

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

What are Occupational Standards (OS)?

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

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Contents

1. Introduction and Contacts..... Page 1
2. Qualifications Pack..... Page 2
3. OS Units..... Page.7
4. Glossary of Key Terms Page 4
5. Assessment Criteria.....Page 108

Introduction

Qualifications Pack- General Duty Assistant

SECTOR: HEALTH

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: General Duty Assistant

REFERENCE ID: HSS/ Q 5101

NCO CODE : NCO-2004/3231.3

General Duty Assistant - Healthcare (GDA) are also known as “Nursing Care Assistant”, “Nursing Assistant” , “Nursing Aide”, “Bedside Assistant” or “Orderlie” when working in a hospital environment.

Brief Job Description: Individual on the job provides patient care and help maintain a suitable environment. Some of the key responsibilities of the General Duty Assistant are to provide patient’s daily care, patient’s comfort, patient’s safety and patient’s health needs.

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

Job Details	Qualifications Pack Code	HSS/Q 5101		
	Job Role	General Duty Assistant		
	Credits(NSQF)	TBD	Version number	1.0
	Industry	Health	Drafted on	12/05/13
	Sub-sector	Allied Health & Paramedics	Last reviewed on	22/05/13
	Occupation	General Duty Assistant	Next review date	22/12/16
	NSQC Clearance on	18/05/2015		
	Job Role	General Duty Assistant		
	Role Description	Individual on the job provides patient care and help maintain a suitable environment. Some of the key responsibilities of the General Duty Assistant are to provide patient's daily care, patient's comfort, patient's safety and patient's health needs.		
	NSQF level	4		
Minimum Educational Qualifications	Preferably Class X, but Class VIII is also considered in certain situations			
Maximum Educational Qualifications	Not Applicable			
Minimum Job Entry Age	18 Years			
Experience	Not Applicable			

<p>Applicable National Occupational Standards (NOS)</p>	<p>HSS/ N 5101: Assist nurse in bathing patient HSS/ N 5102: Assist nurse in grooming the patient HSS/ N 5103: Assist patient in dressing-up HSS/ N 5104: Support individuals to eat and drink HSS/ N 5105: Assist patient in maintaining normal elimination HSS/ N 5106: Transferring patient within the hospital HSS/ N 5107: Communicating appropriately with co-workers HSS/ N 5108: Prevent and control infection HSS/ N 5109: Assist nurse in performing procedures as instructed in the care plan HSS/ N 5110: Assist nurse in observing and reporting change in patient condition HSS/ N 5111: Assist nurse in measuring patient parameters accurately HSS/ N 5112: Respond to patient's call HSS/ N 5113: Clean medical equipment under supervision of nurse HSS/ N 5114: Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor HSS/ N 5115: Carry out last office (death care) HSS/ N 9603: Act within the limits of your competence and authority HSS/ N 9604: Work effectively with others HSS/ N 9605: Manage work to meet requirements HSS/ N 9606: Maintain a safe, healthy and secure environment HSS/ N 9607: Practice Code of conduct while performing duties HSS/ N 9609: Follow biomedical waste disposal protocols</p> <p>Optional: N.A</p>
<p>Performance Criteria</p>	<p>As described in the relevant OS units</p>

Keywords /Terms	Description
Biomedical Waste	Biomedical waste consists of solids, liquids, sharps, and laboratory waste that are potentially infectious or dangerous and are considered biowaste.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
Nil by mouth	A medical instruction, for patients who may not take any substances orally for various reasons
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.

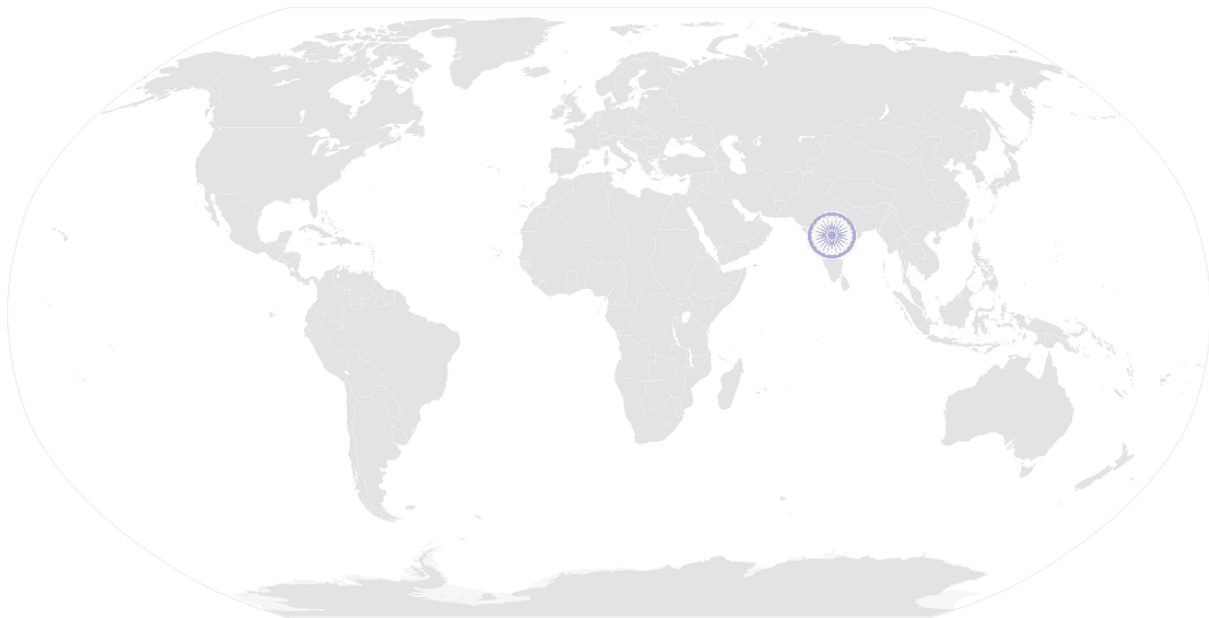
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
AIDS	Acquired Immune Deficiency Syndrome
GDA	General Duty Assistant
HIV	Human Immuno-deficiency Virus
IV	Intravenous
NOS	National Occupational Standards
QP	Qualifications Pack

Acronyms

HSS/ N 5101:

Assist the nurse in bathing the patient

National Occupational Standards



Overview

This OS unit is about bathing a patient by General Duty Assistant. The purpose of bathing for a patient is to cleanse the skin, stimulating blood circulation to the skin, improving self-image, reducing body odour and promoting range of motion exercise.

