

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTH CARE

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- Central Sterile Service Department (CSSD) Assistant

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Non Direct Care

REFERENCE ID: HSS/Q6201

ALIGNED TO: NCO-2015/NIL

Brief Job Description: Healthcare professionals who are responsible for functions of decontamination, assembly and sterile processing, sterile storage, and distribution. They direct other personnel in department for sterilization, cleaning and disinfection process.

Personal Attributes: The job requires individuals to have good communication and ability to handle a high level of stress and activity while managing fast-paced office duties. The job requires individuals to possess key qualities such as confidence, maturity, compassion, patient centricity, active listening, compassion, strong interpersonal skills and the ability to work as part of a team; capability to handle work pressure with cool mind, be focused and attention to detail, eager to learn and update knowledge.

Job Details	Qualifications Pack Code	HSS/Q6201		
	Job Role	Central Sterile Service Department Assistant		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Healthcare	Drafted on	12/07/17
	Sub-sector	Allied Health & Paramedics	Last reviewed on	14/07/18
	Occupation	Non Direct Care	Next review date	13/07/21
	NSQC Clearance on*			

Job Role	Central Sterile Service Department Assistant
Role Description	They are responsible for functions of decontamination, assembly and sterile processing, sterile storage, and distribution and directing other personnel for required process.
NSQF Level	4
Minimum Educational Qualifications Maximum Educational Qualifications	XII with science
Prerequisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HSS/N6201: Facilitate effective cleaning functions in CSSD 2. HSS/N6202: Facilitate effective functioning of steam steriliser 3. HSS/N6203: Manage availability, effectiveness and reprocessing of reusable medical devices 4. HSS/N6204: Sterilise loads of CSSD 5. HSS/N6205: Facilitate effective low temperature steriliser function 6. HSS/N9615: Maintain interpersonal relationship with colleagues, patients and others 7. HSS/N9616: Maintain professional & medico-legal conduct 8. HSS/N9617: Maintain a safe, healthy and secure working environment 9. HSS/N9618: Follow biomedical waste disposal and infection control policies and procedures
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
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.
Scope	Scope is a 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 quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual need to perform to the required standard.
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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. In the context of the OS, these include communication related skills that are applicable to most job roles.

Acronyms

Keywords /Terms	Description
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
Casualty	The person – child or adult – who has suffered the injury or illness
Emergency	Any situation that immediately threatens the health and safety of children, staff or yourself
MHRD	Ministry of Human Resource Development
NOS	National Occupational Standard(s)
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skills Qualification Framework
OS	Occupational Standard(s)
Legal responsibilities	Legal responsibilities may include an understanding of responsibilities contained in relevant state/territory and federal legislation and regulations, specific responsibilities to maintain confidentiality, confirm informed consent and exercising duty of care.
Principles underpinning bio-ethics	Principles underpinning bio-ethics must include respect the rights of the individual, respect the autonomy of the individual, cause no harm, and advance the common good.
Relevant patient information	Relevant patient information may include identifying people at risk such as children, pregnant women and their foetus, breastfeeding mothers; and includes information such as explaining the implications of contrast/ radiopharmaceutical administration.
Key elements of fitness to practise	Key elements of fitness to practise must include competence, professionalism, including a sense of responsibility and accountability, self awareness and professional values, sound mental health and the capacity to maintain health and wellbeing for practice.
Reporting obligations	Reporting obligations must include making a notification about the health (impairment), conduct or performance of a registered health practitioner that may be placing the public at risk; as well as of their own impairments to practice.
Quality frameworks	Quality frameworks may include workplace specific frameworks and the

Acronyms

	Standards for Hospitals developed by National Accreditation Board for Hospitals & Healthcare Providers
Principles of advocacy	Principles of advocacy may include supporting and promoting the rights and interests of individuals, assisting individuals to achieve or maintain their rights and representing their needs. Advocacy strategies include: representing the consumer, supporting the consumer to represent their own interests and ensuring people are empowered to voice their perspectives
Healthcare team members	Healthcare team members may include registered health practitioners, accredited health professionals, and licensed and unlicensed healthcare workers.
Communication methods	Communication methods must consider the information needs of the audience and may include the radiation therapy technologist using the appropriate medical terminology and applying knowledge of departmental/practice protocols.
Reflective practice	Reflective practice may include self-reflection during and after a clinical challenge or experience. It may involve structured and informal reflection to review and integrate knowledge and findings into practice.
Patient identification procedures	Patient identification procedures must use at least three recognised patient identifiers, and may include procedures for transferring patients from other health professionals. Procedures may be contained in workplace materials and organisational procedures manuals.
Infection control risk management	Infection control risk management must demonstrate understanding of transmission modes of hospital-acquired infections (host, agent and environment); established practices for preventing the transmission including effective hand hygiene; and ability to implement WHO Practical Guidelines for Infection Control in Health Care Facilities
Control measures	Control measures must include time, distance and patient shielding.
Responsibilities for notification of safety hazards	Responsibilities for notification of safety hazards may include protocols or instructions, legislation and regulations.
Incident reporting requirements	Incident reporting requirements may be identified in workplace materials, relevant state/territory and federal legislation and regulations, including those published by the Atomic Energy Regulatory Board.
Patient information systems	Patient information systems may include Picture and Archiving Communication System, radiation oncology information systems, Radiology Information System, electronic medical records, risk management systems.
Clinical history	Clinical history may include patient/client records, previous medical imaging/treatment, information collected from patient/client during the procedure.
Informed consent	Informed consent is a person's voluntary decision about healthcare that is made with knowledge and understanding of the benefits and risks involved.
Responsibilities for conveying information	Responsibilities for conveying information may include protocols or instructions about verbal or written communication and record keeping.
Identifying significant findings	Identifying significant findings includes recognising and applying knowledge of normal from abnormal imaging appearances and relating appearances to the patient/client's clinical history.
Treatment planning	Treatment planning must include imaging and treatment modalities used

	including CT, MRI, PET and may include brachytherapy, superficial radiotherapy, radiosurgery/stereotactic radiotherapy, paediatric radiotherapy, total body radiation and proton therapy.
Planning procedures	Planning procedures must include identifying tumour and target volumes, and normal tissue volumes.
Treatment plans	Treatment plans may include 2D, 3D and 4D, conformal radiation therapy (3D CRT), intensity-modulated radiation therapy (IMRT) and may include volumetric-modulated arc therapy (VMAT).
Implementation of plans	Implementation of plans must identify and apply radical and palliative treatment doses and acceptable dose limits to critical structures.

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required to facilitate purchase of equipment & ensure mechanical cleaning equipment (ultrasonic and mechanical washer-disinfectors) are installed and monitored in CSSD.

HSS/N6201

Facilitate effective cleaning functions in CSSD

National Occupational Standard

Unit Code	HSS/N 6201
Unit Title (Task)	Facilitate effective cleaning functions in CSSD
Description	This Occupational Standard describes the knowledge, understanding and skills required to ensure mechanical cleaning equipment (ultrasonic and mechanical washer-disinfectors) installed and monitored.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Follow procedures for the purchase of washer-disinfectors, batch and conveyor Complete commissioning Continually monitor compliance Monitor printouts Monitor chemical dosing systems Monitor quality of metal instrument surface
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Follow procedures for the purchase of washer-disinfectors, batch and conveyor	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. source standards for mechanical washer-disinfectors</p> <p>PC2. determine the type of mechanical cleaning equipment required, utilising the facility work load and types of surgery performed</p> <p>PC3. source local regulations and water quality information for mechanical washer-disinfector use</p> <p>PC4. coordinate with concerned officials for site inspection prior to installation for correct plumbing, ventilation and floor levels</p>
Complete commissioning	<p>PC5. determine the criteria for installation, operational and performance qualification of mechanical cleaning equipment in conjunction with manufacturer and organization policies</p> <p>PC6. ensure criteria determined include the quality of water hardness and verification of cleaning efficiency</p> <p>PC7. coordinate to ensure that documentation for installation qualification is completed by the designated personnel</p> <p>PC8. coordinate to ensure documentation for operational qualification are completed by designated personnel</p>
Continually monitor compliance	<p>PC9. complete a risk analysis to determine the type of continual monitoring to be done to ensure annual performance qualification (PQ) results and parameters are achieved</p> <p>PC10. develop a monitoring program to ensure annual PQ results and parameters are achieved</p> <p>PC11. complete a program for annual PQ, troubleshooting non-compliance</p>
Monitor printouts	<p>PC12. identify the range of programs and cycle parameter for different types of washer-disinfectors</p> <p>PC13. determine documentation required for printouts, in compliance with</p>

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Facilitate effective cleaning functions in CSSD

	standards
Monitor chemical dosing systems	<p>PC14. select chemicals in accordance with instructions from manufacturer of mechanical cleaning equipment</p> <p>PC15. determine chemical dosing levels in line with instructions from supplier of chemicals, equipment manufacturer and the quality of water hardness</p> <p>PC16. apply appropriate methods for chemical dosing</p> <p>PC17. use appropriate testing methods to determine the correct dosing for mechanical cleaning chemicals</p>
Monitor quality of metal instrument surface	<p>PC18. check washer-disinfector loading for the risk of electro-chemical (galvanic) action on dissimilar metals</p> <p>PC19. take appropriate corrective action as required</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to identify and follow procedures for safe practice</p> <p>KA2. how to identify and comply with relevant organisational HSE policies and procedures</p> <p>KA3. organisation procedures relating to:</p> <ul style="list-style-type: none"> • Identification and use of appropriate personal protection • Purchase of equipment • Risk analysis and treatment • Compliance monitoring • work flow processes
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. application of bio-chemical markers in determining the effectiveness of the cleaning process</p> <p>KB2. criteria for installation, operational and performance qualification of mechanical cleaning equipment</p> <p>KB3. documentation required for printouts, in compliance with standards</p> <p>KB4. documentation requirements for installation and operational qualification</p> <p>KB5. independent monitoring requirements to ensure accuracy of washer-disinfector gauges, sensors and signal processors</p> <p>KB6. local regulations and water quality information for mechanical washer-disinfector use</p> <p>KB7. range of programs and cycle parameter for different types of washer-disinfectors</p> <p>KB8. relevant infection prevention guidelines</p> <p>KB9. testing effectiveness of the cleaning process including test soils, residual protein testing and test for chemical residual</p> <p>KB10. mechanical washer-disinfectors such as:</p> <ul style="list-style-type: none"> • Washer-disinfectors (batch type) • Ultrasonic washer-disinfectors • Rack conveyor washer-disinfectors • Continuous process washer-disinfector <p>KB11. apply knowledge of the independent monitoring required for washer-</p>

HSS/N6201

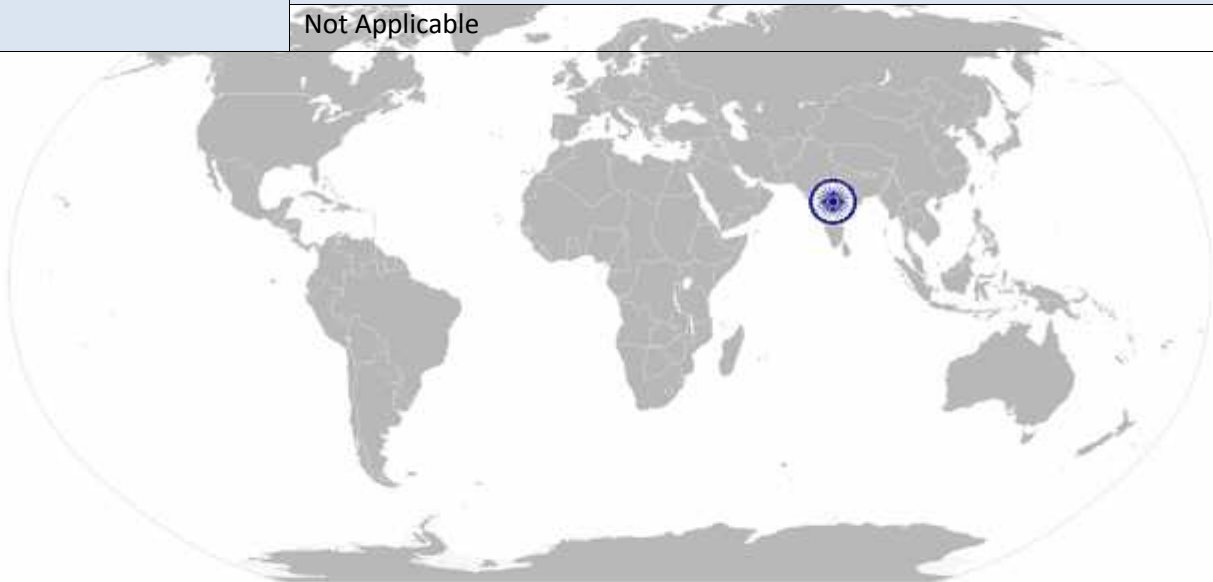
Facilitate effective cleaning functions in CSSD

