skills /Generic Skills</p>	<p>Writing Skills</p>
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report progress and results</p> <p>SA2. Record problems and resolutions</p>
	<p>Reading Skills</p>
	<p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SA3. Read organisational policies and procedures</p> <p>SA4. Read work related documents and information shared by different sources</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>SA5. Report progress and results</p> <p>SA6. Interact with other individuals</p> <p>SA7. Negotiate requirements and revised agreements for delivering them</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the 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 and organise files and documents</p>
<p>Patient Centricity</p>	
<p>To be competent, the user/ individual on the job needs to know and understand how to:</p>	

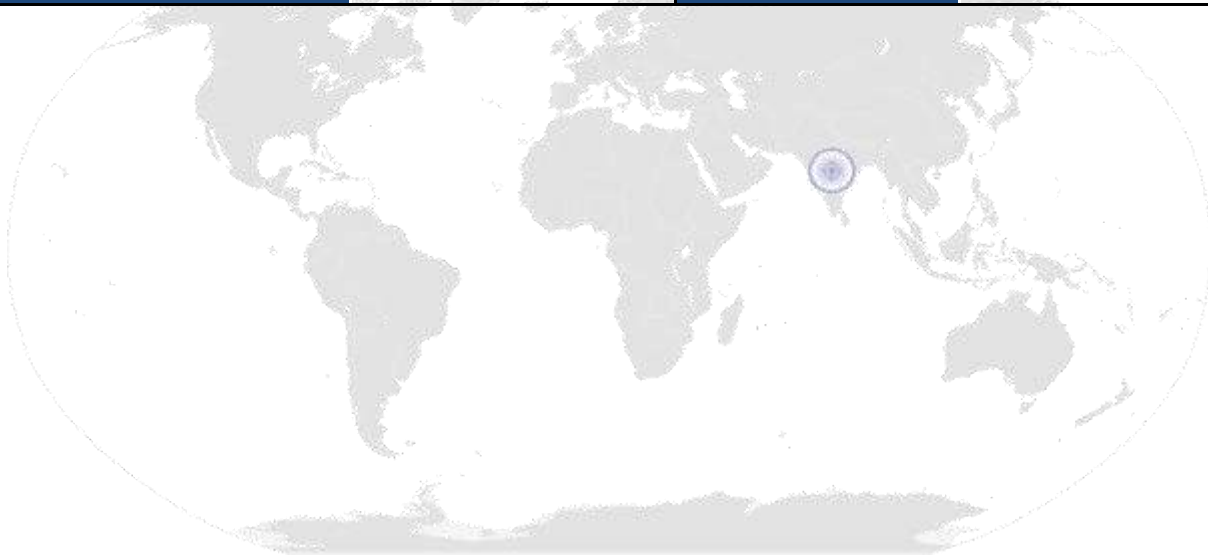
HSS/ N 9605: Manage work to meet requirements

	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	
To be competent, the user/ individual on the job needs to know and understand how to:	
SB8. Not applicable	
Critical Thinking	
To be competent, the user/ individual on the job needs to know and understand how to:	
SB9. Not applicable	

HSS/ N 9605: Manage work to meet requirements

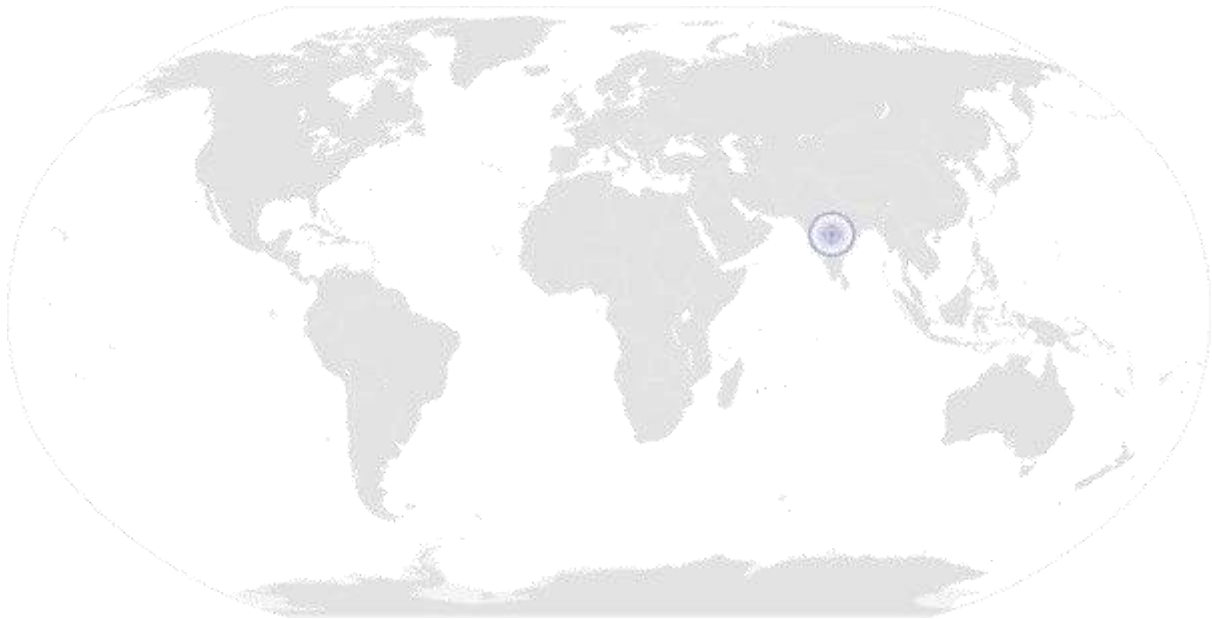
NOS Version Control

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

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

<p>Organisation and its processes)</p>	<p>KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace KA5. How to report the hazard KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>
<p>B. Technical Knowledge</p>	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. Requirements of health, safety and security in workplace KB2. How to create safety records and maintaining them KB3. The importance of being alert to health, safety, and security hazards in the work environment KB4. The common health, safety, and security hazards that affect people working in an administrative role KB5. How to identify health, safety, and security hazards KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with</p>
<p>Skills (S)</p>	
<p>A. Generic Skills</p>	<p>Writing Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p> <p>Reading Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</p>
	<p>Oral Communication (Listening and speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA3. Clearly report hazards and incidents with the appropriate level of urgency</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work</p> <p>Plan and Organise</p>