HSS/ N 5101:

Assist the nurse in bathing the patient

National Occupational Standard

Unit Code	HSS/ N 5101
Unit Title (Task)	Assist nurse in bathing the patient
Description	This OS unit is about bathing a patient by General Duty Assistant. The purpose of bathing for a patient is to cleanse the skin, stimulating blood circulation to the skin, improving self-image, reducing body odour and promoting range of motion exercise.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Considering patient preference and conditions when determining: <ul style="list-style-type: none"> ○ Type ○ Time and ○ Frequency of bath <p>Choosing the type of bath that is recommended as per the guidelines from the following list:</p> <ul style="list-style-type: none"> ○ Complete Bed bath ○ Partial Bath ○ Tub bath ○ Shower <p>Giving importance to patient's privacy needs</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain the patient privacy and encourage patient do as much as possible to promote independence</p> <p>PC2. Identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort</p> <p>PC3. Check water temperature before patient checks in</p> <p>PC4. Follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes</p> <p>PC5. Dry patient skin by patting with a towel which decreases friction and prevents skin breakdown</p> <p>PC6. Never leave a patient unattended in bath room</p> <p>PC7. Wash from cleanest to dirtiest</p> <p>PC8. Observe and report unusual findings to the nurse</p> <p>PC9. Offer patient back rub after bathing and at bed time to stimulate circulation and relieve stress</p> <p>PC10. Apply lotion to dry skin if requested</p> <p>PC11. Clean tub shower chair before and after each use</p> <p>PC12. Always check each patients skin after bathing</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. How to perform patient bath based on patient condition as per protocols</p> <p>KA2. How to collect and record feedback about the services</p>

HSS/ N 5101:

Assist the nurse in bathing the patient

Healthcare provider/ Organisation and its processes)	<p>KA3. How to and whom to inform in case of observing something which is clinically important</p> <p>KA4. Relevant protocols, good practices, standards, policies and procedures</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to drape and undrape the patient</p> <p>KB2. How to perform back rub</p> <p>KB3. How to shower, complete bed bath, partial bed bath or tub bath the patient</p> <p>KB4. How to ensure that proper procedures and processes are followed</p> <p>KB5. The basic functionalities of the applications that are used during the bathing</p> <p>KB6. During Bathing observe and report any of the following</p> <ol style="list-style-type: none"> Colour changes of the lip Rashes, dry skin, bruises, broken skin, reddened areas, abnormal skin temperature Drainage, bleeding, complaints of pain and itching
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record the completion of the bathing procedure with relevant details by marking the template</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read the doctor/nurse instructions and interpret it correctly and cross check that with the ward nurse for proper understanding</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Discuss procedures with the patient and make him/ her feel comfortable</p> <p>SA4. Answer questions that patient may have</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions regarding the best bathing way</p> <p>SB2. Apply best practices in existing processes to drive improvements</p>
	Plan and Organise
<p>The user/individual on the job needs to know and understand:</p> <p>SB3. Plan the time for giving the bath to the patient and organise the same with</p>	

HSS/ N 5101:

Assist the nurse in bathing the patient

	other team members if they are needed
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB4. All activities related to performing patient bathing are performed keeping in consideration the patient benefits
	Problem Solving
	The user/individual on the job needs to know and understand:
	SB5. That if there is an unusual finding than seek the help of nurse for solving the problem
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. Use the existing experience for improving the comfort during bathing process
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

HSS/ N 5101:

Assist the nurse in bathing the patient

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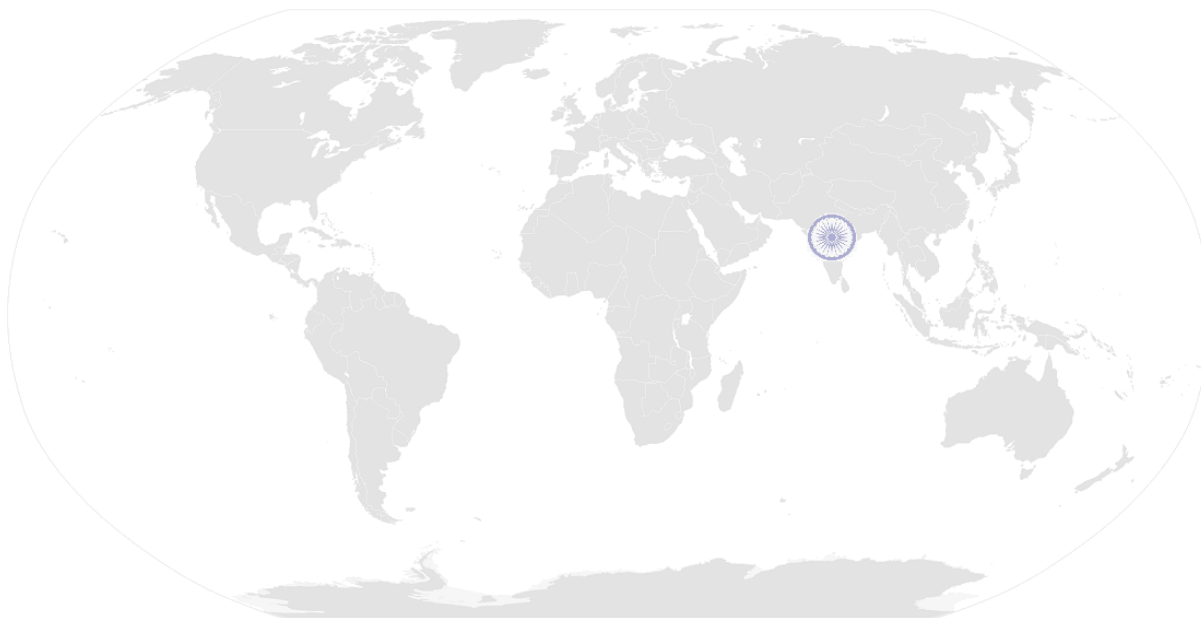
NOS Code	HSS/ N 5101		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5102:

Assist nurse in grooming the patient

National Occupational Standards



Overview

This OS unit is about grooming a patient by General Duty Assistant. The purpose of grooming is to promote mental, physical and personal health and also social wellbeing of the patient. This OS provides assistance about performing tasks such as caring for teeth, shaving and brushing hair.