	<p>disinfectant to ensure accuracy of gauges, sensors and signal processors</p> <p>KB12. apply knowledge of the rationale for testing effectiveness of the cleaning process and determining acceptability of test results</p> <p>KB13. apply appropriate tests to determine effectiveness of the cleaning process and document the results</p> <p>KB14. take appropriate trouble shooting action where test results are outside acceptable range</p> <p>KB15. apply bio-chemical markers in determining the effectiveness of the cleaning process</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. ensure documentation is complete and accurate
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. demonstrate communication skills as required by specific work role SA4. demonstrate active listening skills SA5. interpret and follow verbal and/or written instructions SA6. report incidents in line with organisational requirements SA7. discuss task lists, schedules, and work-loads with co-workers SA8. send and receive message accurately
	B. Professional Skills
	Decision Making
The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work SB2. select and use personal protection equipment	
Plan and Organize	
The user/individual on the job needs to know and understand how to: SB3. organise own workload in accordance with supervisor requirements	
Customer Centricity	
The user/individual on the job needs to know and understand how to: SB4. apply knowledge of the importance of cleaning as a contribution to client safety	
Problem Solving	
The user/individual on the job needs to know and understand how to: SB5. apply problem solving skills - to use available resources and prioritise workload and troubleshoot (e.g. re non-compliance) SB6. monitor printouts and take corrective action to address deviations outside verified cycle parameters SB7. monitor quality of metal instrument surface and take corrective action as	

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Facilitate effective cleaning functions in CSSD

	required
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB8. analyse workplace information to determine mechanical cleaning equipment requirements
	SB9. source and apply information and methods and testing for chemical dosing
SB10. source and interpret information and standards relating to cleaning equipment	
SB11. source and interpret local regulations and water quality information	
SB12. take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources	
SB13. test effectiveness of the cleaning process and determine acceptability of test results	
Critical Thinking	
Not Applicable	

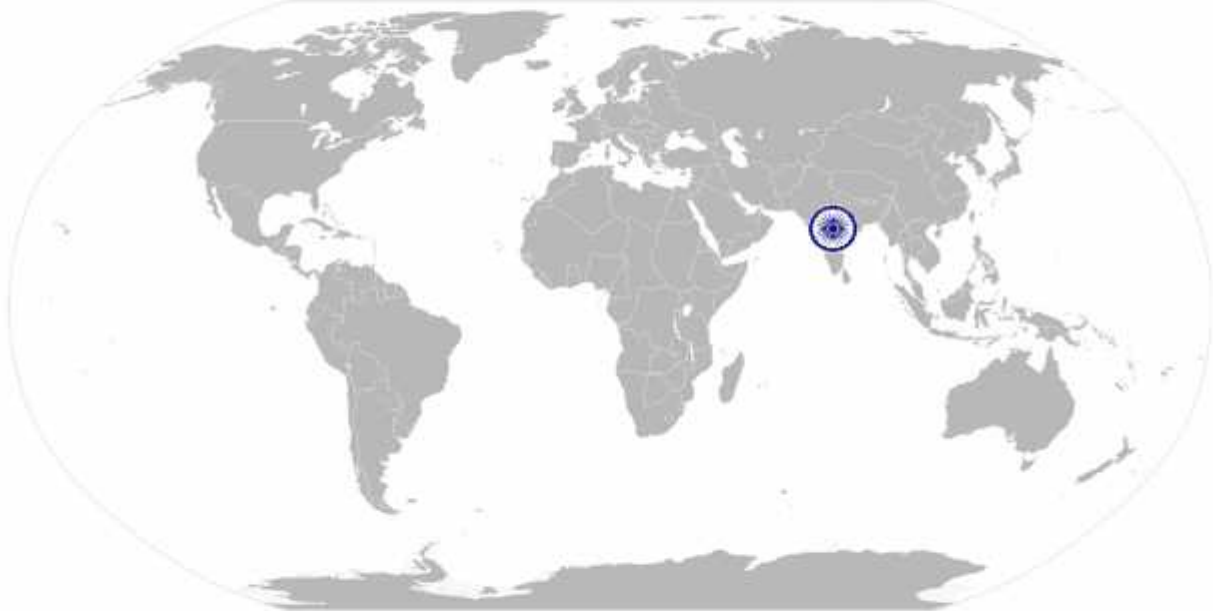


HSS/N6201

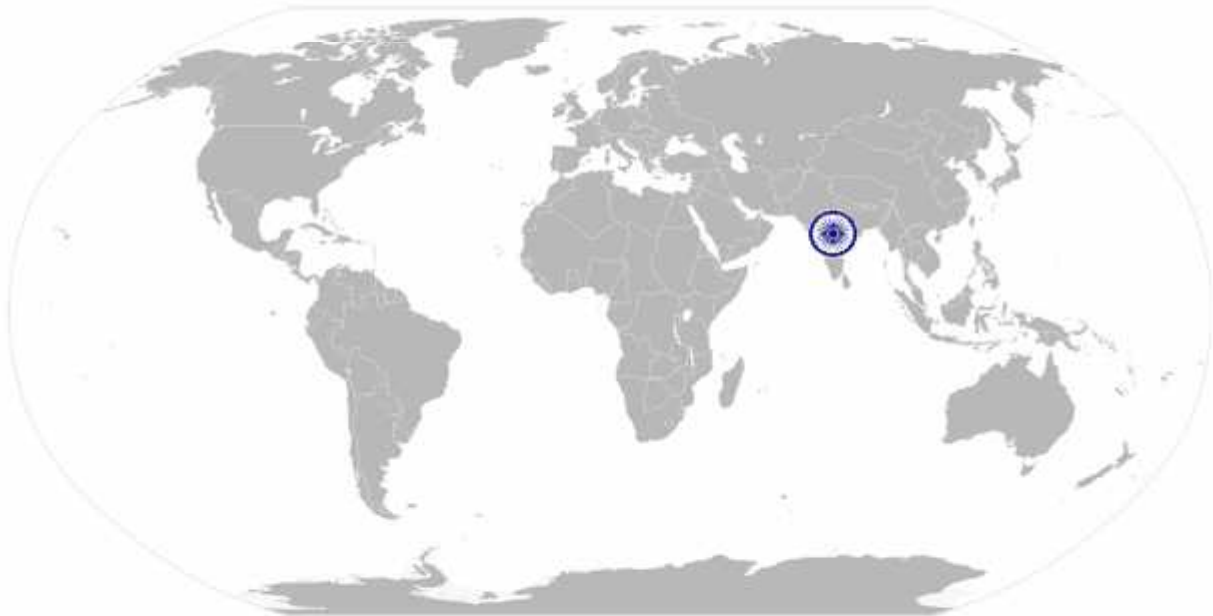
Facilitate effective cleaning functions in CSSD

NOS Version Control

NOS Code	HSS/N6201		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/07/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	
Occupation	Non Direct Care	Next review date	



National Occupational Standard



Overview

This Occupational Standard describes the skills and knowledge required to monitor and facilitate management of the steam quality and pre-vacuum steam sterilizers

HSS/N6202


Facilitate effective functioning of steam steriliser

National Occupational Standard

Unit Code	HSS/N 6202
Unit Title (Task)	Facilitate effective functioning of steam steriliser
Description	This unit describes the skills and knowledge required to monitor and facilitate management of the steam quality and pre-vacuum steam sterilizers. The worker is required to understand the workings and optimal operational requirements of steam sources, reticulation and operational requirements for pre-vacuum steam sterilizers.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Contribute to planning preventative maintenance for steam sterilizers • Maintain records • Contribute to organization and operational policies and procedures • Liaise with maintenance personnel • Complete validation processes
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Contribute to planning preventative maintenance for steam sterilizers	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. ensure maintenance schedules are met with regard to standards</p> <p>PC2. apply practice standards to monitor processes of the sterilisation cycle</p> <p>PC3. assess the data from monitoring of processes to ensure sterilisers are functioning correctly to achieve validation of the sterilisation cycle</p> <p>PC4. manage trouble shooting for steriliser failure (eg. wet loads), using a multidisciplinary approach and including investigation of defects and failures</p> <p>PC5. ensure planned maintenance schedules are met with regard to standards</p> <p>PC6. take action where discrepancies are identified to facilitate repair</p> <p>PC7. report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle</p> <p>PC8. liaise with engineering and technical services departments and companies</p> <p>PC9. initiate change processes when required</p>
Maintain records	<p>PC10. complete records of results of monitoring, according to organisation policies and procedures</p> <p>PC11. complete records of all equipment maintenance and repair</p>
Contribute to organization and operational policies and procedures	<p>PC12. review and analyse international industry best practices in relation to steam sterilisers</p> <p>PC13. provide input into organisational policies and procedures that reflects findings from review and analysis of international industry best practice</p> <p>PC14. monitor and if necessary, adjust work practices to reflect organisational policies and procedures</p> <p>PC15. maintain manual and manufacturer's information relevant to the effectiveness of sterilisation processes</p>
Liaise with maintenance	<p>PC16. liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer</p>

HSS/N6202

Facilitate effective functioning of steam steriliser

<p>personnel</p>	<p>PC17. liaise with maintenance personnel/ technicians to identify reasons for not using a particular steriliser</p> <p>PC18. identify circumstances in which maintenance personnel should be summoned</p>
<p>Complete validation processes</p>	<p>PC19. complete validation, following installation qualification, operational qualification and performance qualification processes</p> <p>PC20. complete documentation requirements as required by organisational policies and procedures</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to identify and follow procedures for safe practice</p> <p>KA2. how to identify and comply with relevant organisational HSE policies and procedures</p> <p>KA3. organisational procedures relating to planning preventative maintenance for steam sterilisers</p> <p>KA4. quality management documentation such as:</p> <ul style="list-style-type: none"> • monitoring, fault analysis, maintenance of sterilisers and steam quality • non-conformance/non-compliance reporting • validation reports • fault registers • maintenance record • documentation relating to the non-conformance/non-compliance (fault detection, reporting and rectification) 
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. air detector function test (in detail) and air detector performance test</p> <p>KB2. air detector function, operation, adjustment and testing</p> <p>KB3. detailed knowledge of infection control principles as they affect the sterilisation work environment</p> <p>KB4. detailed knowledge of the processes of maintaining and using tracking systems</p> <p>KB5. detailed knowledge of the record keeping requirements and organisational policies and procedures</p> <p>KB6. detailed knowledge of the working of all equipment and machinery used in the sterilisation cycle and support equipment e.g. boilers and steam reticulation</p> <p>KB7. load release issues, including the variety of acceptable monitoring criteria suitable for load release</p> <p>KB8. methods used to audit machine performance and report discrepancies</p> <p>KB9. HSE policies, guidelines and symbols and their relevance to working in the sterilisation area</p> <p>KB10. operation, monitoring and performance testing of downward displacement steam sterilizers and limitations on types of possible items for sterilization</p> <p>KB11. relevant regulatory guidelines for sterilising services</p>

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Facilitate effective functioning of steam steriliser

	<p>KB12. routine monitoring, including trends in leak rate test results and appropriate action, air removal test results and appropriate action</p> <p>KB13. steam supply requirements including issues about boiler types and their location, steam piping and steam delivery requirements and testing for steam quality - dry saturated steam, superheat measurement and management</p> <p>KB14. infection prevention guidelines, especially in relation to the care of reusable medical equipment</p> <p>KB15. the legal responsibilities of health care providers in relation to confidentiality, client rights, duty of care and implications of negligence</p> <p>KB16. steriliser construction and operation such as steam quality, pre-vacuum steam steriliser, load retaining device, chamber cleaning accessories, water quality (feed and service), steam source, reticulation, trapping, solenoids, drain lines, air removal pumps, vacuum pump, steris operational parameters, etc. Hydrogen Peroxide plasma operational parameters etc</p> <p>KB17. investigation of defects and failures such as defects in lagging, steam traps and gradient of pipes, Total Dissolved Solids (TDS) in boiler, pressure failure, assembly and packaging failure</p> <p>KB18. monitoring and accessory equipment such as performance qualification equipment, superheat , thermocouple equipment, physical parametric process recorders, including printouts and graphics and chart recorders, external/internal chemical indicators, biological indicators and incubators, and enzymatic indicators, process challenge devices, performance qualification equipment, including thermo-coupling devices, leak rate test, bowie Dick type air removal test</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. ensure documentation is complete and accurate</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals</p>
<p>B. Professional Skills</p>	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. demonstrate communication skills as required by specific work role</p> <p>SA4. demonstrate active listening skills</p> <p>SA5. interpret and follow verbal and/or written instructions</p> <p>SA6. report incidents in line with organisation requirements</p> <p>SA7. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA8. send and receive message accurately</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</p> <p>SB2. select and use personal protection equipment</p>