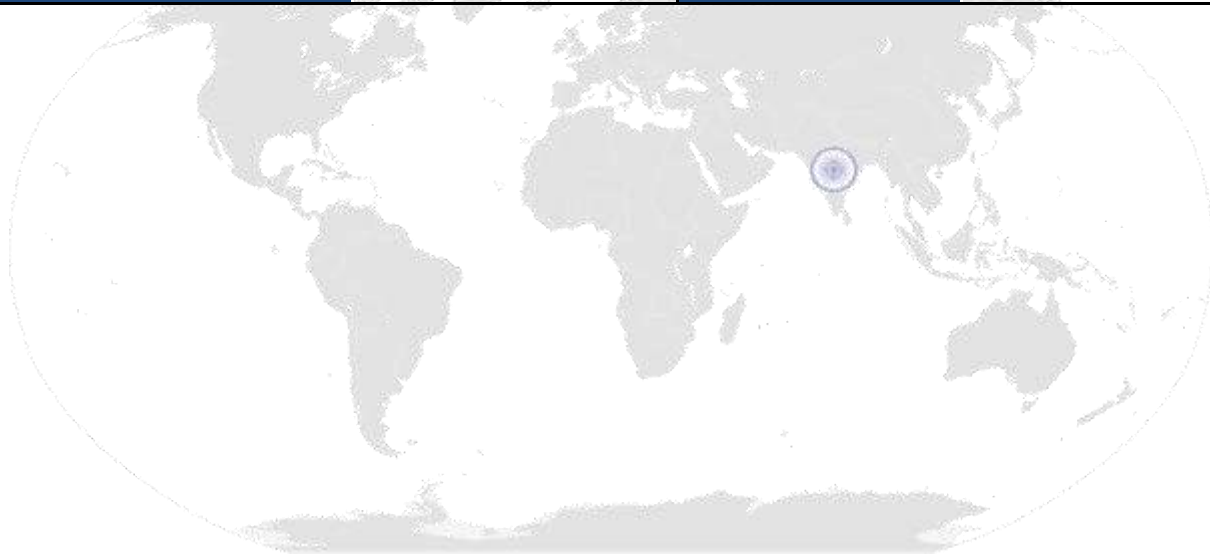
HSS/ N 9606: Maintain a safe, healthy, and secure working environment

	<p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB2. Plan for safety of the work environment</p>
	<p>Patient Centricity</p>
	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB5. Be sensitive to potential cultural differences</p> <p>SB6. Maintain patient confidentiality</p> <p>SB7. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p>
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify hazards, evaluate possible solutions and suggest effective solutions</p>
	<p>Analytical Thinking</p>
	<p>To be competent, the user needs to know and understand how to:</p> <p>SB9. Analyse the seriousness of hazards</p>
	<p>Critical Thinking</p>
	<p>To be competent, the user needs to know and understand how to:</p> <p>SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

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

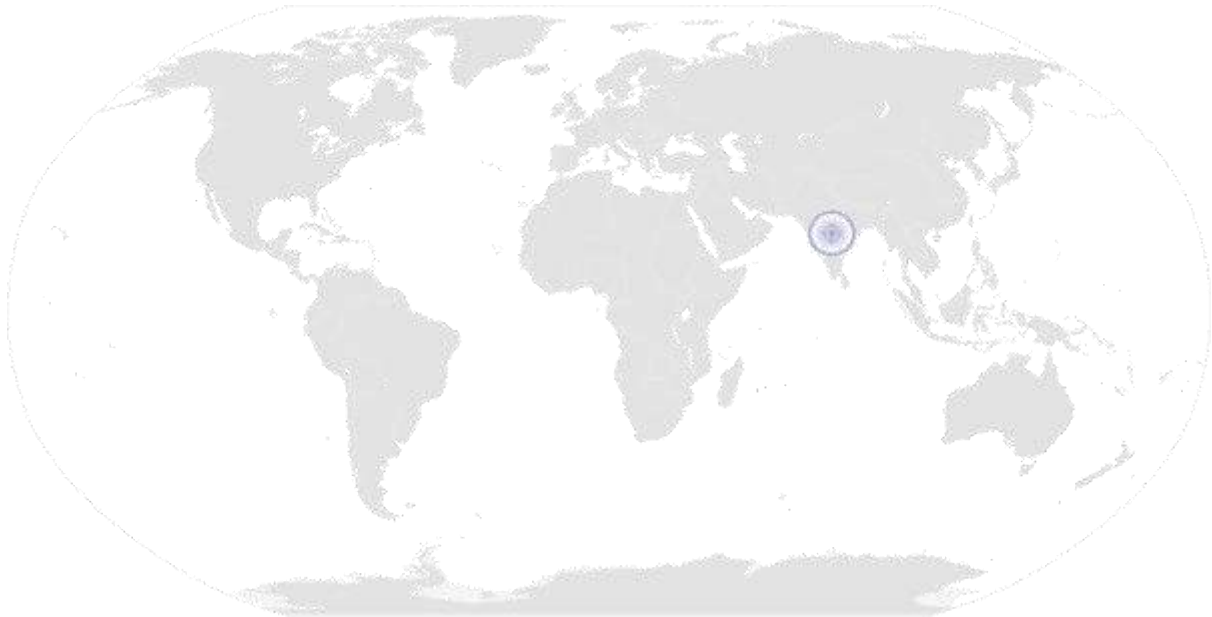
NOS Version Control

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 9607: Practice code of conduct while performing duties