HSS/ N 5102:

Assist nurse in grooming the patient

National Occupational Standard

Unit Code	HSS/ N 5102
Unit Title (Task)	Assist nurse in grooming the patient
Description	This OS unit is about grooming a patient by General Duty Assistant. The purpose of grooming is to promote mental, physical and personal health and also social wellbeing of the patient. This OS provides assistance about performing tasks such as caring for teeth, shaving and brushing hair.
Scope	<p>This unit covers assisting nurse in grooming the patient:</p> <ul style="list-style-type: none"> • Depending on the patient condition and request GDA has to make a decision on the kind of grooming support that needs to be provided to the patient from the list below: <ul style="list-style-type: none"> ○ Hair Styling and Makeup ○ Shaving ○ Brushing (Mouth care) ○ Finger and Toe nail Care ○ Maintain the grooming routine, if already established by the patient and encourage the patient to do it on their own. Always use simpler and safer grooming tools. ○ Constant encouragement and compliments will enhance self-grooming efforts
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain the patient's privacy and encourage patient do as much as possible to promote independence</p> <p>PC2. Show patient how they look after the grooming task is finished</p> <p>PC3. Use standard precautions and protocols for shaving and cutting nails</p> <p>PC4. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling</p> <p>PC5. Rinse toothpaste thoroughly from the mouth after brushing</p> <p>PC6. Store dentures in cool water with patients name to avoid confusion</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The importance of grooming and various functions included under grooming</p> <p>KA2. How to perform and modify grooming tasks based on patient condition e.g. dementia, diabetes and paralysis.</p> <p>KA3. Whom to inform in case of observing something which is clinically important</p> <p>KA4. Relevant protocols, good practices, standards, policies and procedures related to grooming</p>

HSS/ N 5102:

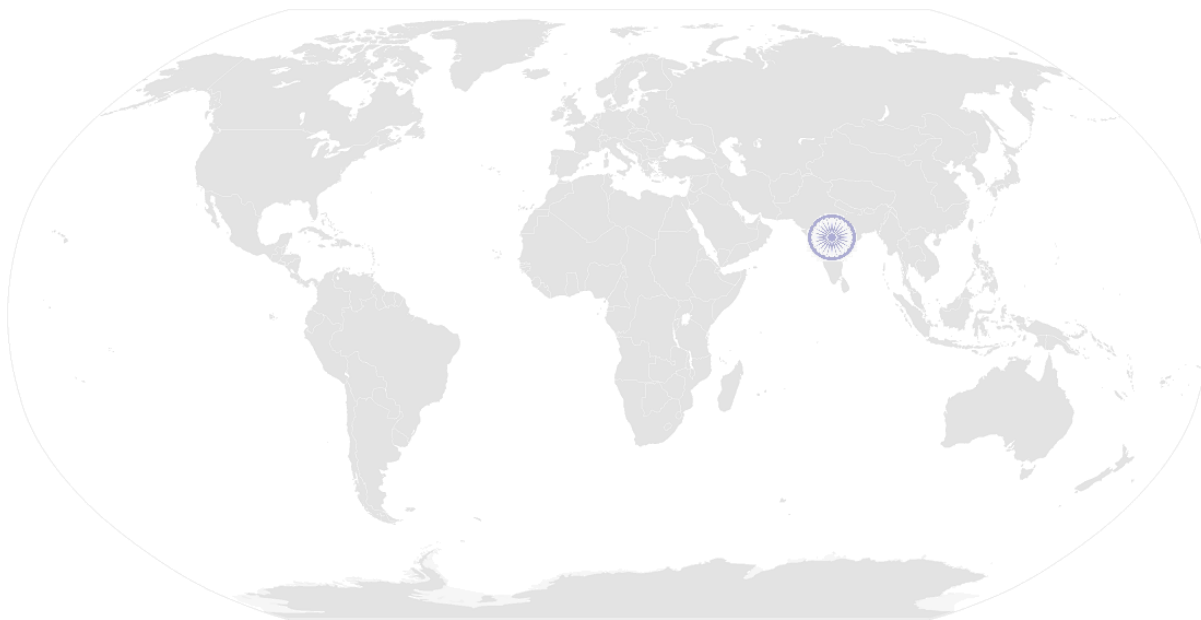
Assist nurse in grooming the patient

B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to clean dentures and store them KB2. How to perform brushing and oral care in unconscious patients KB3. How to prepare patient for hair styling KB4. How to prepare patient before cutting the nails KB5. How to prepare patient before providing oral care KB6. How to make sure that proper procedures and processes are followed</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. Record the completion of the grooming procedure on the template SA2. Record observations if any made during the procedure on the template</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read the doctor/nurse instructions and interpret it correctly and confirm that with nurse before taking any action</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>SA4. Discuss the specific grooming procedure with the patient and make them feel comfortable SA5. Answer the patient questions regarding their grooming needs</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 regarding the best way to perform a particular grooming function (hair care, oral care or nail care) depending upon the patient's condition. SB2. Apply best practices in existing processes to drive improvements SB3. Modify procedure to prevent spread of infection</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to:</p> <p>SB4. Ensure that all necessary equipment required to perform a particular grooming task are handy SB5. Ensure personal protective gear is used while grooming contagious and infected patients</p> <p>Patient Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Use patient centric approach and make the patient feel comfortable</p>

HSS/ N 5102:

Assist nurse in grooming the patient

	SB7. Ensure patient privacy
	Problem Solving
	Not Applicable
	Analytical Thinking
	Not Applicable
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

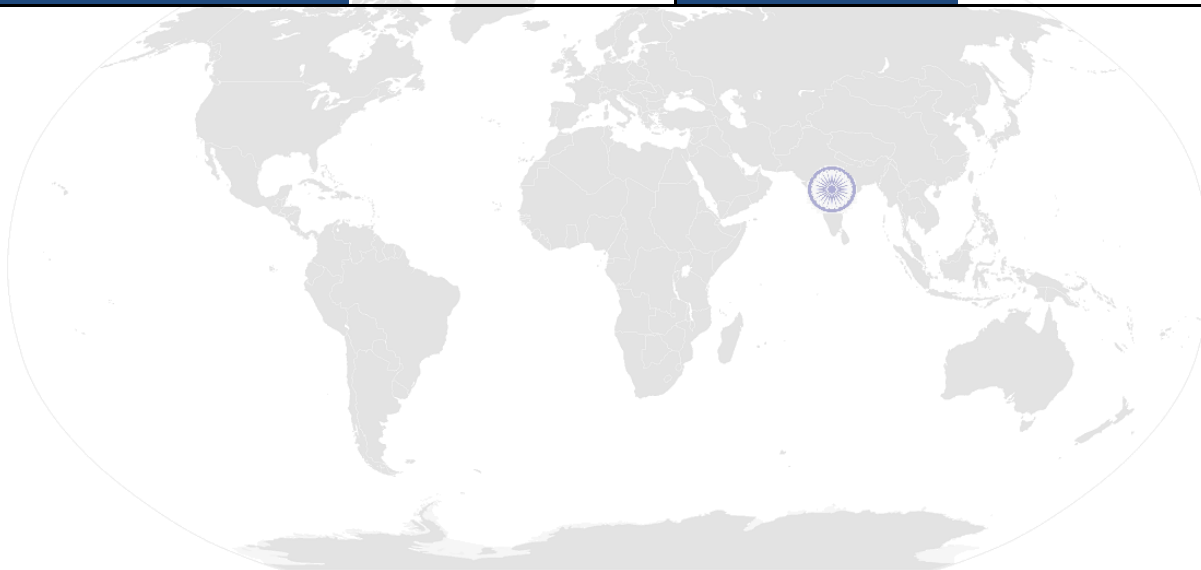


HSS/ N 5102:

Assist nurse in grooming the patient

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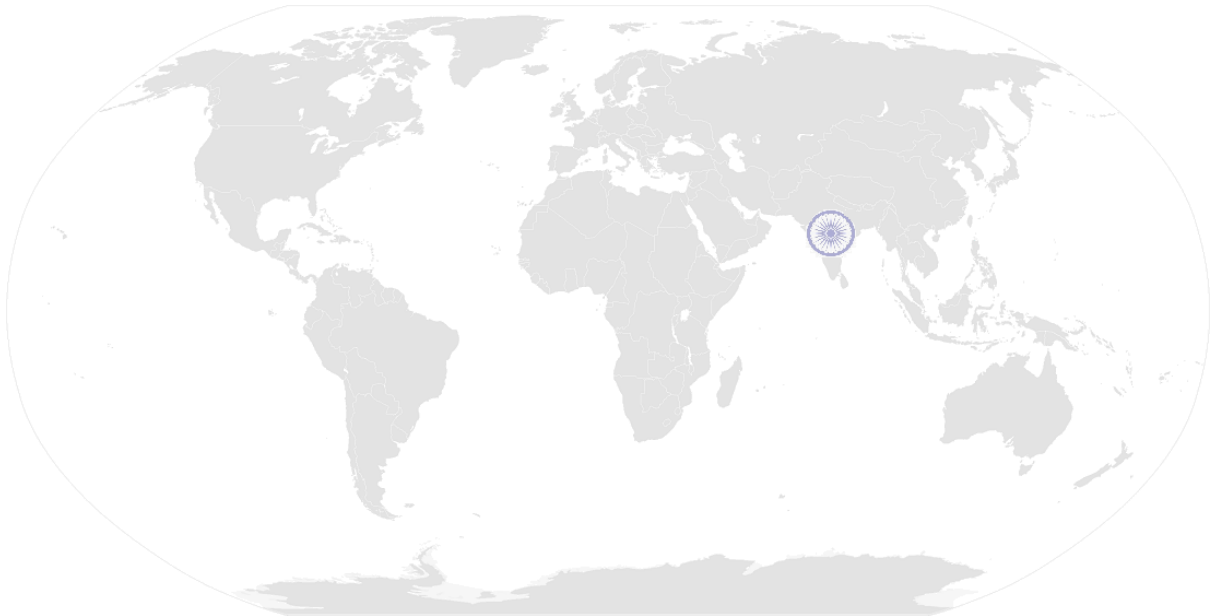
NOS Code	HSS/ N 5102		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5103:

Assist patient in dressing

National Occupational Standards



Overview

This OS unit is about dressing a patient by General Duty Assistant. The purpose of dressing is to help them continue with the daily ritual of dressing and boost their esteem and mood at the same time. It helps promote their individuality and personality and makes them feel good about themselves.

HSS/ N 5103:

Assist patient in dressing

National Occupational Standard

Unit Code	HSS/ N 5103
Unit Title (Task)	Assist patient in dressing
Description	This OS unit is about dressing a patient by General Duty Assistant. The purpose of dressing to help them continue with the daily ritual of dressing and boost their esteem and mood at the same time. It helps promote their individuality and personality and makes them feel good about themselves.
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> • Consideration needs to be given to the following while dressing the patient: <ul style="list-style-type: none"> ○ The steps involved in the process of dressing like which limb to undress first ○ Ensure that the clothing is comfortable as per the patients need (woollens in cold weather and cotton in warm weather) ○ Right size of shoes and slippers with non-slip surface to avoid falls ○ Maintaining patient privacy by following a correct technique of undressing and dressing <p>During dressing observe and ensure that:</p> <ul style="list-style-type: none"> ○ Cloths fit the patient ○ Remove all accessories like belts, jewellery and scarfs to avoid inconvenience ○ Shoes/slippers are of the right size and non-slippery to prevent fall
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain the patient privacy and encourage patient do as much as possible to promote independence</p> <p>PC2. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs:</p> <p>KA1. To understand standard protocols for undressing and dressing the patient to prevent spread of infection</p> <p>KA2. To know about the organisation processes and codes for different dresses for patient</p> <p>KA3. To know the importance of clothing and dressing the patient using right techniques as per the protocols</p> <p>KA4. To collect and record feedback about the services at the helpdesk</p> <p>KA5. To follow and understand relevant protocols, good practices, standards, policies and procedures</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand:

HSS/ N 5103:

Assist patient in dressing

	<p>KB1. How to undress a patient with minimum discomfort</p> <p>KB2. How to inform in case of observing something which is clinically important e.g. bed sores</p> <p>KB3. How to dress a patient without causing discomfort</p> <p>KB4. Dressing procedure to prevent spread of infection</p> <p>KB5. Appropriate clothing depending upon the patient's condition and the general environment</p> <p>KB6. How to manage additional equipment like catheter or IV lines (Intravenous) while performing the dressing task</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Record observations made during the procedure on the template
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. Read the doctor/nurse instructions and confirm that with nurse before taking any action
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. Discuss the dressing procedure with the patient and make him feel comfortable
	SA4. Take verbal orders from the provider
	SA5. Answer the questions that patient have with regard to their dressing needs including the type of clothing.
	SA6. Explain to the patient the dressing procedure while performing it to minimise resistance and reduce pain
	SA7. Inform the ward nurse on completion of the procedure
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand:
	SB1. How to make decisions regarding the appropriate clothing requirement of the patient
	SB2. Steps involved in the dressing process e.g. which limb to undress first
	Plan and Organise
The user/individual on the job needs to know and understand:	
SB3. Steps involved in dressing like Undress the unaffected limb first to minimise movements and rolling the soiled gown from neck downwards beneath the sheet to prevent infection	
SB4. How to ensure patient dress is clean and dry	
SB5. How to avoid soiling of linen during the process	

HSS/ N 5103:

Assist patient in dressing

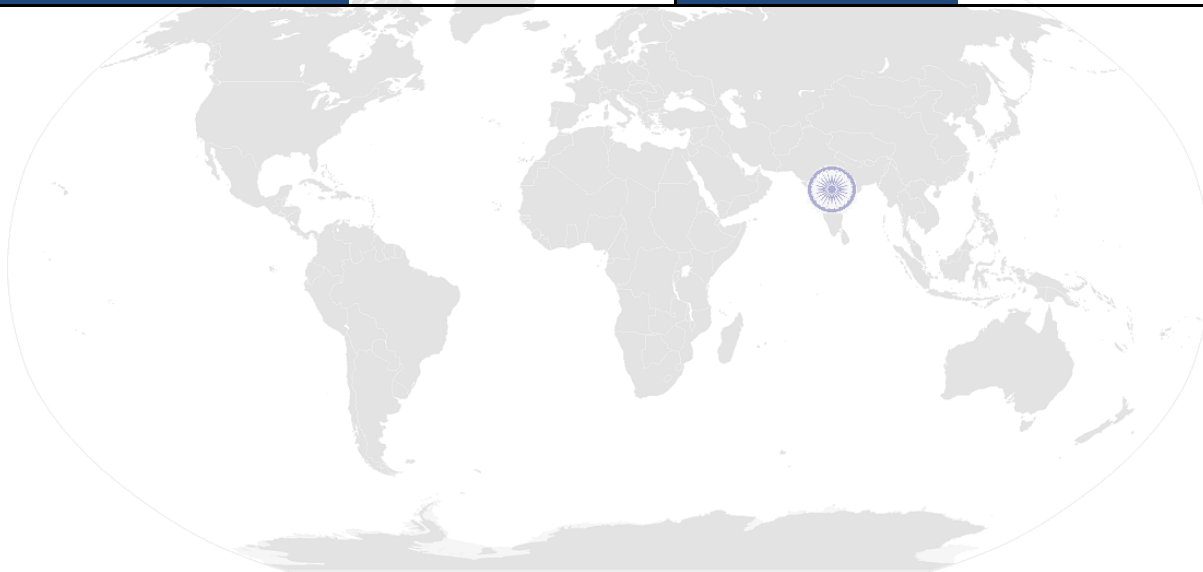
	Patient Centricity
	The user/individual on the job needs to know and ensure that:
	SB6. The clothing is dry, clean and of a suitable size for the patient
	SB7. The fasteners are available and secured for patients convenience
	SB8. The footwear is of the right size and non-slip to prevent fall
	SB9. Painful movements are minimised during the dressing procedure.
	SB10. Patient privacy is maintained
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB11. Ensure appropriate dressing technique to prevent spread of infection to other parts	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB12. Interpret the patient needs related to dressing and provide solution compassionately	
SB13. Use the existing experience for improving the comfort during the dressing process	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB14. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

HSS/ N 5103:

Assist patient in dressing

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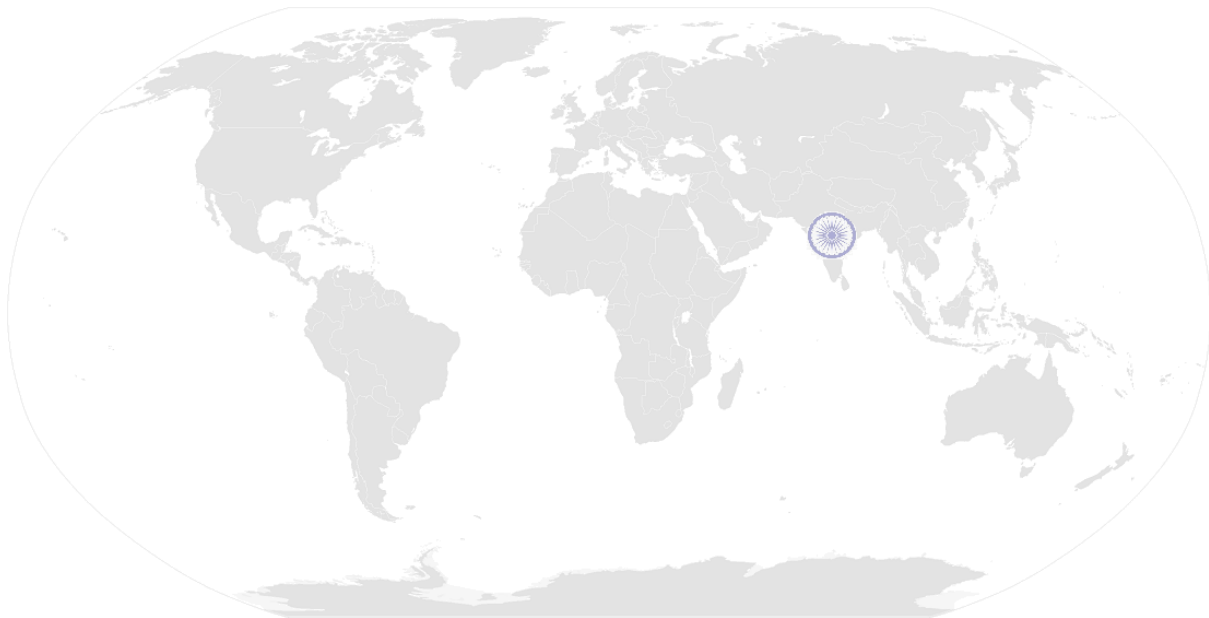
NOS Code	HSS/ N 5103		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5104:

Support individuals to eat and drink

National Occupational Standards



Overview

This OS unit is about feeding a patient by General Duty Assistant. The purpose of feeding is to provide nutrition for physical and mental wellbeing, increase energy levels, enhance immunity and hasten the healing process.

HSS/ N 5104:

Support individuals to eat and drink

National Occupational Standard

Unit Code	HSS/ N 5104
Unit Title (Task)	Support individuals to eat and drink
Description	This OS unit is about feeding a patient by General Duty Assistant. The purpose of feeding is to provide nutrition for physical and mental wellbeing, increase energy levels, enhance immunity and hasten the healing process.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Consideration to the following are to be given due importance by GDA when feeding <ul style="list-style-type: none"> ○ Religion and cultural background ○ Nature of the illness and condition of the patient ○ Personal preferences ○ Financial condition of the patient/relatives <p>Ensuring a healthy and well-balanced diet is fed to the patient in order to ensure recovery from the condition. Patient preferences need to be given due consideration</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Make the patient comfortable and encourage eating as recommended</p> <p>PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient</p> <p>PC3. Feed through spoon</p> <p>PC4. Assist in elimination and oral care prior to feeding</p> <p>PC5. Wash hands and mouth after feeding</p> <p>PC6. Measure input and record them</p> <p>PC7. During feeding observe and ensure that:</p> <ol style="list-style-type: none"> a. Elimination process is completed before feeding b. Oral care and grooming is performed before feeding c. The patient is comfortable when being fed d. The food provided is according to the dietary prescription of the prescribing physician or dietician <p>PC8. Patient is not having symptoms of distress like coughing and regurgitation</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Whom to inform in case of observing patient problems while feeding</p> <p>KA2. Relevant protocols, good practices, standards, policies and procedures for feeding</p>