HSS/N6202

Facilitate effective functioning of steam steriliser

	Plan and Organize
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB3. prepare, operate, load and unload sterilisers SB4. organise own workload in accordance with supervisor requirements SB5. address relevant HSE, infection control and manual handling requirements SB6. use and monitor low temperature sterilizers (peracetic acid and hydrogen peroxide plasma), including loading and operation, physical, chemical and biological monitoring, maintenance by operators, liaison with service contractors SB7. use methods to audit machine performance SB8. take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
	Customer Centricity
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB9. apply knowledge of the importance of cleaning as a contribution to client safety
	Problem Solving
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB10. apply problem solving skills - to use available resources and prioritise workload and troubleshoot SB11. monitor printouts and take corrective action to address deviations outside verified cycle parameters SB12. monitor quality of metal instrument surface and take corrective action as required
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB13. analyse workplace information to determine mechanical cleaning equipment requirements SB14. source and apply information, methods and testing for chemical dosing SB15. source and interpret information and standards relating to cleaning equipment SB16. source and interpret local regulations and water quality information SB17. take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources SB18. test effectiveness of the cleaning process and determine acceptability of test results
Critical Thinking	
NA	

HSS/N6202

Facilitate effective functioning of steam steriliser

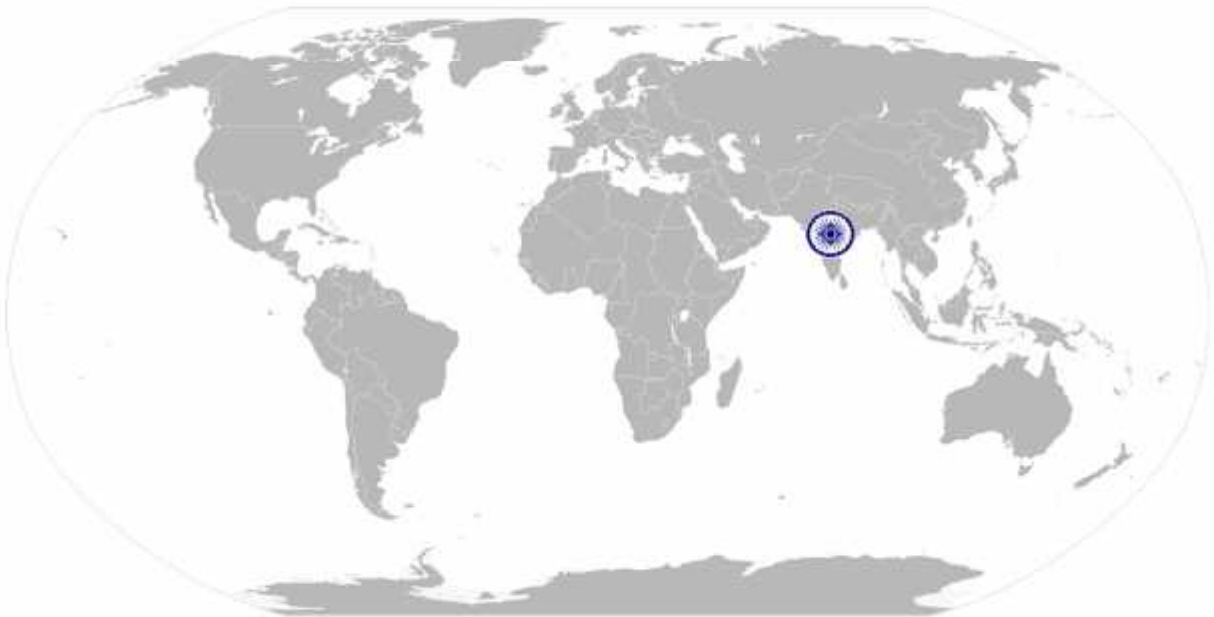
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Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/07/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	
Occupation	Non Direct Care	Next review date	



HSS/N6203 Manage availability, effectiveness and reprocessing of reusable medical device

National Occupational Standard



Overview

This Occupational Standard describes the skills and knowledge required to ensure that reusable medical equipment and devices are maintained at a high operational and readiness standard

HSS/N6203 Manage availability, effectiveness and reprocessing of reusable medical device

National Occupational Standard	Unit Code	HSS/N 6203
	Unit Title (Task)	Manage availability, effectiveness and reprocessing of reusable medical devices
	Description	This Occupational Standard describes the skills and knowledge required to ensure that reusable medical equipment and devices are maintained at a high operational and readiness standard.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain, monitor and record stock levels of reusable medical devices and packing material • Manage maintenance of reusable medical devices • Provide information about the care of reusable medical equipment • Facilitate monitoring and maintenance requirements
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain, monitor and record stock levels of reusable medical devices and packing material	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. maintain a record of usage as per agreed stock levels</p> <p>PC2. identify stock requirements against usage trends, availability and organisational policies and guidelines</p> <p>PC3. monitor quality of stock and storage condition, including temperature, light, humidity, pest control and stock organisation</p> <p>PC4. check the quality of new reusable medical devices and packaging material at the time of delivery</p> <p>PC5. replenish stocks of reusable medical devices and packaging material in order to meet demand</p> <p>PC6. prepare maintenance schedules in compliance with operational requirements and manufacturers' guidelines</p> <p>PC7. maintain practices that monitor all aspects of reprocessing in compliance with operational requirements and manufacturers' guidelines</p> <p>PC8. analyse data collected for monitoring and maintenance</p> <p>PC9. complete records of results of monitoring, according to organisational policies and procedures</p> <p>PC10. complete records of all equipment maintenance and repair</p> <p>PC11. archive records to address legislative requirements</p> <p>PC12. maintain, evaluate and act upon non-compliance records and reports</p> <p>PC13. manage recall processes</p>
	Manage maintenance of reusable medical devices	<p>PC14. conduct random inspections of all reusable medical devices</p> <p>PC15. organise and monitor repair of reusable medical devices when it is beyond the scope of the department or organisation</p> <p>PC16. maintain a maintenance and repair record for medical devices</p> <p>PC17. follow organisational policies and procedures when reusable medical devices are beyond maintenance and repair</p>

HSS/N6203 Manage availability, effectiveness and reprocessing of reusable medical device

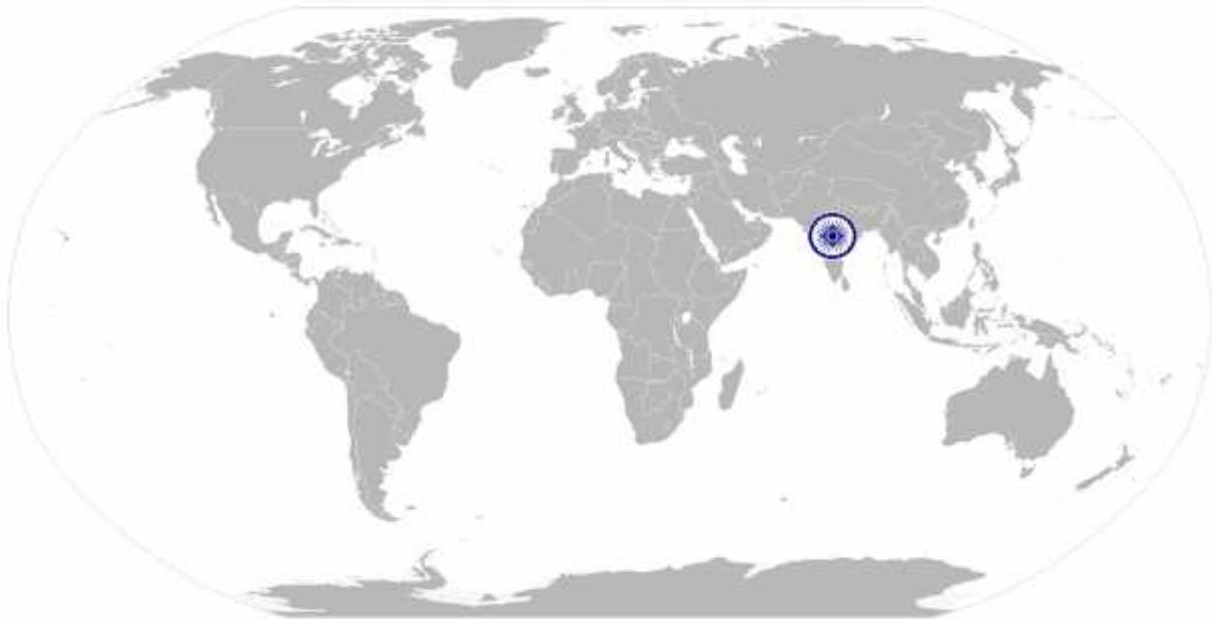
<p>Provide information about the care of reusable medical equipment</p>	<p>PC18. develop material to assist sterilisation staff to care for reusable medical devices compliant with manufacturer's information</p> <p>PC19. conduct training sessions with sterilisation staff for the care of reusable medical devices</p> <p>PC20. maintain a register of sterilisation staff competency in the care of reusable medical devices</p>
<p>Facilitate monitoring and maintenance requirements</p>	<p>PC21. complete planned and regular random checks of data and tracking systems that monitor the decontamination cycle and machinery performance</p> <p>PC22. take action where discrepancies are identified, including recall procedures, machinery maintenance or repair, and chemical review, in accordance with manufacturers' guidelines and organisation policies and procedures</p> <p>PC23. follow practices and procedures for tracing back through the decontamination cycle to clients and users</p> <p>PC24. report any issues outside sphere of responsibility and competence, without delay and according to organisation policies and procedures</p> <p>PC25. follow the protocols for critical incidents and sentinel events investigation</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to identify and follow procedures for safe practice</p> <p>KA2. how to identify and comply with relevant organisational HSE policies and procedures</p> <p>KA3. organisational procedures relating to code of practice, stock redundancy and disposal requirements of the organisation, purchasing of equipment and devices and trials for consumables</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. detailed knowledge of infection control principles as they affect the sterilisation work environment</p> <p>KB2. detailed knowledge of instruments and associated care and maintenance requirements</p> <p>KB3. organisational code of practice</p> <p>KB4. hazard identification and risk control</p> <p>KB5. HSE policies, guidelines and symbols and their relevance to working in the sterilisation area</p> <p>KB6. relevant regulatory guidelines for sterilising services</p> <p>KB7. infection prevention guidelines, especially in relation to the care of reusable medical equipment</p> <p>KB8. storage requirements for reusable medical equipment</p> <p>KB9. the legal responsibilities of health care providers in relation to confidentiality, client rights, duty of care and implications of negligence</p> <p>KB10. guidelines for purchase, reprocessing and reporting non-compliance</p> <p>KB11. training and assessment requirements relevant to the care of reusable medical equipment</p> <p>KB12. reusable medical equipment such as surgical and medical instrumentation,</p>

HSS/N6203 Manage availability, effectiveness and reprocessing of reusable medical device

	<p>anaesthetic/respiratory equipment, hollow ware, specialist surgical instruments and fibre optic equipment</p> <p>KB13. items and materials required for packing such as internal chemical indicators, sterilisation tape, tray liners, tamper proof devices, rigid sterilisation container filters etc.</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. complete documentation accurately of tests, cycles and items and proof of process</p> <p>SA2. maintain stock registers</p> <p>SA3. maintain training registers</p> <p>SA4. maintain a maintenance and repair record for medical devices</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. demonstrate communication skills as required by specific work role</p> <p>SA7. demonstrate active listening skills</p> <p>SA8. interpret and follow verbal and/or written instructions</p> <p>SA9. report incidents in line with organizational requirements</p> <p>SA10. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA11. send and receive message accurately</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p> <p>SB2. select and use personal protection equipment</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. organise own workload in accordance with supervisor requirements</p> <p>SB4. address relevant HSE, infection control and manual handling requirements</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. the importance of sterilisation technology as a contribution to client safety and the relationship to well-maintained reusable medical equipment</p>
	Problem Solving

HSS/N6203 Manage availability, effectiveness and reprocessing of reusable medical device