National Occupational Standards



Overview

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

HSS/ N 9607: Practice code of conduct while performing duties

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

HSS/ N 9607: Practice code of conduct while performing duties

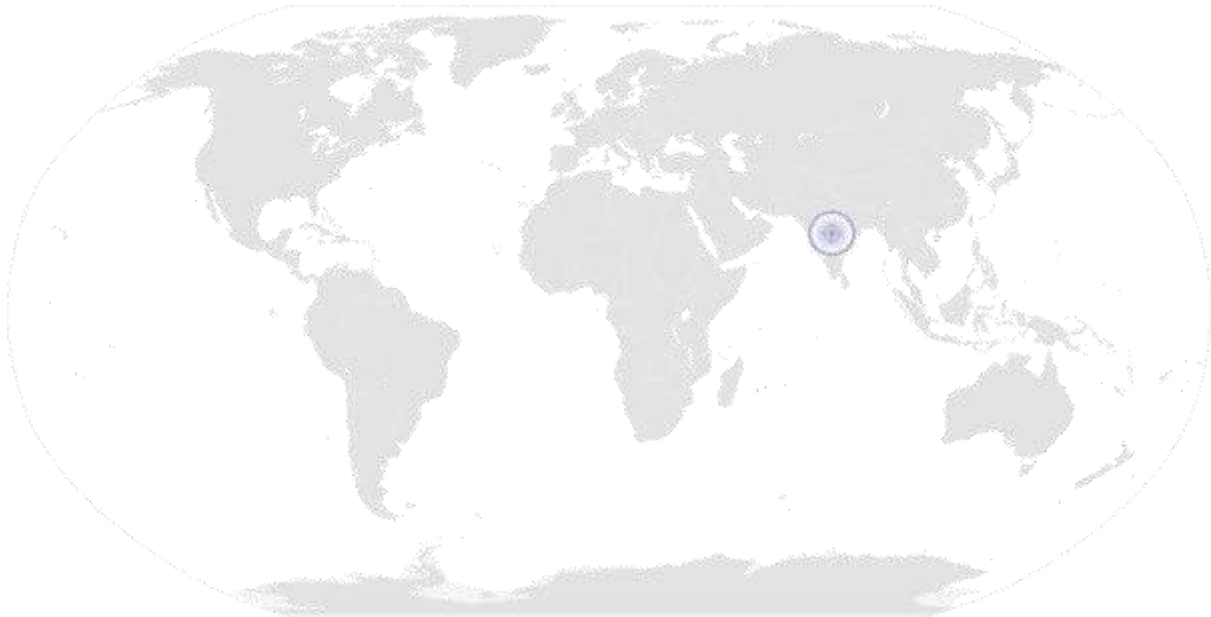
	<p>KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others</p> <p>KB2. The importance of working within the limits of one’s competence and authority</p> <p>KB3. The detrimental effects of non-compliance</p> <p>KB4. The importance of personal hygiene</p> <p>KB5. The importance of intercommunication skills</p> <p>KB6. The legislation, protocols and guidelines related to the role</p> <p>KB7. The organisational systems and requirements relevant to the role</p> <p>KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances</p> <p>KB10. Implications to quality and safety arising from:</p> <ul style="list-style-type: none"> • Working outside the boundaries of competence and authority • not keeping up to date with best practice • poor communication • insufficient support • lack of resources <p>KB11. The organisational structure and the various processes related to reporting and monitoring</p> <p>KB12. The procedure for accessing training, learning and development needs</p>
Skills (S)	
A. Core Skills /Generic Skills	Writing Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules with co-workers</p> <p>SA2. Prepare status and progress reports related to patient care</p> <p>SA3. Update the physician and the other co-workers</p>
	Reading Skills
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA4. Read about procedures, regulations and guidelines related to the organisation and the profession</p> <p>SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities</p>
	Oral Communication (Listening and speaking skills)

HSS/ N 9607: Practice code of conduct while performing duties

	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA6. Interact with patients SA7. Give clear instructions to patients, patients relatives and other healthcare providers SA8. Avoid using jargon, slang or acronyms, while communicating with a patient</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise SB2. Act decisively by balancing protocols and work at hand</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>SB3. Not applicable</p>
	<p>Patient Centricity</p>
	<p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB4. Communicate effectively with patients and their family, physicians, and other members of the health care team SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s) SB7. Respond patients' queries and concerns SB8. Maintain personal hygiene to enhance patient safety</p>
	<p>Problem Solving</p>
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB9. Not applicable</p>
	<p>Analytical Thinking</p>
	<p>To be competent, the user needs to know and understand:</p> <p>SB10. Not applicable</p>
<p>Critical Thinking</p>	

HSS/ N 9607: Practice code of conduct while performing duties

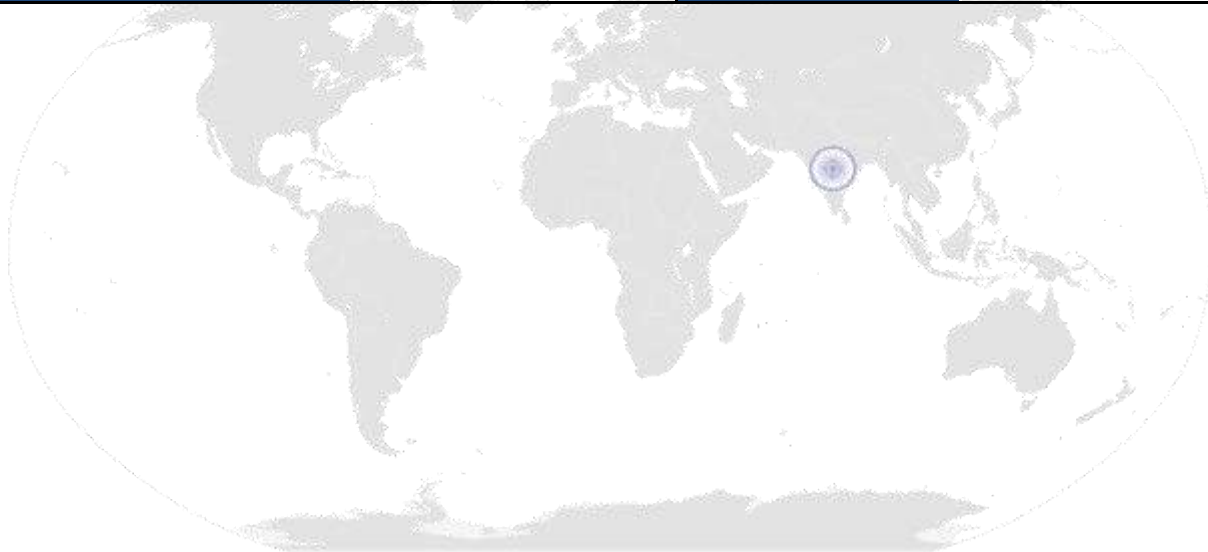
	To be competent, the user needs to know and understand how to: SB11. Not applicable
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HSS/ N 9607: Practice code of conduct while performing duties