HSS/ N 5104:

Support individuals to eat and drink

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance of balanced and healthy diet as prescribed by the physician</p> <p>KB2. How to wipe patients mouth and keep the cloths clean and prevent spilling to maintain patient dignity and hygiene</p> <p>KB3. How to wash hands and maintain hygiene to prevent spread of infections</p> <p>KB4. How to feed using spoon or through Ryle's tube</p> <p>KB5. Appropriate diet for different medical conditions</p> <p>KB6. Ability to identify symptoms like choking or uneasiness while feeding and communicate them in correct language to the nurse/ physician</p> <p>KB7. How to measure intake and record it</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. Record the unusual symptoms during the feeding procedure in the template and inform the nurse about that observation</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read the procedures and if the individual is not able to than seek the help of nurse</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. Understand and respond to patients questions during the feeding process</p> <p>SA4. Motivate the patient to consume recommended amount of food to hasten healing</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Identify unusual symptoms experienced by the patient during feeding and report them promptly</p> <p>SB2. Manage the speed of feeding to avoid aspiration or choking</p> <p>SB3. Check the frequency of feeding as per the meal plan</p> <p>SB4. Check if the utensils are clean prior to feeding the patient</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to:</p> <p>SB5. Plan and assist the patient in washing hands and move the patient into a comfortable position before feeding</p> <p>Patient Centricity</p> <p>The user/individual on the job needs to:</p>

HSS/ N 5104:

Support individuals to eat and drink

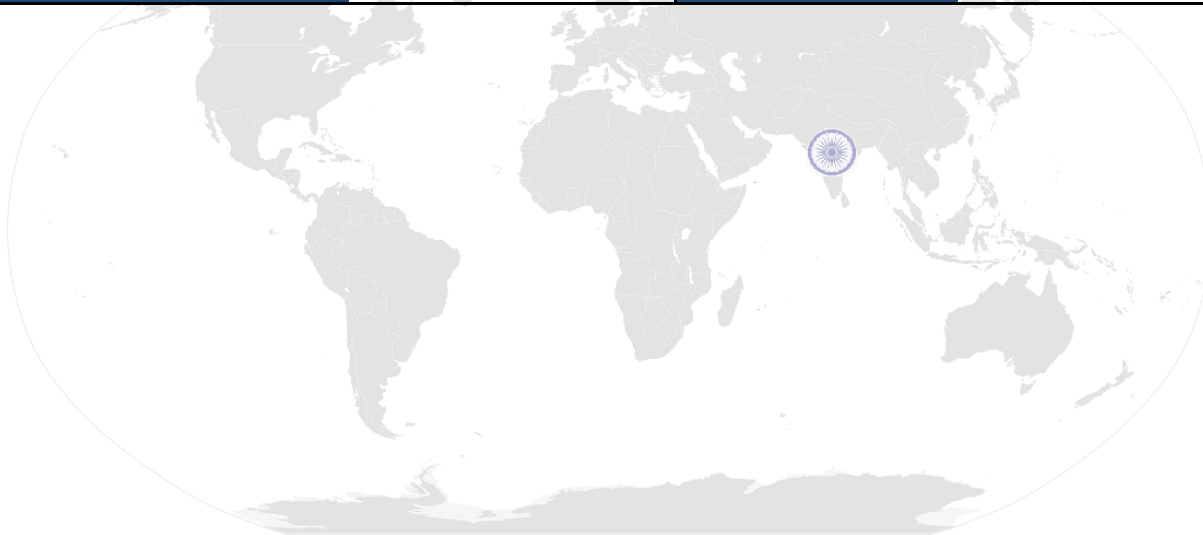
	<p>SB6. Avoid spilling of food during feeding</p> <p>SB7. Be compassionate and feed slowly to avoid aspiration or choking</p> <p>SB8. Intermittently offer fluids to enhance the ability to chew and prevent choking</p> <p>SB9. Assist in performing other functions like elimination or oral care before feeding.</p> <p>SB10. Maintain clean environment to avoid infection</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Interpret the patient needs related to feeding and modify feeding pattern accordingly (with approval from the concerned physician)</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Interpret uneasiness during feeding and report them</p> <p>SB13. Use appropriate feeding techniques with smaller feeds per spoon to allow chewing</p> <p>SB14. Understand patients need and modify the diet like providing fluids intermittently or diluting the food to allow chewing</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>

HSS/ N 5104:

Support individuals to eat and drink

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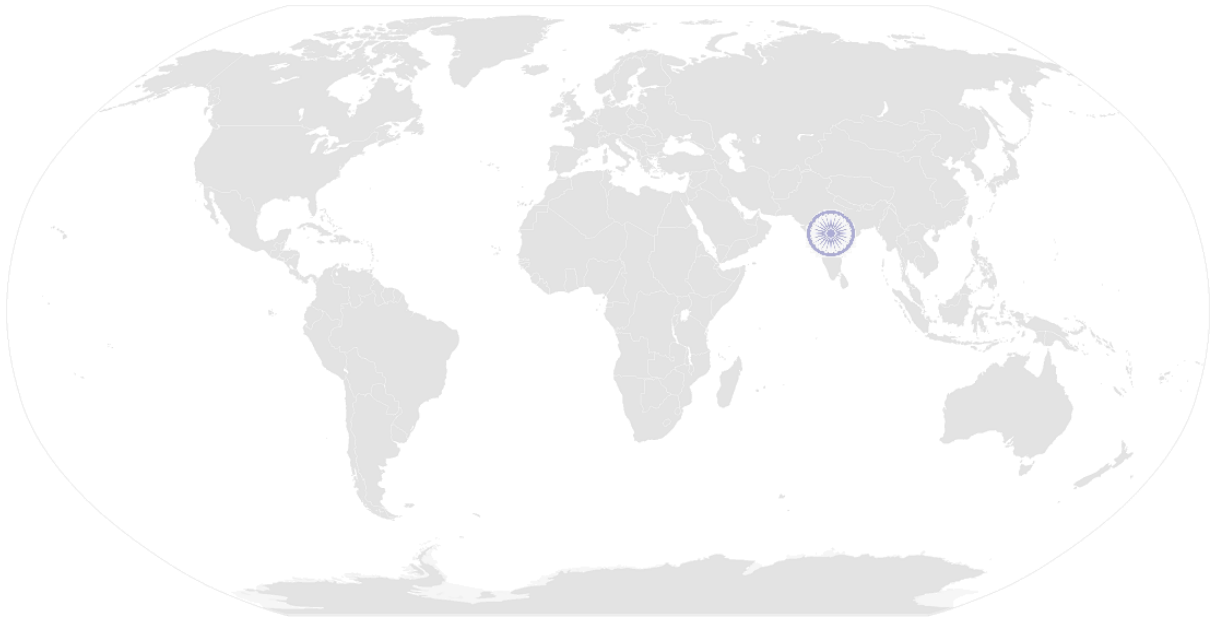
NOS Code	HSS/ N 5104		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5105:

Assist patient in maintaining normal elimination

National Occupational Standards



Overview

This OS unit is about assisting a patient in elimination by General Duty Assistant. The purpose of elimination is to assist the patient in urination and defecation and maintain hygiene during the process.