	The user/individual on the job needs to know and understand how to: SB6. follow organisational policies and procedures for problem solving in relation to maintenance of reusable medical devices
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB7. determine stock requirements against usage trends, availability
	Critical Thinking
	Not Applicable



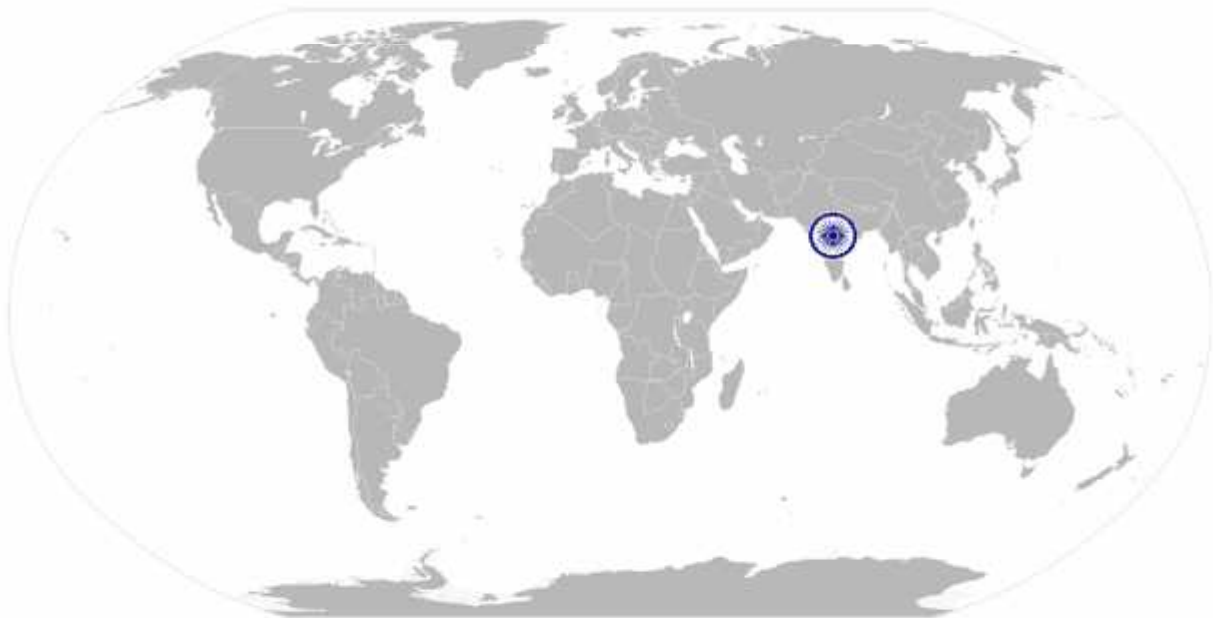
HSS/N6203 Manage availability, effectiveness and reprocessing of reusable medical device

NOS Version Control

NOS Code	HSS/N6203		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/07/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	
Occupation	Non Direct Care	Next review date	



National Occupational Standard



Overview

This Occupational Standard describes the skills and knowledge required to follow correct procedures to choose and operate sterilisation equipment, interpret steriliser function and parameters in the provision of sterilised medical equipment, appropriately load items for sterilisation and release of sterilised items for distribution

HSS/N6204

Sterilize loads of CSSD

National Occupational Standard

Unit Code	HSS/N6204
Unit Title (Task)	Sterilize loads of CSSD
Description	This unit of competency describes the skills and knowledge required to follow correct procedures to choose and operate sterilization equipment, interpret sterilizer function and parameters appropriately, load items for sterilization and release of sterilized items for distribution.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare sterilization equipment • Load sterilizer • Operate sterilizer • Monitor disinfection processes • Follow HSE procedures • Comply with quality management requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare sterilization equipment	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. clean and check steam steriliser, low temperature steriliser, dry heat steriliser and accessory equipment according to manufacturer's recommendations and organisational policies and procedures</p> <p>PC2. conduct performance test cycles according to organisational policies and procedures and maintain documentation</p> <p>PC3. observe safety precautions to ensure sterilisers function safely</p>
Load sterilizer	<p>PC4. assign appropriate cycle and batch control number and complete documentation</p> <p>PC5. check packaging, sealing and labelling for compatibility with organisational policies and procedures</p> <p>PC6. check load content and configuration for compliance with annual steriliser's performance qualification</p> <p>PC7. select sterilisation method appropriate to the load</p> <p>PC8. load steriliser to ensure sterilant contact is according to manufacturer's recommendations</p> <p>PC9. list and assign load description documentation to the correct cycle and according to organisational policies and procedures</p>
Operate sterilizer	<p>PC10. check steriliser function for sterilant availability e.g. steam to chamber, chemical sterilant container</p> <p>PC11. check function of physical process recording accessories</p> <p>PC12. select appropriate cycle in accordance with organisational policies and procedures</p> <p>PC13. identify, report and troubleshoot according to manufacturer's recommendations and organisational policies and procedures</p> <p>PC14. follow regular maintenance program and documentation according to</p>

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Sterilize loads of CSSD

	<p>organisation policies and procedures</p> <p>PC15. interpret and document results from physical, chemical and biological tests</p>
Monitor disinfection processes	<p>PC16. check sterilisation, cycle physical, biological monitoring according to organisation policies and procedures, and record results on completion of cycle</p> <p>PC17. remove sterilised load immediately on completion of cycle, according to HSE guidelines and organisational policies and procedures</p> <p>PC18. remove compromised items (damaged, wet), dismantle for reprocessing and record according to organisation policies and procedures</p> <p>PC19. unload cooled load using appropriate handling techniques in accordance with requirements</p> <p>PC20. complete the documentation of the sterilising cycle for parametric release</p>
Follow HSE procedures	<p>PC21. use ergonomic safe practices when loading and unloading a steriliser</p> <p>PC22. utilise appropriate precautions for sterilant/sterilising methods in accordance with manufacturer's recommendations and organisation policies and procedures</p>
Comply with quality management requirements	<p>PC23. adhere to operational monitoring and testing, performance qualification and maintenance of sterilisers and associated equipment and document in accordance with organisation policies and procedures</p> <p>PC24. comply with documentation requirements for sterilising cycles, batch control and load release control in accordance with organisation protocols and procedures</p> <p>PC25. report and document all steriliser faults/malfunction and load non-conformance/non-compliance in accordance with organisation policies and procedures</p> <p>PC26. store and archive documentation in accordance with organisation policies and procedures</p>

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to identify and follow procedures for safe practice</p> <p>KA2. how to identify and comply with relevant organisational HSE policies and procedures</p> <p>KA3. organisational procedures relating to identification and use of appropriate personal protection , safe use of sterilising equipment, for problem solving in relation to steriliser maintenance and service</p> <p>KA4. quality management documentation such as cycle, batch control and load description documentation, steriliser usage and utilisation, volume of sterilised items by defined category, cleaning, monitoring, testing, fault analysis and maintenance of sterilisers and associated equipment</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. cleaning protocols and special requirements for sterilisers and trolleys</p> <p>KB2. conditions and parameters for successful sterilisation</p> <p>KB3. a range of sterilisers such as pre-vacuum steam, downward displacement</p>

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Sterilize loads of CSSD

	<p>steam, dry heat, hydrogen peroxide plasma, peracetic acid, bench top sterilisers</p> <p>KB4. dry heat sterilisation (where required), including:</p> <p>KB5. cycle stages and physical parameters that influence sterilisation outcomes</p> <p>KB6. significant mechanical components of dry heat sterilisers</p> <p>KB7. the biocidal action of steam heat conduction and the impact on sterilisation outcomes</p> <p>KB8. environmental conditions required for efficient functioning of a sterilisation area</p> <p>KB9. fundamental knowledge of infection control principles as it affects the sterilisation work environment</p> <p>KB10. fundamental knowledge of microbiology as it affects the sterilisation work environment</p> <p>KB11. leak rate test</p> <p>KB12. low temperature sterilisation, including cycle stages and physical parameters that influence sterilisation outcomes</p> <p>KB13. differences between methods of low temperature sterilisation processes including hydrogen peroxide plasma, peracetic acid and ethylene oxide</p> <p>KB14. significant mechanical components of low temperature sterilisers</p> <p>KB15. the biocidal action of chemical sterilants and impact on sterilisation outcomes</p> <p>KB16. HSE policies, guidelines and symbols and their relevance to working in the sterilisation area</p> <p>KB17. physical, chemical and biological monitoring devices The importance of sterilisation technology as a contribution to client safety</p> <p>KB18. steam sterilisation, including cycle stages and physical parameters that influence sterilisation outcomes, principles of steam generation and steam quality that impact on sterilisation outcomes</p> <p>KB19. significant mechanical components of steam sterilisers</p> <p>KB20. the biocidal action of steam under pressure and the impact on sterilisation outcomes</p> <p>KB21. monitoring and accessory equipment such as physical parametric process recorders, including print outs, graphics and chart recorders, information technology data systems</p> <p>KB22. bowie Dick type air removal test</p> <p>KB23. sterilisation methods currently in use in India</p> <p>KB24. terminology used in sterilising</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. complete documentation accurately SA2. complete documentation of tests, cycles, items and proof of process
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals

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Sterilize loads of CSSD

	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. demonstrate communication skills as required by specific work role, including active listening skills, interpreting and following verbal and/or written instructions, reporting incidents in line with organisation requirements, discussing task lists, schedules, and work-loads with co-workers
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work SB2. select and use personal protection equipment
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. prepare, operate, load and unload sterilisers SB4. organise own workload in accordance with supervisor requirements
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. the importance of cleanliness and sterilization as a contribution to client safety
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. apply fundamental knowledge of microbiology as it affects the sterilisation work environment SB7. follow organisational policies and procedures for problem solving in relation to steriliser maintenance and service SB8. identify problems with test results
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. interpret test results of different types of sterilisation methods
Critical Thinking	
The user/individual on the job needs to know and understand how to: NA	

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Sterilize loads of CSSD

NOS Version Control

NOS Code	HSS/N6204		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/07/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	
Occupation	Non Direct Care	Next review date	



National Occupational Standard



Overview

This Occupational Standard describes the skills and knowledge required to monitor and facilitate management of the low temperature sterilisers like ETO and Plasma.

HSS/N6205

Facilitate effective low temperature sterilizer function

National Occupational Standard

Unit Code	HSS/N6205
Unit Title (Task)	Facilitate effective low temperature sterilizer function
Description	This unit describes the skills and knowledge required to monitor and facilitate management of the low temperature sterilisers like ETO and Plasma. Professional is required to understand the workings and optimal operational requirements of safety, functional and operational requirements for Ethylene oxide and plasma sterilisers.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Contribute in planning preventative maintenance for low temperature sterilisers • Maintain records • Contribute to organization and operational policies and procedures • Liaise with maintenance personnel
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Contribute to planning preventative maintenance for low temperature sterilisers	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. ensure maintenance schedules are met with regard to standards</p> <p>PC2. apply practice standards to monitor processes of the sterilisation cycle</p> <p>PC3. assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle</p> <p>PC4. manage trouble shooting for steriliser failure using a multidisciplinary approach and including investigation of defects and failures</p> <p>PC5. ensure planned maintenance schedules are met with regard to standards</p> <p>PC6. take action where discrepancies are identified to facilitate repair</p> <p>PC7. report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle</p> <p>PC8. liaise with engineering and technical services departments and companies</p> <p>PC9. initiate change processes when required</p>
Maintain records	<p>PC10. complete records of results of monitoring, according to organisational policies and procedures</p> <p>PC11. complete records for maintenance and repair of equipment</p>
Contribute to organizational, operational policies and procedures	<p>PC12. review and analyse international industry best practice in relation to the type of low temperature steriliser being used</p> <p>PC13. provide input for organisational policies and procedures that reflects findings from review and analysis of international industry best practice</p> <p>PC14. monitor and if necessary, adjust work practices to reflect organisational policies and procedures, understand the limitations of the low temperature sterilizer in use</p>
Liaise with maintenance personnel	<p>PC15. liaise with maintenance personnel to determine when not to use a particular sterilizer and identify reasons for not using a particular steriliser</p> <p>PC16. liaise with maintenance personnel to determine circumstances in which maintenance personnel should be summoned</p>

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Facilitate effective low temperature sterilizer function