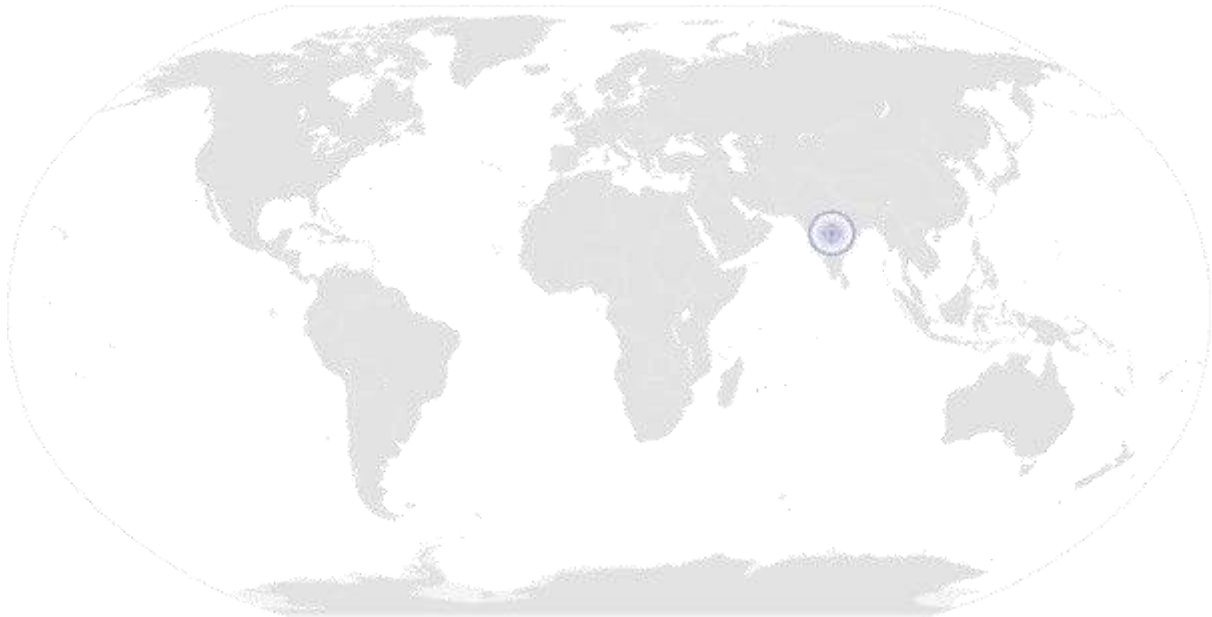
NOS Version Control

NOS Code	HSS/ N 9 07		
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: Manage biomedical waste

National Occupational Standards



Overview

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

HSS/ N 9609: Follow biomedical waste disposal protocols

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 health-care]'</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 colour 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:

HSS/ N 9609: Follow biomedical waste disposal protocols

(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	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p>

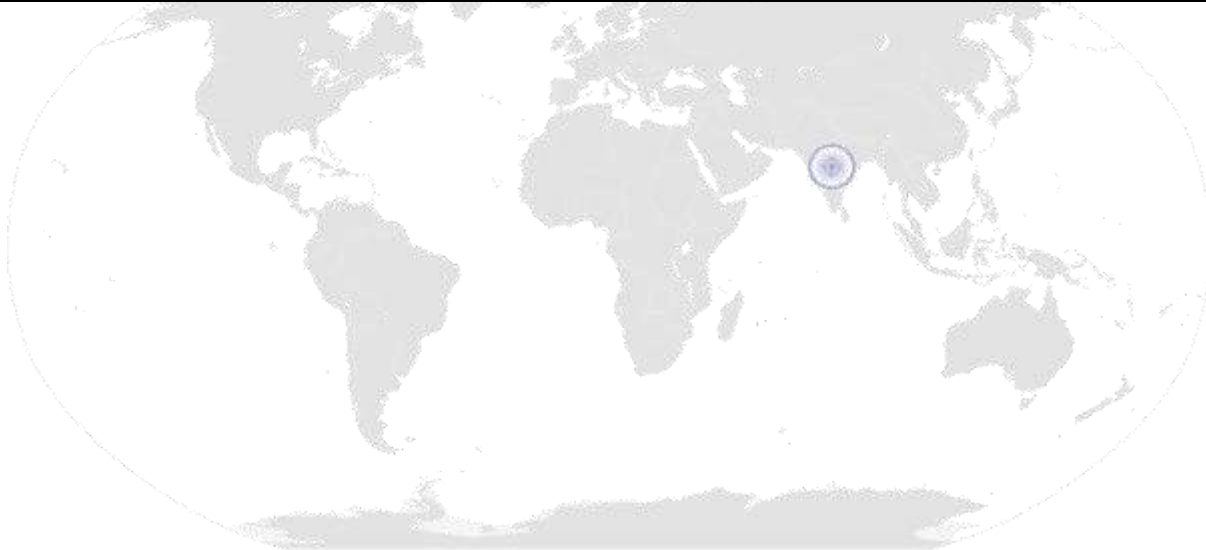
HSS/ N 9609: Follow biomedical waste disposal protocols