HSS/ N 5105:

Assist patient in maintaining normal elimination

Unit Code	HSS/ N 5105
Unit Title (Task)	Assist patient in maintaining normal elimination
Description	This OS unit is about assisting a patient in elimination by General Duty Assistant. The purpose of elimination is to assist the patient in urination and defecation and maintain hygiene during the process.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Consideration to the following is to be given due importance by GDA when assisting in the elimination process: <ul style="list-style-type: none"> ○ Patients mobility ○ Medical condition like incontinence ○ Urination or defecation <p>Ensuring patient's privacy is important during elimination. Maintaining hygiene like washing hands is also an integral part of the elimination process</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Promptly respond to patients elimination needs PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode PC3. Wipe the patient and wash hands to prevent infection PC4. Use equipment correctly to prevent discomfort or injury PC5. Ensure/Maintain patients privacy at all times during the procedure PC6. Record changes in colour or texture of the elimination and report usual findings immediately</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Whom to inform in case of observing changes in normal elimination KA2. Relevant protocols, good practices, standards, policies and procedures for elimination</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to administer a bed pan for immobile patients KB2. How to assist a mobile patient to use the commode KB3. How to check for kinks and obstruction in an indwelling catheter KB4. The process of cleaning and wiping the patient after elimination to prevent infections KB5. How to identify change in colour, odour or texture of the elimination and</p>

HSS/ N 5105:

Assist patient in maintaining normal elimination

	<p>report it promptly</p> <p>KB6. How to use equipment and techniques correctly to avoid injury or inconvenience to the patient</p> <p>KB7. How to wipe patients and keep the cloths clean and prevent spoiling to maintain patient dignity and hygiene</p> <p>KB8. Importance of recording quality and quantity of elimination output</p>
Skills	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	<p>SA1. Record changes in odour, texture or colour of the elimination on the template</p> <p>SA2. Record and report the output quantity on the template</p>
	Reading Skills
	<p>The user/individual on the job needs to:</p> <p>SA3. Read the doctor/nurse instructions and confirm that with nurse before taking any action</p>
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	<p>SA4. Motivate the patient during elimination to avoid subsequent spoiling or repeats</p> <p>SA5. Check frequently with patient about their elimination needs</p>
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	<p>SB1. Identify unusual changes in elimination and report them promptly</p> <p>SB2. Use bed pan correctly to avoid soiling of the linen</p> <p>SB3. Help patients in increasing pressure to aid in the elimination process</p> <p>SB4. Replace the spout in the holder</p>
	Plan and Organise
	<p>The user/individual on the job needs to know about:</p> <p>SB5. Assisting a mobile patient in elimination and preventing falls and injuries when in the commode</p> <p>SB6. Stabilising the commode prior to elimination and assist the patient in getting back to the bed</p> <p>SB7. Assisting the patient in getting into a position to help elimination for immobile patient, administer a bed pan</p> <p>SB8. The process of wiping patient from cleanest to dirtiest part to avoid infection</p> <p>SB9. Checking the tube for kinks, blockage or leakage for catheterised patients and clean catheter from the meatus</p> <p>SB10. Emptying the drain bag at least once every shift and report the volume to the nurse</p>

HSS/ N 5105:

Assist patient in maintaining normal elimination

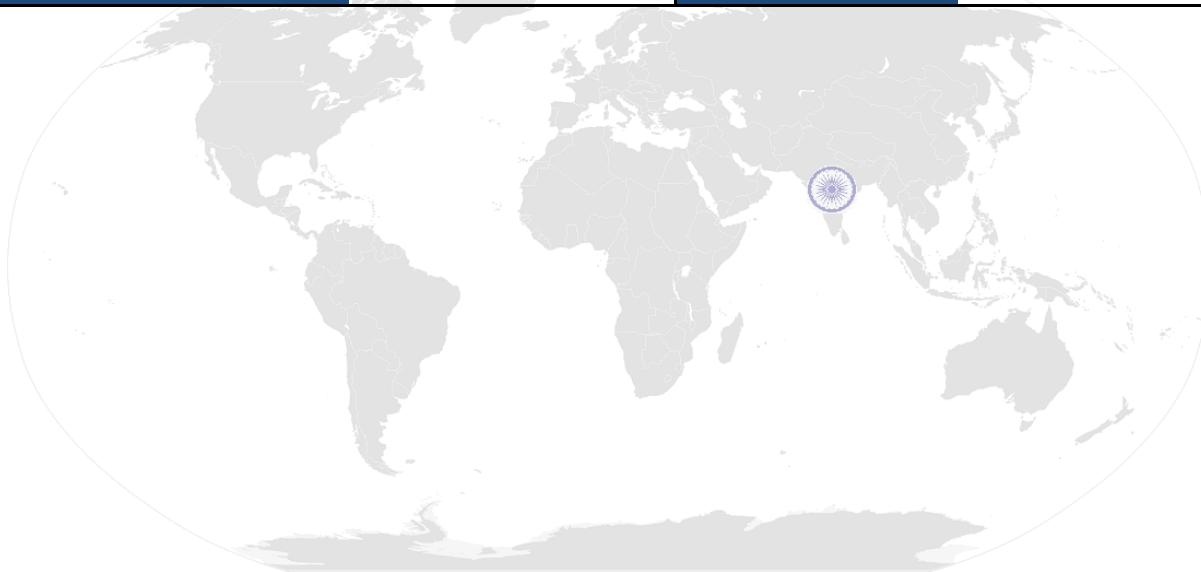
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB11. Be compassionate and check regularly for the patients elimination needs SB12. Assist in performing the function and maintain hygiene to prevent infections SB13. Ensure that the linen is not spoilt after the elimination. Also check the patient's cloths regularly
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB14. Identify changes in the odour, texture or quantity of elimination and report them SB15. Assist the patient in getting into the right position for elimination SB16. Help the patient in raising abdominal pressure to promote elimination SB17. Provide enema if instructed or report it to the nurse in case of constipation
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB18. Interpret changes in elimination content and report them SB19. Assist the patient to promptly eliminate by getting into the right position using experience from other patients SB20. Regularly check for kink or obstruction of catheter for patients complaining of urinary difficulty	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB21. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