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. how to identify and follow procedures for safe practice</p> <p>KA2. how to identify and comply with relevant organisational HSE policies and procedures</p> <p>KA3. organisational procedures relating to identification and use of appropriate personal protection, infection risks and how to implement an appropriate response, safe use of sterilising equipment</p> <p>KA4. quality management documentation such as:</p> <ul style="list-style-type: none"> • cycle, batch control and load description documentation • steriliser usage and utilisation • volume of sterilised items by defined category • cleaning, monitoring, testing, fault analysis and maintenance of sterilisers and associated equipment • dispatch/distribution by destination • non-conformance/non-compliance reporting • archiving and filing of steriliser records • validation report
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. a range of sterilisers such as pre-vacuum steam, downward displacement steam, dry heat, hydrogen peroxide plasma, peracetic acid, bench top sterilisers etc.</p> <p>KB2. air removal test</p> <p>KB3. applicable quarantine protocols</p> <p>KB4. cleaning protocols and special requirements for sterilisers and trolleys</p> <p>KB5. conditions and parameters for successful sterilisation</p> <p>KB6. dry heat sterilisation (where required), including cycle stages and physical parameters that influence sterilisation outcomes, significant mechanical components of dry heat sterilisers, the biocidal action of steam heat conduction and the impact on sterilisation outcomes</p> <p>KB7. environmental conditions required for efficient functioning of a sterilisation area</p> <p>KB8. fundamental knowledge of infection control principles as it affects the sterilisation work environment</p> <p>KB9. fundamental knowledge of microbiology as it affects the sterilisation work environment</p> <p>KB10. leak rate test</p> <p>KB11. low temperature sterilisation, including:</p> <ul style="list-style-type: none"> • cycle stages and physical parameters that influence sterilisation outcomes • differences between methods of low temperature sterilisation processes including hydrogen peroxide plasma, peracetic acid and ethylene oxide • significant mechanical components of low temperature sterilisers • the biocidal action of chemical sterilants and impact on sterilisation outcomes

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Facilitate effective low temperature sterilizer function

	<p>KB12. HSE policies, guidelines and symbols and their relevance to working in the sterilisation area</p> <p>KB13. organisational policies and procedures for sterilisation</p> <p>KB14. physical, chemical and biological monitoring devices & the importance of sterilisation technology as a contribution to client safety</p> <p>KB15. process challenge device</p> <p>KB16. range of sterilisation tests</p> <p>KB17. infection prevention guidelines</p> <p>KB18. specific monitoring equipment and procedures for each method of sterilising</p> <p>KB19. standards for record maintenance</p> <p>KB20. steam sterilisation, including cycle stages and physical parameters that influence sterilisation outcomes, principles of steam generation and steam quality that impact on sterilisation outcomes, significant mechanical components of steam sterilisers</p> <p>KB21. monitoring of equipment such as physical parametric, batch control labelling guns, external/internal chemical indicators, biological indicators and incubators, and enzymatic indicators, dryness testing</p> <p>KB22. sterilisation methods currently in use in India</p> <p>KB23. terminology used in sterilising</p> <p>KB24. the legal responsibilities in relation to confidentiality, patient rights, duty of care and implications of negligence</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. complete documentation accurately SA2. complete documentation of tests, cycles, items and proof of process
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. read and interpret policies and procedures, standards operating procedures, HAZMAT information sheets, instruction manuals
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA4. demonstrate communication skills as required by specific work role, including active listening skills, interpreting and following verbal and/or written instructions, reporting incidents
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. make decisions pertaining to the concerned area of work SB2. select and use personal protection equipment
	Plan and Organize

HSS/N6205

Facilitate effective low temperature sterilizer function

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB3. prepare, operate, load and unload sterilisers SB4. organise own workload in accordance with supervisor requirements SB5. address relevant HSE, infection control and manual handling requirements SB6. take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB7. the importance of cleanliness and sterilization as a contribution to client safety
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB8. apply fundamental knowledge of microbiology as it affects the sterilisation work environment SB9. follow organisational policies and procedures for problem solving in relation to steriliser maintenance and service SB10. identify problems with test results
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB11. interpret test results of different types of sterilisation methods
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>Not Applicable</p>

HSS/N6205

Facilitate effective low temperature sterilizer function

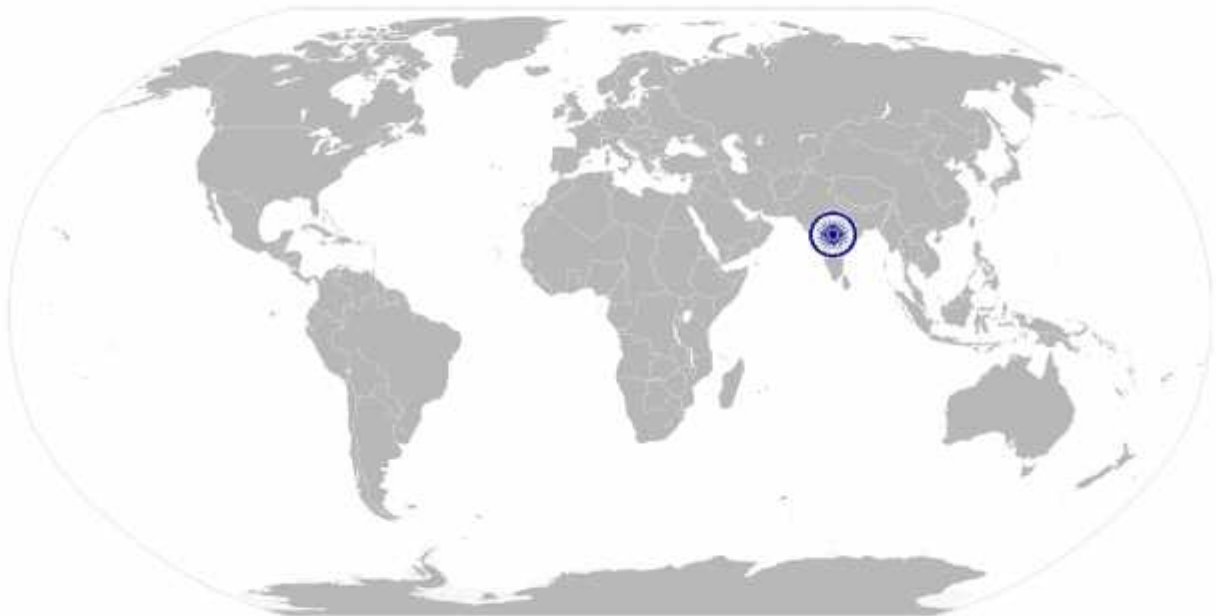
NOS Version Control

NOS Code	HSS/N6205		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/07/17
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	
Occupation	Non Direct Care	Next review date	



HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required in an allied health professional to exhibit and maintain interpersonal relations with co-workers and patients, meeting work requirements and effective team work.

HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

Unit Code	HSS/N 9615
Unit Title (Task)	Maintain interpersonal relationship with patients, colleagues and others
Description	This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Communicating and maintaining professional behavior with co-workers, patients & their families Working with other people to meet requirements Establishing and managing requirements ,planning and organizing work, ensuring accomplishment of the requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating & maintaining professional behavior with co-workers and patients & their families	To be competent, the user/individual on the job must be able to <ul style="list-style-type: none"> PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics PC2. utilize all training and information at one's disposal to provide relevant information to the individual PC3. confirm that the needs of the individual have been met PC4. respond to queries and information needs of all individuals PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality PC6. respect the individual's need for privacy PC7. maintain any records required at the end of the interaction
Working with other people to meet requirements	<ul style="list-style-type: none"> PC8. integrate one's work with other people's work effectively PC9. utilize time effectively and pass on essential information to other people on timely basis PC10. work in a way that shows respect for other people PC11. carry out any commitments made to other people PC12. reason out the failure to fulfill commitment PC13. identify any problems with team members and other people and take the initiative to solve these problems
Establishing and managing requirements	<ul style="list-style-type: none"> PC14. establish, agree, and record the work requirements PC15. ensure his/her work meets the agreed requirements PC16. treat confidential information correctly PC17. work in line with the organization's procedures and policies and within the limits of his/her job role
Knowledge and Understanding (K)	

HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

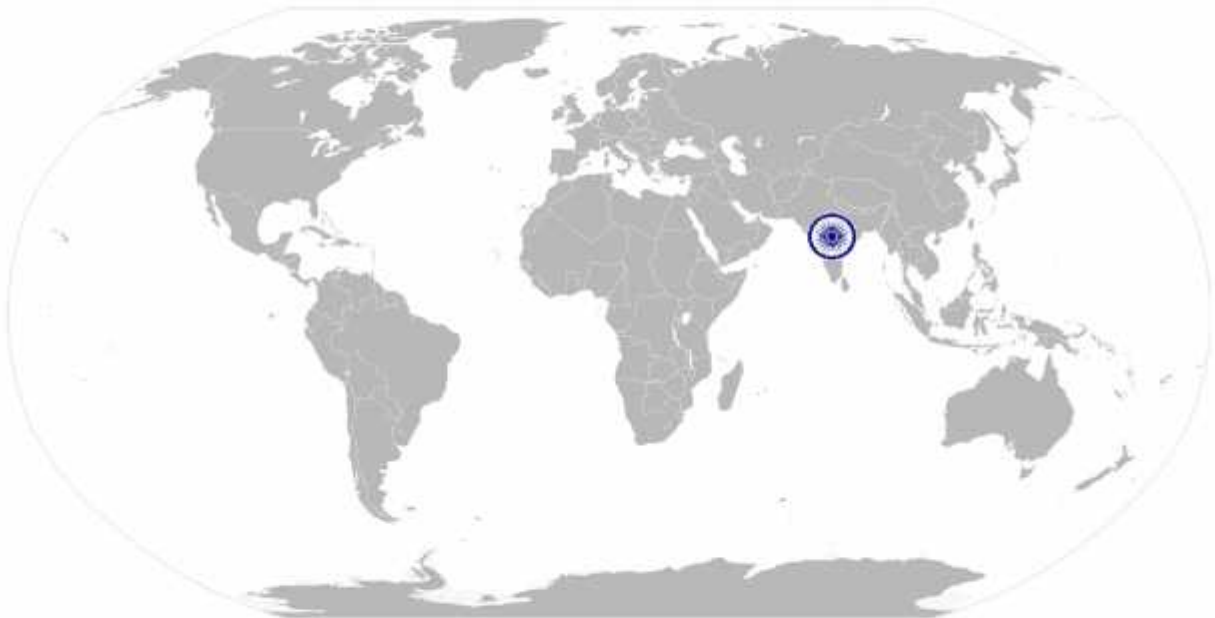
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. the business, mission, and objectives of the organization KA4. the scope of work of the role KA5. the responsibilities and strengths of the team and their importance to the organization KA6. the information that is considered confidential to the organization KA7. effective working relationships with the people external to the team, with which the individual works on a regular basis KA8. procedures in the organization to deal with conflict and poor working relationships KA9. the relevant policies and procedures of the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to communicate effectively (face-to-face, by telephone and in writing) KB2. how to handle stressful or risky situations when communicating with patients and/or other individuals KB3. when to ask for assistance when situations are beyond one's competence and authority KB4. how to maintain confidentiality and respect an individual's need for privacy KB5. how to ensure that all information provided to individuals is from reliable sources KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination KB7. the essential information that needs to be shared with other people KB8. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB9. the importance of integrating ones work effectively with others KB10. the types of working relationships that help people to work well together and the types of relationships that need to be avoided KB11. the types of opportunities an individual may seek out to improve relationships with others KB12. how to deal with difficult working relationships with colleagues and others KB13. the importance of asking the appropriate individual for help when required KB14. the importance of planning, prioritizing and organizing KB15. the importance of clearly establishing work requirement</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. write effectively to share information with the team members SA2. write at least one local/ official language used in the local community SA3. report progress and results SA4. record problems and resolutions</p> <p>Reading Skills</p>

HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read and understand work related documents and information shared by different sources</p> <p>SA6. read organizational 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>SA7. communicate essential information to colleagues face-to-face or through telecommunication</p> <p>SA8. speak at least one local language</p> <p>SA9. question others appropriately in order to understand the nature of the request or compliant</p> <p>SA10. report progress and results</p> <p>SA11. interact with other individuals</p> <p>SA12. negotiate requirements and revised agreements for delivering them</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize files and documents</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. be responsive to problems of the individuals</p> <p>SB4. be available to guide, counsel and help individuals when required</p> <p>SB5. be patient and non-judgmental at all times</p> <p>SB6. communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB8. be sensitive to potential cultural differences</p> <p>SB9. maintain patient confidentiality</p> <p>SB10. 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>SB11. understand problems and suggest an optimum solution after evaluating possible solutions</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>Not applicable</p>


HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

	Critical Thinking
	The user/individual on the job needs to know and understand how to: Not applicable