	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

HSS/ N 9609: Follow biomedical waste disposal protocols

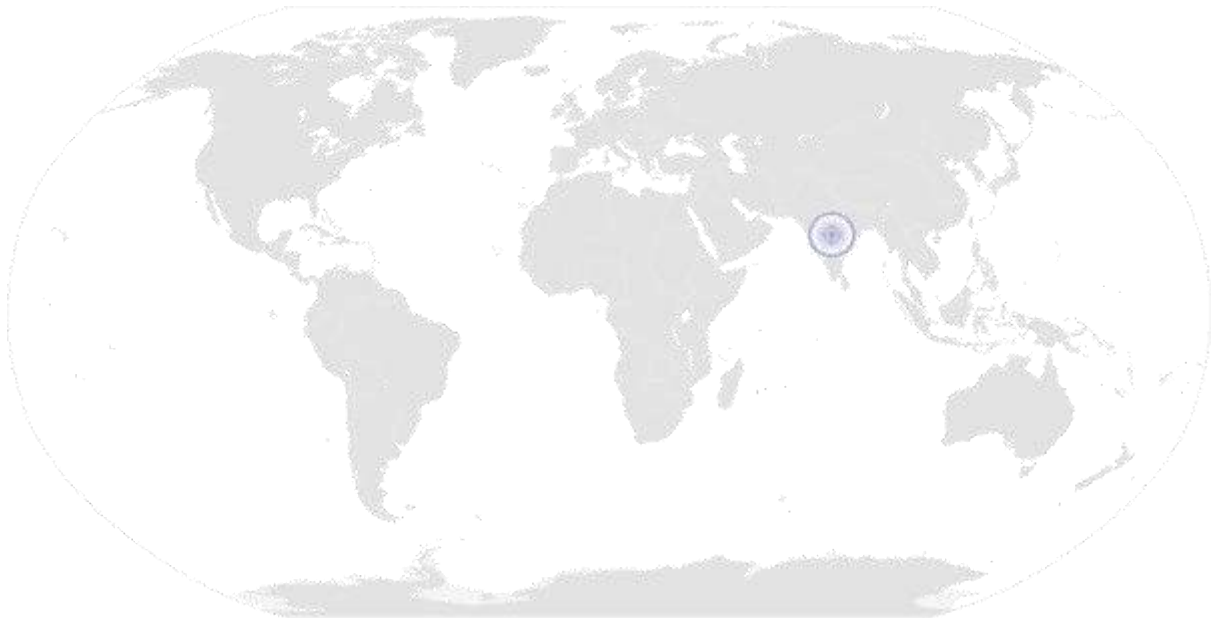
NOS Version Control

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

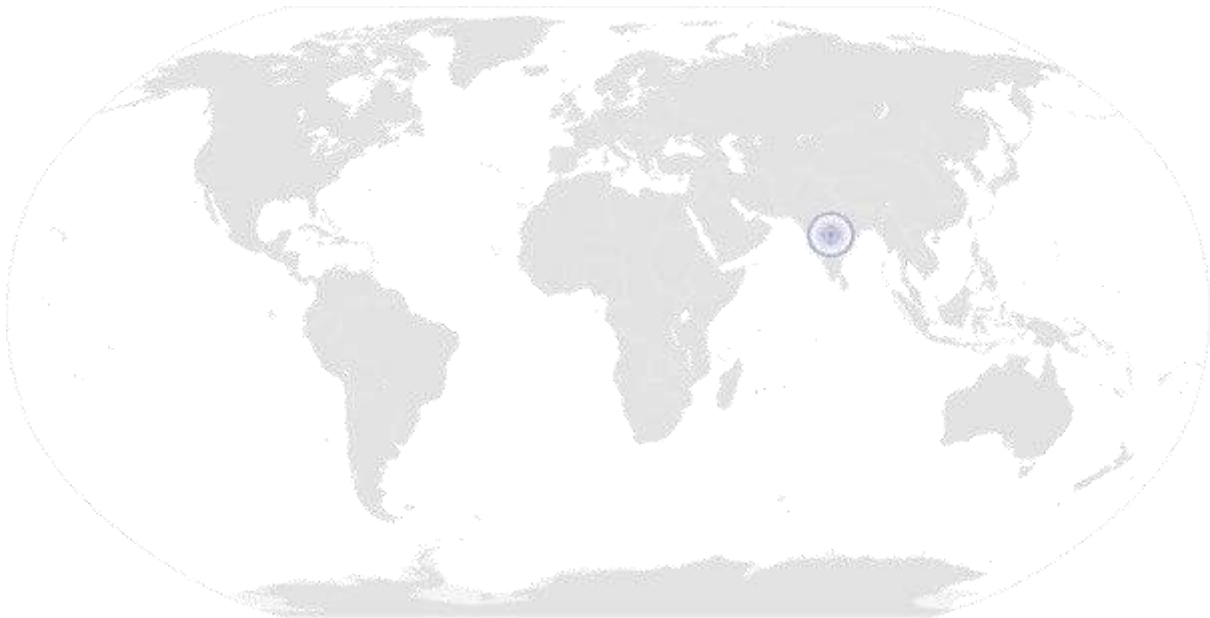
National Occupational Standard	Unit Code	HSS/ N 9611
	Unit Title (Task)	Monitor and assure quality
	Description	This OS unit is about Assuring quality in all procedures. This unit applies to all Allied Health professionals.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> 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 its processes)	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 to the organisation KA4. Organisation’s emergency procedures and responsibilities for handling hazardous situations

HSS/ N 9611: Monitor and assure quality

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand how to:</p> <p>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</p>
<p>Skills (S) (Optional)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p> <p>Reading Skills</p> <p>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>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Report hazards and incidents clearly with the appropriate level of urgency</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organisation and exert effort and perseverance</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Organise files and documents SB4. Plan for safety of the work environment SB1. Recommend and implement plan of action</p> <p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB2. How to make exceptional effort to meet patient needs and resolve conflict to patient satisfaction</p>