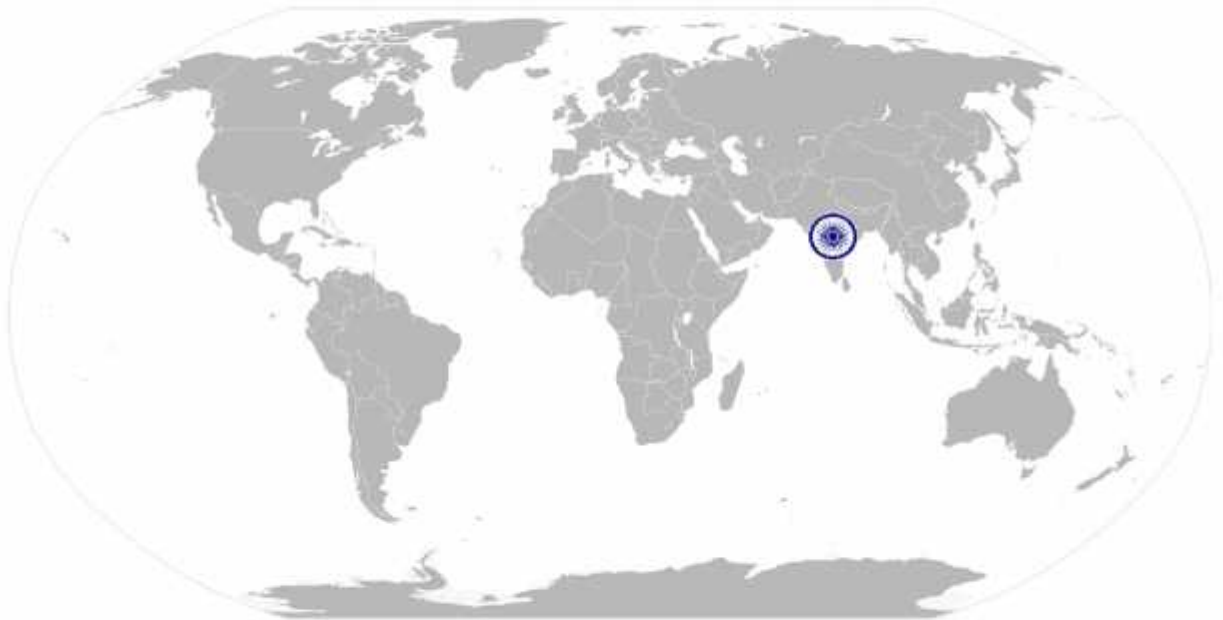
HSS/N 9615 Maintain interpersonal relationship with patients, colleagues and others

NOS Version Control

NOS Code	HSS/N 9615		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to recognize boundaries of the roles and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N 9616

Maintain professional & medico-legal conduct

National Occupational Standard

Unit Code	HSS/N 9616
Unit Title (Task)	Maintain professional & medico-legal conduct
Description	This OS unit is about recognizing the boundaries of the roles and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one’s competence and authority <ul style="list-style-type: none"> ○ Knowing one’s job role ○ Knowing one’s job responsibility ○ Recognizing the job role and responsibilities of co workers • Following the code of conduct and demonstrating best practices in the field
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Acting within the limit of one’s competence and authority	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. adhere to legislation, protocols and guidelines relevant to one’s role and field of practice</p> <p>PC2. work within organizational systems and requirements as appropriate to one’s role</p> <p>PC3. recognize the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority</p> <p>PC4. maintain competence within one’s role and field of practice</p>
Following the code of conduct and demonstrating best practices in the field	<p>PC5.maintain personal hygiene and contribute actively to the healthcare ecosystem</p> <p>PC6.use relevant research based protocols and guidelines as evidence to inform one’s practice</p> <p>PC7.promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC8.identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC9.evaluate and reflect on the quality of one’s work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation, standards, policies & procedures followed in the organization</p> <p>KA2. the medical procedures and functioning of required medical equipment</p> <p>KA3. role and importance of assisting other healthcare providers in delivering care</p>

HSS/N 9616
Maintain professional & medico-legal conduct

organization and its processes)	KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the limitations and scope of the roles and responsibilities of self and others</p> <p>KB2. the importance of working within the limits of one's competence and authority</p> <p>KB3. the importance of personally promoting and demonstrating good practice</p> <p>KB4. The detrimental effects of non-compliance</p> <p>KB5. the importance of intercommunication skills</p> <p>KB6. the legislation, protocols and guidelines affecting one's work</p> <p>KB7. the organizational systems and requirements relevant to one's 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 under different circumstances</p> <p>KB10. the importance of individual or team compliance with legislation, protocols, guidelines and organizational systems and requirements</p> <p>KB11. how to report and minimize risks</p> <p>KB12. the principle of meeting the organization's needs, and how this should enable one to recognize one's own limitations and when one should seek support from others</p> <p>KB13.the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported</p> <p>KB14. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization</p> <p>KB15. 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>KB16. 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 <p>KB17.the importance of personal hygiene</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. document reports, task lists, and schedules</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record daily activities</p> <p>SA4. update other co-workers</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read about changes in legislations and organizational policies</p> <p>SA6.keep updated with the latest knowledge</p>

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Maintain professional & medico-legal conduct

	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to: SA7. discuss task lists, schedules, and work-loads with co-workers SA8. give clear instructions to patients and co-workers SA9. keep patient informed about progress SA10. avoid using jargon, slang or acronyms when communicating with a patient</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work in relation to job role SB2. act decisively by balancing protocols and work at hand</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to: Not applicable</p>
	<p>Customer Centricity</p>
	<p>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 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: Not applicable</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to: Not applicable</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to: Not applicable</p>

HSS/N 9616

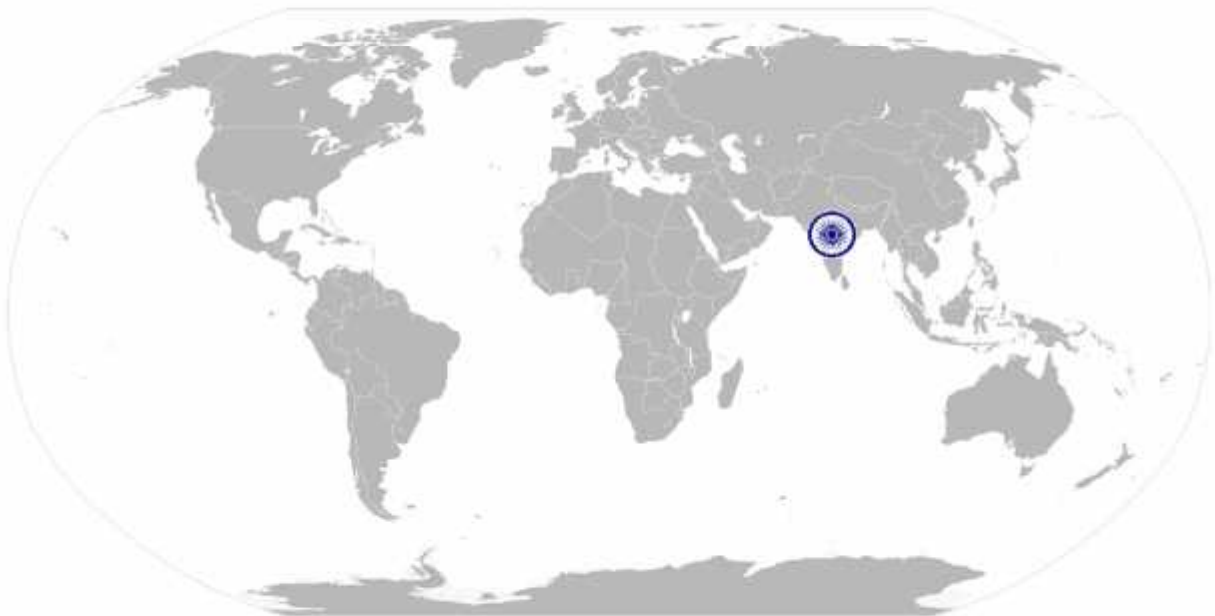
Maintain professional & medico-legal conduct

NOS Version Control

NOS Code	HSS/N 9616		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



National Occupational Standard



Overview

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

HSS/N 9617 Maintain a safe, healthy and secure working environment

Unit Code	HSS/N 9617
Unit Title (Task)	Maintain a safe, healthy and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Complying the health, safety and security requirements and procedures for workplace • Handling any hazardous situation with safety, competently and within the limits of authority • Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Complying the health, safety and security requirements and procedures for workplace	To be competent, the user/individual on the job must be able to PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. comply with health, safety and security procedures for the workplace PC3. comply with health, safety and security procedures and protocols for environmental safety
Handling hazardous situation	PC4. identify potential hazards and breaches of safe work practices PC5. identify and interpret various hospital codes for emergency situations PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority PC7. provide basic life support (BLS) and first aid in hazardous situations, whenever applicable PC8. follow the organization'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
Reporting any hazardous situation	PC11. report any identified breaches in health, safety, and security procedures to the designated person PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the importance of health, safety, and security in the workplace KA2. the basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. the person(s) responsible for maintaining healthy, safe, and secure workplace KA4. the relevant up-to-date information on health, safety, and security that applies

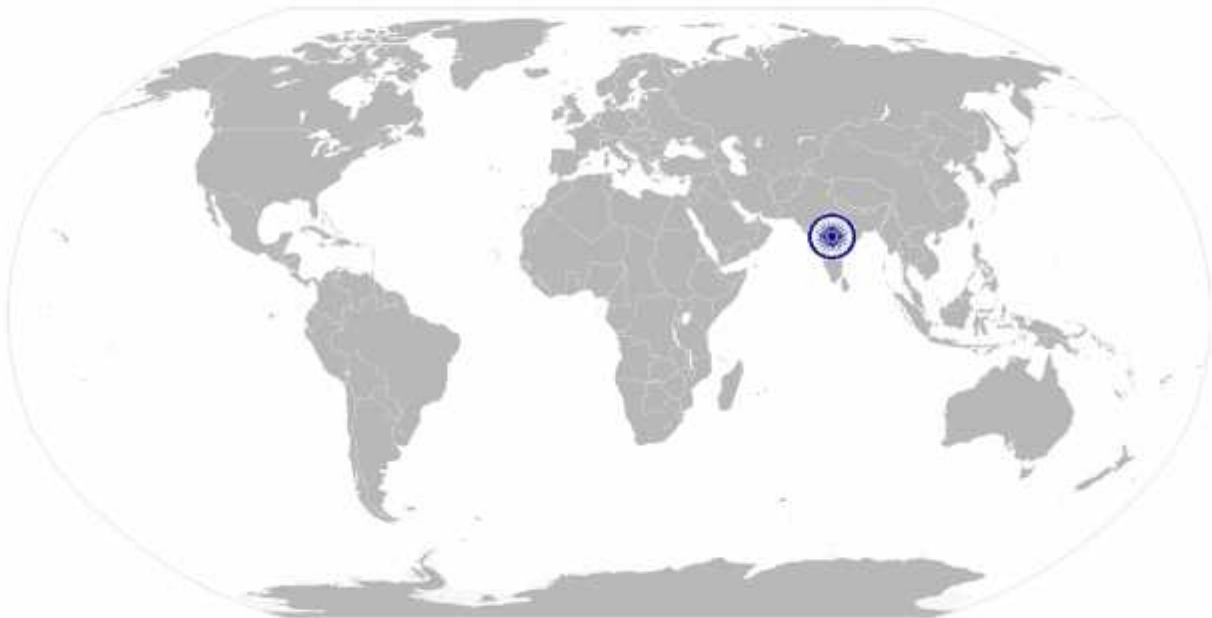
HSS/N 9617 Maintain a safe, healthy and secure working environment

its processes)	to the workplace KA5. the responsibilities of individual to maintain safe, healthy and secure workplace KA6. how to report the hazard
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. requirements of health, safety and security in workplace KB2. how to create safety records and maintain 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
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. clearly report hazards and incidents 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
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan for safety of the work environment
	Customer Centricity
	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
Problem Solving	
The user/individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions	