HSS/ N 9611: Monitor and assure quality

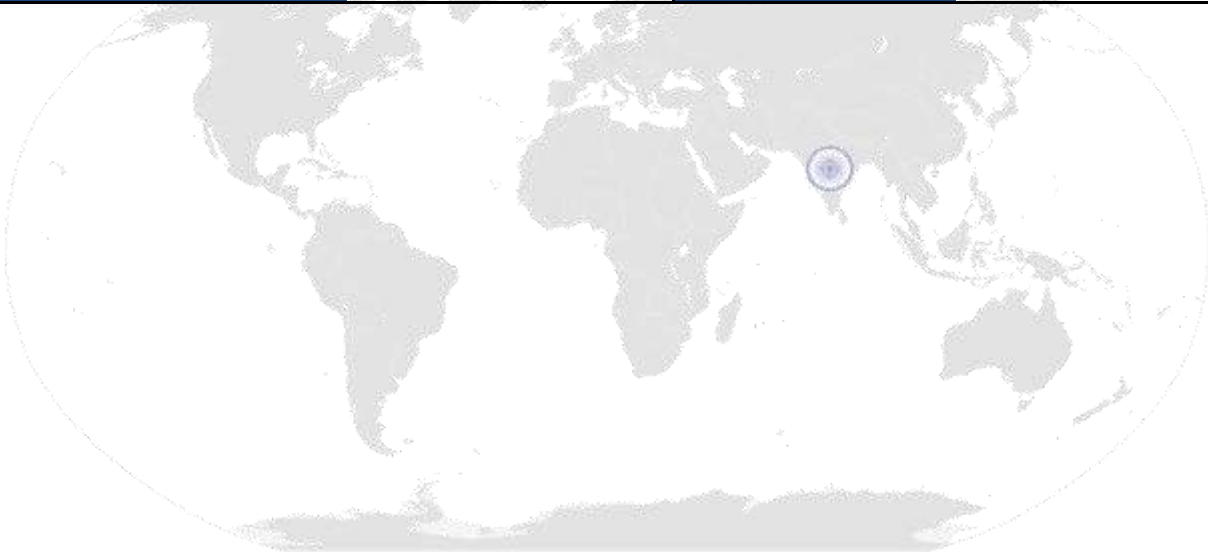
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB3. Identify hazards and suggest effective solutions to identified problems
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB4. Analyse the seriousness of hazards
	Critical 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	Phlebotomy 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		
Overall 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	Phlebotomy Technician	Trainee Name		UID No.		Batch	
Qualification Pack		Training 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	
Grand Total-2 (Soft Skills and Communication)	100	
Grand Total-(Skills Practical and Viva)	500	

Theory (20% weightage)

	Marks Alloted	Marks Awarded by Assessor
Grand Total-1 (Subject Domain)	80	
Grand Total-2 (Soft Skills and Communication)	20	
Grand Total-(Theory)	100	
Grand Total-(Skills Practical and Viva + Theory)	600	

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 0501: Interpret test request forms	PC1. Introduce themselves to the patient, and ask the patient to state their full name and date of birth	200	15	5	10			
	PC2. Check that the laboratory form matches the patient's identity (i.e., match the patient's details with the laboratory form, to ensure accurate identification)		50	20	30			
	PC3. Ask whether the patient has allergies, phobias or has ever fainted during previous injections or blood draws		15	10	5			
	PC4. Check if the patient is anxious or afraid, reassure the person and ask what would make them more comfortable		15	10	5			
	PC5. Discuss the test to be performed and obtain verbal consent and ensure that the patient has understood the procedure		30	15	15			
	PC6. Take relevant history of the patient covering health and high-risk behaviour		15	10	5			

	PC7. Take account of current and recent medications or chronic infections		15	10	5		
	PC8. Take history of prolonged bleeding or a past diagnosis of bleeding disorders		15	10	5		
	PC9. Ask for informed written consent to the patient		30	15	15		
	Total		200	105	95		
2.HSS/ N 0502: Prepare an appropriate site for obtaining blood samples	PC1. Extend the patient's arm and inspect the antecubital fossa or forearm	200	40	10	30		
	PC2. Locate a vein of a good size that is visible, straight and clear without damaging the nerve or artery		40	10	30		
	PC3. Insert the needle at the right site where veins are not diverting to avoid chances of haematoma		40	10	30		
	PC4. Locate the vein correctly for determining the correct size of needle		40	10	30		
	PC5. Apply the tourniquet about 4–5 finger widths above the venepuncture site and re-examine the vein		40	10	30		
	Total		200	50	150		
3.HSS/ N 0503: Prepare and maintain necessary equipment and supplies	PC1. Collect all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley, ensuring that all the items are clearly visible	200	50	20	30		
	PC2. Collect the list of equipment that includes sterile glass or plastic tubes with rubber caps ,Vacuum-extraction blood tubes ,Glass tubes with screw caps ,A sterile glass or bleeding pack (collapsible) if large quantities of blood are to be collected, well-fitting, non-sterile gloves, an assortment of blood-sampling devices that includes safety-engineered devices or needles and syringes of different sizes, a tourniquet, alcohol hand rub, 70% alcohol swabs for skin disinfection, gauze or cotton-wool ball to be applied over puncture site, laboratory specimen labels, writing equipment, laboratory forms , leak-proof transportation bags and containers, a puncture-resistant sharps container		100	20	80		
	PC3. Ensure that the rack containing the sample tubes is close to the phlebotomist but away from the patient, to avoid it being accidentally tipped over		50	40	10		
	Total		200	80	120		
4.HSS/ N 0504: Draw blood specimens from patients using correct techniques	PC1. Anchor the vein by holding the patient's arm and placing a thumb below the venepuncture site	200	25	10	15		
	PC2. Ask the patient to form a fist so the veins are more prominent		10	2	8		
	PC3. Enter the vein swiftly at a 30 degree angle or less, and continue to introduce the needle along the vein at the easiest angle of entry		40	10	30		
	PC4. Release the tourniquet before withdrawing the needle once sufficient blood has been collected		25	10	15		
	PC5. Withdraw the needle gently and apply gentle pressure to the site with a clean gauze or dry cotton-wool ball		40	10	30		
	PC6. Ask the patient to hold the gauze or cotton wool in place, with the arm extended and raised		10	2	8		

	PC7. Ask the patient not to bend the arm, because doing so causes a haematoma		10	5	5		
	PC8. Use appropriate equipment if required		10	8	2		
	PC9. Perform hand hygiene (if using soap and water, dry hands with single-use towels)		30	5	25		
	Total		200	62	138		
5. HSS/ N 0505: Prepare and label the blood samples for test, procedures and identification purposes	PC1. Label blood sample so that the results of the test match the patient	200	25	5	20		
	PC2. Use the key elements in labelling that include patient's surname, first and middle and patient's ID number		25	5	20		
	PC3. Make sure that both of the above MUST match the same on the requisition form		25	5	20		
	PC4. Make sure that Date, time and initials of the phlebotomist must be on the label of EACH tube		25	5	20		
	PC5. Make sure that automated systems include labels with bar codes.		15	5	10		
	PC6. Discard the used needle and syringe or blood sampling device into a puncture-resistant sharps container		20	5	15		
	PC7. Check the label and forms for accuracy. The label should be clearly written with the information required by the laboratory, which is typically the patient's first and last names, file number, date of birth, and the date and time when the blood was taken		20	5	15		
	PC8. Discard used items into the appropriate category of waste. Items used for phlebotomy that would not release a drop of blood if squeezed (e.g. gloves) may be discarded in the general waste, unless local regulations state otherwise		20	5	15		
	PC9. Perform hand hygiene		15	5	10		
	PC10. Recheck the labels on the tubes and the forms before dispatch		10	0	10		
	Total		200	45	155		
6.HSS/ N 0506: Transport the blood/ urine/ stool/ tissue samples to the laboratory	PC1. Immediately transport the specimen to the Laboratory	200	100	40	60		
	PC2. Use one requisition for each culture set, indicating the site used and time collected		100	40	60		
	Total		200	80	120		
7.HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen	PC1. Deal with patients and be able to calm them	200	20	0	20		
	PC2. Work well under pressure and communicate effectively with the patients		40	10	30		
	PC3. Converse with patients to allay fear of procedure		20	5	15		
	PC4. Maintain standards for quality care for patients		20	10	10		
	PC5. Assist the patient before, during and after collection of blood specimen		40	10	30		
	PC6. Greet patients and assist them in proper specimen collection methods		40	10	30		
	PC7. Provide a calm environment for patients in which blood samples are drawn		20	10	10		
	Total		200	55	145		
8.HSS/ N 0508: Update patient records	PC1. Keep patients record carefully		20	10	10		
	PC2. Update patient medical record		40	20	20		