HSS/N 9617


Maintain a safe, healthy and secure working environment

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently



HSS/N 9617 Maintain a safe, healthy and secure working environment

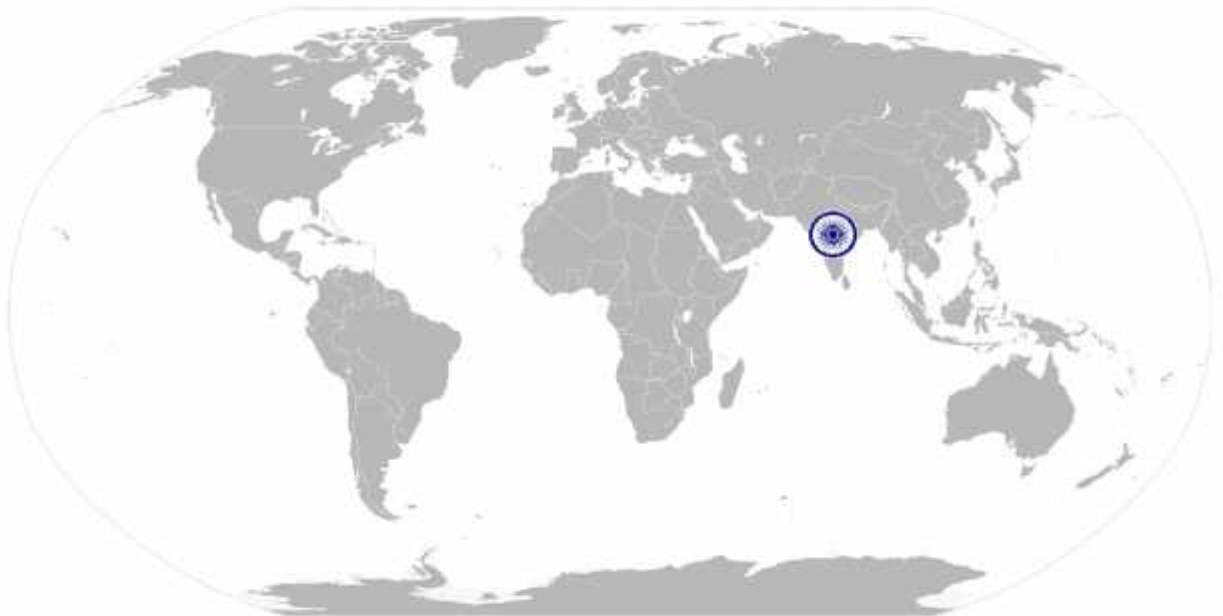
NOS Version Control

NOS Code	HSS/N 9617		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



HSS/N9618 Follow biomedical waste disposal and infection control policies & procedures

National Occupational Standard



Overview

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

HSS/N9618 Follow biomedical waste disposal and infection control policies & procedures

Unit Code	HSS/N 9618
Unit Title (Task)	Follow biomedical waste disposal and infection control policies and procedures
Description	This OS unit is about the safe handling and management of health care waste and following infection control polices.
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 • Complying with effective infection control protocols that ensures the safety of the patient • Maintaining personal protection and preventing the transmission of infection from person to person
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Classification of the Waste Generated, Segregation of Biomedical Waste ,Proper collection and storage of Waste	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>PC2. store clinical or related waste in an area that is accessible only to authorized persons</p> <p>PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter</p>
Complying with effective infection control protocols	<p>PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control</p> <p>PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization</p> <p>PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate</p> <p>PC7. follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC8. remove spills in accordance with the policies and procedures of the organization</p> <p>PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work</p>

HSS/N9618 Follow biomedical waste disposal and infection control policies & procedures

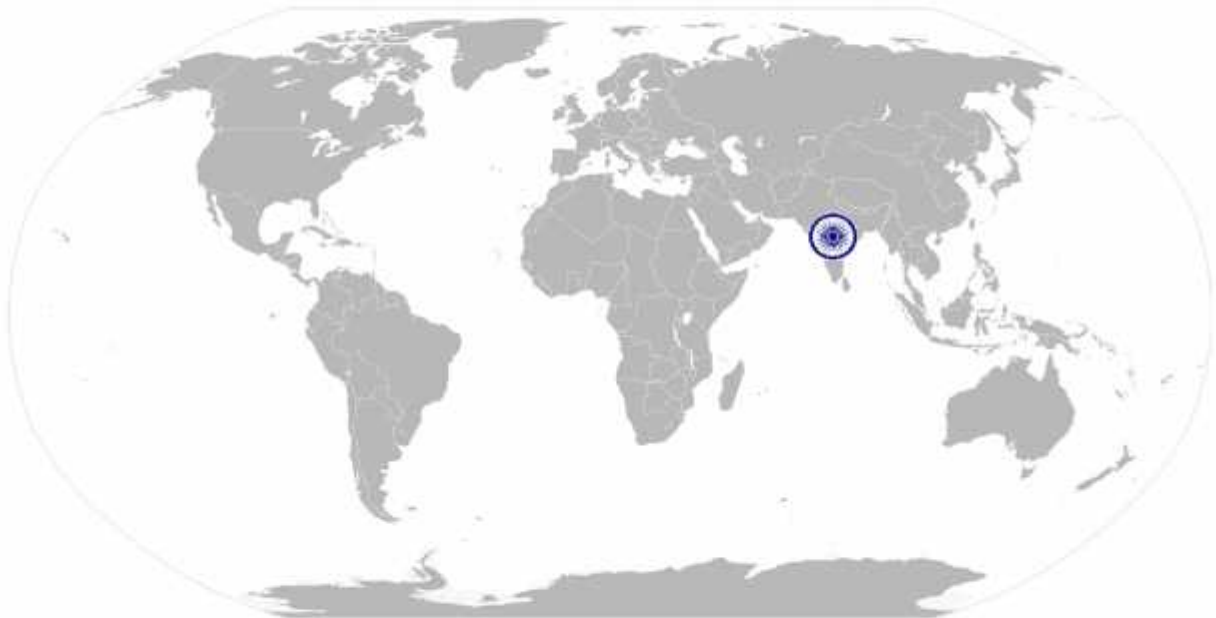
	<p>PC11. confine records, materials and medicaments to a well-designated clean zone</p> <p>PC12. confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
<p>Maintaining personal protection and preventing the transmission of infections from person to person</p>	<p>PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination</p> <p>PC18. cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant up-to-date information on health, safety, and security that applies to the organization</p> <p>KA2. organization's emergency procedures and responsibilities for handling hazardous situations</p> <p>KA3. person(s) responsible for health, safety, and security in the organization</p> <p>KA4. good personal hygiene practice including hand care</p> <p>KA5. The current national legislation, guidelines, local policies and protocols which affect work practice</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release</p> <p>KB2. the importance to adhere to the organizational and national waste management principles and procedures</p> <p>KB3. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these</p> <p>KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment</p>

HSS/N9618 Follow biomedical waste disposal and infection control policies & procedures

	<p>KB7. identification and management of infectious risks in the workplace</p> <p>KB8. aspects of infectious diseases including opportunistic organisms & pathogens</p> <p>KB9. basic microbiology including bacteria and bacterial spores, fungi, viruses</p> <p>KB10. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition</p> <p>KB12. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and infants or elderly</p> <p>KB13. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill</p> <p>KB14. sharps handling and disposal techniques</p> <p>KB15. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed</p> <p>KB17. how to use personal protective equipment</p> <p>KB18. the personal clothing and protective equipment required to manage the different types of waste generated by different work activities</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures pertaining to management of biomedical waste and infection control and prevention
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. listen patiently SA4. 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. take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. consistently maintain clean surfaces and limit contamination
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. 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: SB5. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections

HSS/N9618 Follow biomedical waste disposal and infection control policies & procedures

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards pertaining to hospital waste and related infections
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB7. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act SB8. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues



HSS/N9618 Follow biomedical waste disposal and infection control policies & procedures

NOS Version Control

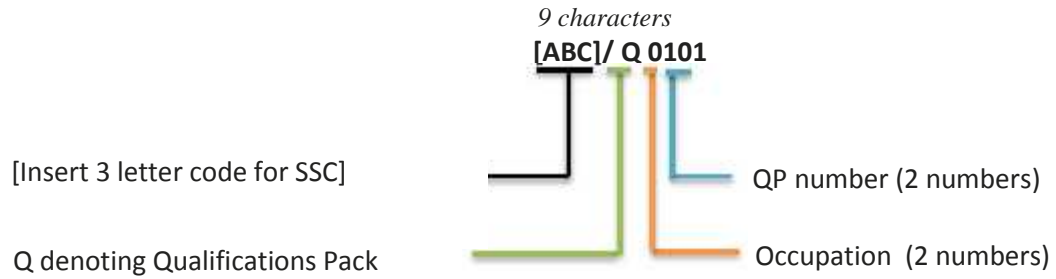
NOS Code	HSS/N 9618		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	6/12/17
Occupation		Next review date	5/12/21



Annexure

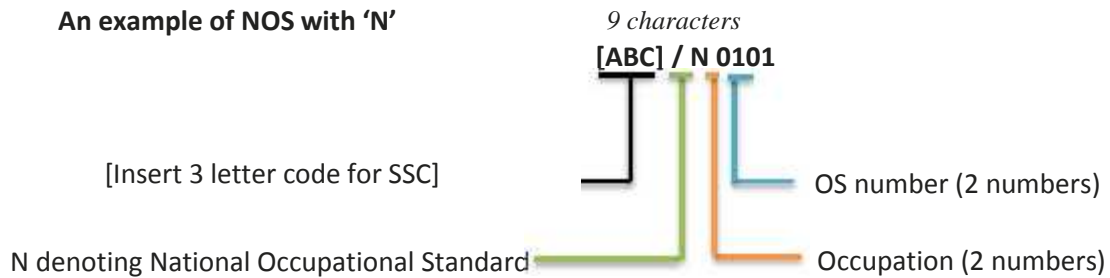
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Central Sterile Service Department Assistant

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Diagnostic	01-20
Curative Services	21-50
Non-direct Care	51-75
Rehabilitative	76-85
Community Related	86-95
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry name	HSS
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Criteria For Assessment Of Trainees

Job Role Central Sterile Service Department Assistant

Qualification Pack HSS/Q6201

Sector Skill Council Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (Theory)	Total Marks (Practical)	Marks Allocation		
				Out Of	Viva	Skills Practical
1. HSS/N 6201 : Facilitate effective cleaning functions in CSSD	PC1 source standards for mechanical washer-disinfectors	20	200	5	3	2
	PC2 determine the type of mechanical cleaning equipment required, utilizing the facility work load and types of surgery performed			5	3	2
	PC3 source local regulations and water quality information for mechanical washer-disinfectors use			10	5	5
	PC4 coordinate to inspect the site prior to installation for correct plumbing, ventilation and floor levels			10	5	5
	PC5 prior to use, determine the criteria for installation, operational and performance qualification of mechanical cleaning			10	5	5

Qualifications Pack For Central Sterile Service Department Assistant

	equipment in conjunction with manufacturer and organization policies					
	PC6 ensure criteria determined include the quality of water hardness and verification of cleaning efficiency			15	5	10
	PC7 coordinate to ensure that documentation for installation qualification is completed by the designated personnel			10	5	5
	PC8 coordinate to ensure documentation for operational qualification are completed by designated personnel			10	5	5
	PC9 complete a risk analysis to determine the type of continual monitoring to be done to ensure annual performance qualification (PQ) results and parameters are achieved			20	5	15
	PC10 develop a monitoring program to ensure annual PQ results and parameters are achieved			10	5	5
	PC11 complete a program for annual PQ, troubleshooting non-compliance			10	5	5
	PC12 identify the range of programs and cycle parameter for different types of washer-disinfectors			20	10	10
	PC13 determine documentation required for printouts, in compliance with standards			10	5	5
	PC14 select chemicals in accordance with instructions from manufacturer of mechanical cleaning equipment			10	5	5
	PC15 determine chemical dosing levels in line with instructions from supplier of chemicals, equipment manufacturer and the quality of water hardness			10	5	5
	PC16 correctly apply appropriate methods for chemical dosing			20	10	10
	PC17 use appropriate testing methods to determine the correct dosing for mechanical cleaning chemicals			5	2	3
	PC18 check washer-disinfector loading for the risk of electro-chemical (galvanic) action on dissimilar metals			5	2	3
	PC19 take appropriate corrective action as required			5	2	3
	Total	20	200	200	92	108
2. HSS/N 6202: Facilitate effective	PC1 ensure maintenance schedules are met with regard to standards	20	200	10	3	7