	PC3. Perform basic clerical tasks	200	20	0	20		
	PC4. Clearly check label of blood samples		40	10	30		
	PC5. Keep track of patient data and information		20	10	10		
	PC6. Maintain safety and sanitation records		20	10	10		
	PC7. Utilise medical databases or other computer programs		40	10	30		
	Total		200	70	130		
9. HSS/ N 0509: Follow all safety and infection control procedures	PC1. Wear gloves and a lab coat or gown when handling blood/body fluids	200	20	5	15		
	PC2. Change gloves after each patient or when contaminated		20	5	15		
	PC3. Wash hands frequently		20	5	15		
	PC4. Dispose of items in appropriate containers		20	5	15		
	PC5. Dispose of needles immediately upon removal from the patient's vein.		20	5	15		
	PC6. Clean up any blood spills with a disinfectant such as freshly made 10% bleach		40	10	30		
	PC7. Wash the contaminated area well with soap and water		20	10	10		
	PC8. Place blood collection equipment away from patients, especially children and psychiatric patients		20	10	10		
	PC9. Practice hygiene for the patient's protection. When wearing gloves, change them between each patient and wash your hands frequently		10	10	0		
	PC10. wear a clean lab coat or gown always		10	10	0		
	Total		200	75	125		

Grand Total-1 (Subject Domain)		400		
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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
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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		
3. Attiquete							
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		
HSS/ N 9601 (Collate and Communicate Health Information)	PC1. Respond to queries and information needs of all individuals	25	2	2	0		
	PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics		5	0	5		
	PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them		5	0	5		
	PC4. Utilise all training and information at one's disposal to provide relevant information to the individual		5	5	0		
	PC5. Confirm that the needs of the individual have been met		2	2	0		
	PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality		2	2	0		
	PC7. Respect the individual's need for privacy		2	2	0		
	PC8. Maintain any records required at the end of the interaction		2	2	0		
			25	15	10		
Work Management Total		50	50	26	24		

Part 2 (Pick one field as per NOS marked carrying 50 marks)

1. Team Work

HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	50	3	0	3		
	PC2. Integrate one's work with other people's work effectively		3	0	3		
	PC3. Pass on essential information to other people on timely basis		3	0	3		
	PC4. Work in a way that shows respect for other people		3	0	3		
	PC5. Carry out any commitments made to other people		6	6	0		
	PC6. Reason out the failure to fulfil commitment		6	6	0		
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8		
	PC8. Follow the organisation's policies and procedures		10	4	6		
			50	24	26		

2. Safety management

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

PC9. Complete any health and safety 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	Phlebotomy Technician	Trainee Name		UID No.		Batch	
Qualification Pack		Training 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		#REF!	
Grand Total-2 (Soft Skills and Communication)				20		#REF!	
Grand Total-(Theory)				100		#REF!	
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 0501: Interpret test request forms	PC1. Introduce themselves to the patient, and ask the patient to state their full name and date of birth		0				
	PC2. Check that the laboratory form matches the patient's identity (i.e., match the patient's details with the laboratory form, to ensure accurate identification)		2				
	PC3. Ask whether the patient has allergies, phobias or has ever fainted during previous injections or blood draws		2				
	PC4. Check if the patient is anxious or afraid, reassure the person and ask what would make them more comfortable		2				
	PC5. Discuss the test to be performed and obtain verbal consent and ensure that the patient has understood the procedure		2				
	PC6. Take relevant history of the patient covering health and high-risk behaviour		2				
	PC7. Take account of current and recent medications or chronic infections		2				
	PC8. Take history of prolonged bleeding or a past diagnosis of bleeding disorders		2				
	PC9. Ask for informed written consent to the patient		0				
	Total						
2.HSS/ N 0502: Prepare an appropriate site for obtaining blood samples	PC1. Extend the patient's arm and inspect the antecubital fossa or forearm		0				
	PC2. Locate a vein of a good size that is visible, straight and clear without damaging the nerve or artery		2				