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functioning of steam sterilizer	PC2 apply practice standards to monitor processes of the sterilisation cycle			10	4	6
	PC3 assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle			10	7	3
	PC4 manage trouble shooting for steriliser failure (eg. wet loads), using a multidisciplinary approach and including investigation of defects and failures			10	4	6
	PC5 ensure planned maintenance schedules are met with regard to standards			10	5	5
	PC6 take action where discrepancies are identified to facilitate repair			10	5	5
	PC7 report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle			10	5	5
	PC8 liaise with engineering and technical services departments and companies			10	6	4
	PC9 initiate change processes when required			10	5	5
	PC10 complete records of results of monitoring, according to organisation policies and procedures			10	5	5
	PC11 complete records of all equipment maintenance and repair			10	7	3
	PC12 review and analyse international industry best practice in relation to steam sterilisers			10	8	2
	PC13 provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice			10	3	7
	PC14 monitor and if necessary, adjust work practices to reflect organisational policies and procedures			10	5	5
	PC15 maintain literature and manufacturer's information relevant to the effectiveness of sterilisation processes			10	5	5
	PC16 liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer			10	5	5

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	PC17 liaise with maintenance personnel/ technicians to identify reasons for not using a particular steriliser			10	7	3
	PC18 identify circumstances in which maintenance personnel should be summoned			10	5	5
	PC19 complete validation, following installation qualification, operational qualification and performance qualification processes			10	5	5
	PC20 complete documentation requirements as required by organisational policies and procedures			10	5	5
	Total	20	200	200	104	96
3. HSS/N 6203: Manage availability, effectiveness and reprocessing of reusable medical devices	PC1 maintain a record of usage as per agreed stock levels	20	200	10	5	5
	PC2 identify stock requirements against usage trends, availability and organisation policies and guidelines			10	5	5
	PC3 monitor quality of stock and storage condition, including temperature, light, humidity, pest control and stock organisation			10	5	5
	PC4 check the quality of new reusable medical devices and packaging material at time of delivery			10	5	5
	PC5 replenish stocks of reusable medical devices and packaging material in order to meet demand			10	5	5
	PC6 prepare maintenance schedules in compliance with operational requirements and manufacturers' guidelines			10	5	5
	PC7 maintain practices that monitor all aspects of reprocessing in compliance with operational requirements and manufacturers' guidelines			10	5	5
	PC8 monitor the collection of data required for monitoring and maintenance of reprocessing			5	3	2
	PC9 complete records of results of monitoring, according to organisational policies and procedures			10	5	5
	PC10 complete records of all equipment maintenance and repair			5	2	3
	PC11 archive records to address legislative requirements			10	5	5
	PC12 maintain, evaluate and act upon non-compliance records and reports			5	2	3

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	PC13 manage recall processes			5	3	2
	PC14 conduct random inspections of all reusable medical devices			10	5	5
	PC15 organise and monitor repair of reusable medical devices when it is beyond the scope of the department or organisation			10	5	5
	PC16 maintain a maintenance and repair record for medical devices			5	3	2
	PC17 follow organisation policies and procedures when reusable medical devices are beyond maintenance and repair			5	2	3
	PC18 develop material to assist sterilisation staff to care for reusable medical devices compliant with manufacturer's information			5	1	4
	PC19 conduct training sessions with sterilisation staff in the care of reusable medical devices			10	5	5
	PC20 maintain a register of sterilisation staff competency in the care of reusable medical devices			10	5	5
	PC21 complete planned and regular random checks of data and tracking systems that monitor the decontamination cycle and machinery performance			10	5	5
	PC22 take action where discrepancies are identified, including recall procedures, machinery maintenance or repair, and chemical review, in accordance with manufacturers' guidelines and organisation policies and procedures			10	5	5
	PC23 follow practices and procedures for tracing back through the decontamination cycle to clients and users			5	3	2
	PC24 report any issues outside sphere of responsibility and competence, without delay and according to organisation policies and procedures			5	2	3
	PC25 follow the protocols for critical incidents and sentinel events investigation			5	2	3
	Total	20	200	200	98	102
4. HSS/N 6204 : Sterilize loads of CSSD	PC1 clean and check steam steriliser, low temperatures steriliser, dry heat steriliser and accessory equipment according to manufacturer's recommendations and organisation policies and procedures	10	200	20	10	10

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PC2 conduct performance test cycles according to organisation policies and procedures and maintain documentation		20	10	10
PC3 observe safety precautions to ensure sterilisers function safely		10	5	5
PC4 assign appropriate cycle and batch control number and complete documentation		5	3	2
PC5 check packaging, sealing and labelling for compatibility with organisation policies and procedures		10	5	5
PC6 check load content and configuration for compliance with annual steriliser performance qualification		10	5	5
PC7 select sterilisation method appropriate to the load		10	5	5
PC8 load steriliser to ensure sterilant contact and according to manufacturer's recommendations		10	5	5
PC9 list and assign load description documentation to the correct cycle and according to organisation policies and procedures		5	3	2
PC10 check steriliser function for sterilant availability e.g. steam to chamber, chemical sterilant container		5	2	3
PC11 check function of physical process recording accessories		5	1	4
PC12 select appropriate cycle in accordance with organisation policies and procedures		5	3	2
PC13 identify, report and troubleshoot according to manufacturer's recommendations and organisation policies and procedures		5	1	4
PC14 follow regular maintenance program and documentation according to organisation policies and procedures		10	5	5
PC15 interpret and document results from physical, chemical and biological tests		5	3	2

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PC16 check sterilisation cycle physical and biological monitoring according to organisation policies and procedures, and record results on completion of cycle			10	5	5
PC17 remove sterilised load immediately on completion of cycle, according to HSE guidelines and organisation policies and procedures			5	3	2
PC18 remove compromised items (damaged, wet), dismantle for reprocessing and record according to organisation policies and procedures			5	2	3
PC19 unload cooled load using appropriate handling techniques in accordance with requirements			5	3	2
PC20 complete the documentation of the sterilising cycle for parametric release			5	2	3
PC21 use ergonomic safe practices when loading and unloading a steriliser			5	3	2
PC22 utilise appropriate precautions for sterilant/sterilising methods in accordance with manufacturer's recommendations and organisation policies and procedures			10	5	5
PC23 adhere to operational monitoring and testing, performance qualification and maintenance of sterilisers and associated equipment and document in accordance with organisation policies and procedures			5	2	3
PC24 comply with documentation requirements for sterilising cycles, batch control and load release control in accordance with organisation protocols and procedures			5	3	2
PC25 report and document all steriliser faults/malfunction and load non-conformance/non-compliance in accordance with organisation policies and procedures			5	2	3
PC26 store and archive documentation in accordance with organisation policies and procedures			5	3	2
Total	10	200	200	99	101

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5. HSS/N 6205: Facilitate effective low temperature sterilizer function	PC1 ensure maintenance schedules are met with regard to standards	10	200	10	5	5
	PC2 apply practice standards to monitor processes of the sterilisation cycle			10	5	5
	PC3 assess the data from monitoring of processes to ensure sterilisers functioning correctly to achieve validation of the sterilisation cycle			10	5	5
	PC4 manage trouble shooting for steriliser failure using a multidisciplinary approach and including investigation of defects and failures			10	5	5
	PC5 ensure planned maintenance schedules are met with regard to standards			10	5	5
	PC6 take action where discrepancies are identified to facilitate repair			10	5	5
	PC7 report any issues outside sphere of responsibility and competence to designated authority to achieve validation of the sterilisation cycle			10	5	5
	PC8 liaise with engineering and technical services departments and companies			10	5	5
	PC9 initiate change processes when required			10	5	5
	PC10 complete records of results of monitoring, according to organisation policies and procedures			20	10	10
	PC11 complete records for maintenance and repair of equipment's			20	10	10
	PC12 review and analyse international industry best practice in relation to the type of low temperature steriliser being used			10	5	5
	PC13 provide input into organisation policies and procedures that reflects findings from review and analysis of international industry best practice			10	5	5
	PC14 monitor and if necessary, adjust work practices to reflect organisational policies and procedures, understand the limitations of the low temperature sterilizer in use			20	10	10

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	PC15 liaise with maintenance personnel/technicians to determine when not to use a particular sterilizer and identify reasons for not using a particular steriliser			10	5	5
	PC16 liaise with maintenance personnel/ technicians to determine circumstances in which maintenance personnel should be summoned			20	10	10
	Total	10	50	200	100	100
6. HSS/N 9615: Maintain Interpersonal relationship with colleagues, patients and others	PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics	5	50	5	2	3
	PC2. Utilize all training and information at one's disposal to provide relevant information to the individual			3	1	2
	PC3. Confirm that the needs of the individual have been met			2	0	2
	PC4. Respond to queries and information needs of all individuals			2	1	1
	PC5. Adhere to guidelines provided by one's organization or regulatory body relating to confidentiality			2	1	1
	PC6. Respect the individual's need for privacy			5	2	3
	PC7. Maintain any records required at the end of the interaction			2	1	1
	PC8. Integrate one's work with other people's work effectively			2	1	1
	PC9. Utilize time effectively and pass on essential information to other people on timely basis			5	2	3
	PC10. Work in a way that shows respect for other people			2	1	1
	PC11. Carry out any commitments made to other people			2	1	1
	PC12. Reason out the failure to fulfill commitment			2	1	1
	PC13. Identify any problems with team members and other people and take the initiative to solve these problems			2	1	1
	PC14. establish, agree, and record the work requirements			2	1	1
	PC15. Ensure his/her work meets the agreed requirements			2	1	1
	PC16. Treat confidential information correctly			5	2	3

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	PC17. Work in line with the organization's procedures and policies and within the limits of his/her job role			5	2	3
	TOTAL	5	50	50	21	29
7.HSS/N 9616: Maintain professional & medico-legal conduct	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	5	50	5	2	3
	PC2. Work within organizational systems and requirements as appropriate to one's role			5	2	3
	PC3. Recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority			10	5	5
	PC4. Maintain competence within one's role and field of practice			5	2	3
	PC5. Maintain personal hygiene and contribute actively to the healthcare ecosystem			5	2	3
	PC6. Use relevant research based protocols and guidelines as evidence to inform one's practice			5	2	3
	PC7. Promote and demonstrate good practice as an individual and as a team member at all times			5	2	3
	PC8. Identify and manage potential and actual risks to the quality and safety of practice			5	2	3
	PC9. Evaluate and reflect on the quality of one's work and make continuing improvements			5	2	3
	TOTAL	5	50	50	21	29
8. HSS/N9617: Maintain a safe, healthy and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	5	50	2	1	1
	PC2. Comply with health, safety and security procedures for the workplace			2	1	1
	PC3. Comply with health, safety and security procedures and protocols for environmental safety			2	1	1
	PC4. Identify potential hazards and breaches of safe work practices			5	2	3
	PC5. Identify and interpret various hospital codes for emergency situations			5	2	3
	PC6. Correct any hazards that individual can deal with safely, competently and within the limits of authority			4	2	2

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	PC7. Provide basic life support (BLS) and first aid in hazardous situations, whenever applicable			5	2	3
	PC8. Follow the organization’s emergency procedures promptly, calmly, and efficiently			5	2	3
	PC9. Identify and recommend opportunities for improving health, safety, and security to the designated person			5	2	3
	PC10. Complete any health and safety records legibly and accurately			5	2	3
	PC11. Report any identified breaches in health, safety, and security procedures to the designated person			5	2	3
	PC12. 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			5	2	3
	Total	5	50	50	21	29
9. HSS/N9618: Follow biomedical waste disposal and infection control policies and procedures	PC1. Handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release	5	50	5	2	3
	PC2. Store clinical or related waste in an area that is accessible only to authorized persons			5	2	3
	PC3. Minimize contamination of materials, equipment and instruments by aerosols and splatter			2	1	1
	PC4. Apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control			2	1	1
	PC5. Identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization			2	1	1
	PC6. Follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate			2	1	1
	PC7. Follow protocols for care following exposure to blood or other body fluids as required			2	1	1
	PC8. Remove spills in accordance with the policies and procedures of the organization			2	1	1
	PC9. Clean and dry all work surfaces with a neutral detergent and warm water solution			5	2	3

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before and after each session or when visibly soiled					
PC10: Demarcate and maintain clean and contaminated zones in all aspects of health care work			2	1	1
PC11. Confine records, materials and medicaments to a well-designated clean zone			2	1	1
PC12. Confine contaminated instruments and equipment to a well-designated contaminated Zone			2	1	1
PC13. Decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols			2	1	1
PC14. Replace surface covers where applicable			3	1	2
PC15. Maintain and store cleaning equipment			2	1	1
PC16. Report and deal with spillages and contamination in accordance with current legislation and procedures			2	1	1
PC17. Maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination			2	1	1
PC18. Cover cuts and abrasions with water-proof dressings and change as necessary			2	1	1
PC19. Change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact			2	1	1
PC20. Perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection			2	1	1
Total	5	50	50	23	27
Grand Total	Theory	Practical	Total		
	100	1000	1100		