	PC3. Insert the needle at the right site where veins are not diverting to avoid chances of haematoma		2	
	PC4. Locate the vein correctly for determining the correct size of needle		2	
	PC5. Apply the tourniquet about 4–5 finger widths above the venepuncture site and re-examine the vein		2	
	Total			
3.HSS/ N 0503: Prepare and maintain necessary equipment and supplies	PC1. Collect all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley, ensuring that all the items are clearly visible		0	
	PC2. Collect the list of equipment that includes sterile glass or plastic tubes with rubber caps ,Vacuum-extraction blood tubes ,Glass tubes with screw caps ,A sterile glass or bleeding pack (collapsible) if large quantities of blood are to be collected, well-fitting, non-sterile gloves, an assortment of blood-sampling devices that includes safety-engineered devices or needles and syringes of different sizes, a tourniquet, alcohol hand rub, 70% alcohol swabs for skin disinfection, gauze or cotton-wool ball to be applied over puncture site, laboratory specimen labels, writing equipment, laboratory forms , leak-proof transportation bags and containers, a puncture-resistant sharps container		4	
	PC3. Ensure that the rack containing the sample tubes is close to the phlebotomist but away from the patient, to avoid it being accidentally tipped over		2	
	Total			
4.HSS/ N 0504: Draw blood specimens from patients using correct techniques	PC1. Anchor the vein by holding the patient's arm and placing a thumb below the venepuncture site			
	PC2. Ask the patient to form a fist so the veins are more prominent			
	PC3. Enter the vein swiftly at a 30 degree angle or less, and continue to introduce the needle along the vein at the easiest angle of entry		2	
	PC4. Release the tourniquet before withdrawing the needle once sufficient blood has been collected		2	
	PC5. Withdraw the needle gently and apply gentle pressure to the site with a clean gauze or dry cotton-wool ball			
	PC6. Ask the patient to hold the gauze or cotton wool in place, with the arm extended and raised		2	
	PC7. Ask the patient not to bend the arm, because doing so causes a haematoma		2	
	PC8. Use appropriate equipment if required		2	
	PC9. Perform hand hygiene (if using soap and water, dry hands with single-use towels)			
	Total			
5. HSS/ N 0505: Prepare and label the blood samples for test, procedures and	PC1. Label blood sample so that the results of the test match the patient		0	
	PC2. Use the key elements in labelling that include patient's surname, first and middle and patient's ID number		2	

identification purposes	PC3. Make sure that both of the above MUST match the same on the requisition form		0	
	PC4. Make sure that Date, time and initials of the phlebotomist must be on the label of EACH tube		2	
	PC5. Make sure that automated systems include labels with bar codes.		2	
	PC6. Discard the used needle and syringe or blood sampling device into a puncture-resistant sharps container		2	
	PC7. Check the label and forms for accuracy. The label should be clearly written with the information required by the laboratory, which is typically the patient's first and last names, file number, date of birth, and the date and time when the blood was taken		2	
	PC8. Discard used items into the appropriate category of waste. Items used for phlebotomy that would not release a drop of blood if squeezed (e.g. gloves) may be discarded in the general waste, unless local regulations state otherwise		2	
	PC9. Perform hand hygiene			
	PC10. Recheck the labels on the tubes and the forms before dispatch		0	
	Total			
6.HSS/ N 0506: Transport the blood/ urine/ stool/ tissue samples to the laboratory	PC1. Immediately transport the specimen to the Laboratory		2	
	PC2. Use one requisition for each culture set, indicating the site used and time collected		4	
	Total			
7.HSS/ N 0507: Assist the patient before, during and after collection of the blood specimen	PC1. Deal with patients and be able to calm them		2	
	PC2. Work well under pressure and communicate effectively with the patients		2	
	PC3. Converse with patients to allay fear of procedure		2	
	PC4. Maintain standards for quality care for patients		2	
	PC5. Assist the patient before, during and after collection of blood specimen		2	
	PC6. Greet patients and assist them in proper specimen collection methods		0	
	PC7. Provide a calm environment for patients in which blood samples are drawn		0	
	Total			
8.HSS/ N 0508: Update patient records	PC1. Keep patients record carefully		2	
	PC2. Update patient medical record		2	
	PC3. Perform basic clerical tasks		2	
	PC4. Clearly check label of blood samples		2	
	PC5. Keep track of patient data and information		2	
	PC6. Maintain safety and sanitation records		2	
	PC7. Utilise medical databases or other computer programs		2	
	Total			
9. HSS/ N 0509: Follow all safety and infection control procedures	PC1. Wear gloves and a lab coat or gown when handling blood/body fluids		2	
	PC2. Change gloves after each patient or when contaminated			
	PC3. Wash hands frequently		2	

PC4. Dispose of items in appropriate containers	2	
PC5. Dispose of needles immediately upon removal from the patient's vein.	2	
PC6. Clean up any blood spills with a disinfectant such as freshly made 10% bleach	2	
PC7. Wash the contaminated area well with soap and water	2	
PC8. Place blood collection equipment away from patients, especially children and psychiatric patients	2	
PC9. Practice hygiene for the patient's protection. When wearing gloves, change them between each patient and wash your hands frequently	0	
PC10. wear a clean lab coat or gown always	0	
Total		

Grand Total-1 (Subject Domain)

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	2		
	PC4. Handle situations of stock-outs or unavailability of stocks without compromising health needs of patients/ individuals				
	Total		2		
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	4		
3. Attiquete					
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	0	0		
	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		0		
HSS/ N 9601 (Collate and Communicate Health Information)	PC1. Respond to queries and information needs of all individuals				
	PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics				
	PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them				
	PC4. Utilise all training and information at one's disposal to provide relevant information to the individual	2	2		
	PC5. Confirm that the needs of the individual have been met				

	PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality				
	PC7. Respect the individual's need for privacy				
	PC8. Maintain any records required at the end of the interaction				
	Total		2		
	Attiquete Total	2	2		
	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	2	2		
	PC2. Integrate one's work with other people's work effectively				
	PC3. Pass on essential information to other people on timely basis				
	PC4. Work in a way that shows respect for other people				
	PC5. Carry out any commitments made to other people				
	PC6. Reason out the failure to fulfil commitment				
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems				
	PC8. Follow the organisation's policies and procedures				
	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	2	2		
	PC2. Comply with health, safety and security procedures for the workplace				
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person				
	PC4. Identify potential hazards and breaches of safe work practices				
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority				
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected				
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently				
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person				
	PC9. Complete any health and safety records legibly and accurately				
	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				
	PC2. Evaluate potential solutions thoroughly				
	PC3. Participate in education programs which include current techniques, technology and trends pertaining to the dental industry				
	PC4. Read Dental hygiene, dental and medical publications related to quality consistently and thoroughly				
	PC5. Report any identified breaches in health, safety, and security procedures to the designated person				
	PC6. Identify and correct any hazards that he/she can deal with safely, competently and within the limits of his/her authority	2	2		
	PC7. Promptly and accurately report any hazards that he/she is not allowed to deal with to the relevant person and warn other people who may be affected				
	PC8. Follow the organisation's emergency procedures promptly, calmly, and efficiently				
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person				
	PC10. Complete any health and safety records legibly and accurately				
	Total		2		
	Part 2 Total	10	8		
Grand Total-2 (Soft Skills and Communication)			20		