HSS/ N 5105:

Assist patient in maintaining normal elimination

NOS Version Control

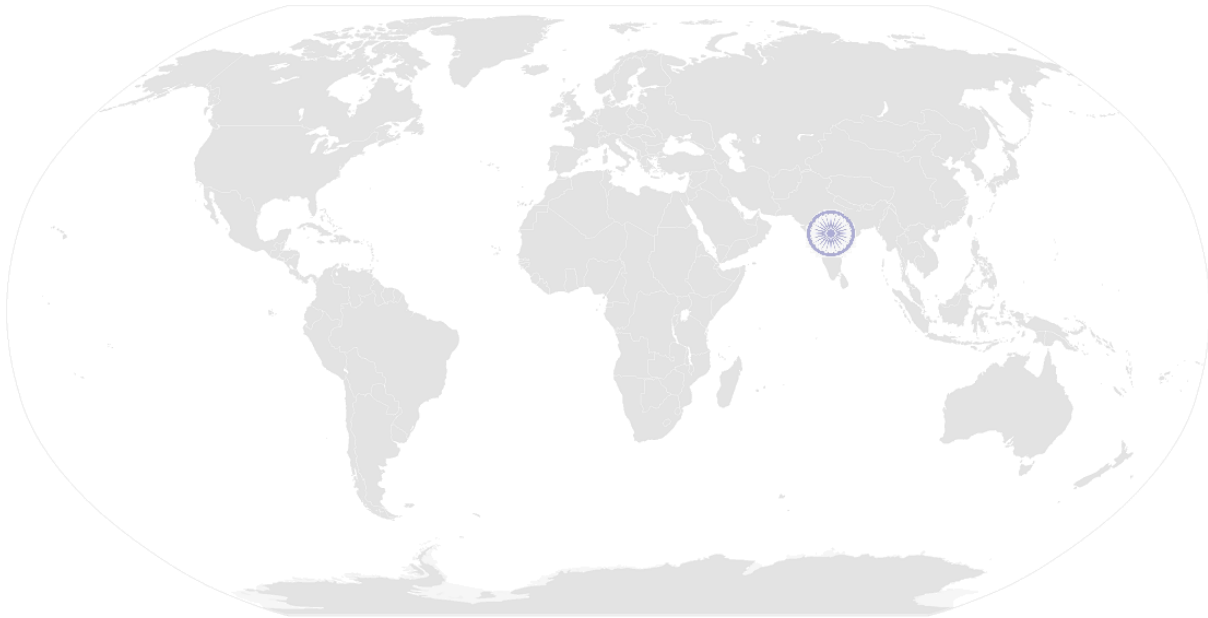
NOS Code	HSS/ N 5105		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5106:

Transferring patient within the hospital

National Occupational Standards



Overview

This OS unit is about transferring a patient by General Duty Assistant. The purpose of transferring is to move the patient to and from a bed, wheelchair or a chair using proper body mechanics with focus on safety and planning.

HSS/ N 5106:

Transferring patient within the hospital

National Occupational Standard

Unit Code	HSS/ N 5106
Unit Title (Task)	Transferring patient within the hospital
Description	This OS unit is about transferring a patient by General Duty Assistant. The purpose of transferring is to move the patient to and from a bed, wheelchair or a chair using proper body mechanics with focus on safety and planning.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Consideration to the following are to be given due importance by GDA when assisting in the transferring process: <ul style="list-style-type: none"> ○ Patients general medical condition and mobility ○ Patients size and ability to assist ○ Equipment to be used for transferring the patient <p>Ensuring patient's privacy during the transferring process is important. Using correct equipment and following proper procedures is important to prevent injury or fall</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Use the equipment for transferring the patients correctly to avoid falls or injuries</p> <p>PC2. Ensure that the correct patient is being moved or wheeled out</p> <p>PC3. Understand patient's condition and estimate if additional help is required</p> <p>PC4. Transport the patient without causing trauma or injury</p> <p>PC5. Use proper body mechanics for transferring the patient</p> <p>PC6. Focus on safety first and ensure that the patient is comfortable</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand how to:</p> <p>KA1. Ensure that the right patient is being moved out/ transferred from/within the hospital</p> <p>KA2. Follow relevant protocols, good practices, standards, policies and procedures while transferring the patient</p> <p>KA3. Use equipment and techniques correctly to avoid injury or inconvenience to the patient</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to use the equipment like wheel chairs and stretchers</p> <p>KB2. How to manoeuvre smaller equipment like catheters while transferring the patient</p> <p>KB3. How to use body mechanics while transferring the patient to prevent injury or fall</p> <p>KB4. How and when to use the brakes on the transferring equipment</p> <p>KB5. During transfer process:</p>

HSS/ N 5106:

Transferring patient within the hospital

	<ul style="list-style-type: none"> a. Ensure that all the required equipment is available b. Assess the patients size and understand if one need help to transfer the patient safely c. Be sure that the slippers are non-slip and of the right size d. Observe and protect special equipment like catheters e. Ensure that the patients arms and legs are inside the frame of the wheelchair or the stretcher
Skills	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Record when and where the patient is being moved, in case of GDA not able to write he needs to inform the nurse and get that recorded
	Reading Skills
	The user/individual on the job needs to:
	SA2. Know the patient by registration number and name while being moved/transferred from/within the hospital
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. Explain to the patient what is happening and where he is being moved SA4. Communicate with the patient and count till three so that the patient knows when to move SA5. Instruct the patient on what to do during the transferring process SA6. Check with the patient if he is comfortable regularly during the transferring process.
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand:
	SB1. How to use proper body mechanics while moving the patient SB2. When assistance or additional help is required SB3. Which equipment to use and how to use them to ensure patient safety
	Plan and Organise
	The user/individual on the job needs to know and understand:
	SB4. Time required by a patient to get ready for moving SB5. That the patient is wearing an appropriate footwear SB6. When to check and make request for assistance if required SB7. How to assist the patient in moving from the bed to the stretcher/wheelchair or vice versa by using correct body mechanics SB8. How to check all equipment before moving the patient and ensure safety of additional equipment like catheter while moving the patient SB9. Always push forward except when moving on and off elevators and ensure

HSS/ N 5106:

Transferring patient within the hospital

	that the patient is comfortable during the transfer
	SB10. When to set brakes at destination only to prevent falls and injuries
	SB11. The location where the patient needs to be transported to
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB12. Ensure that the patient is safe during the transferring and prevent injuries to the limbs
	SB13. Manage if there is rush on the other side of a door before opening it to prevent collision
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB14. Manage brakes to prevent slipping or falling, when using elevators
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB15. Interpret need for additional help depending upon the patient's condition	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB16. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action	

HSS/ N 5106:

Transferring patient within the hospital

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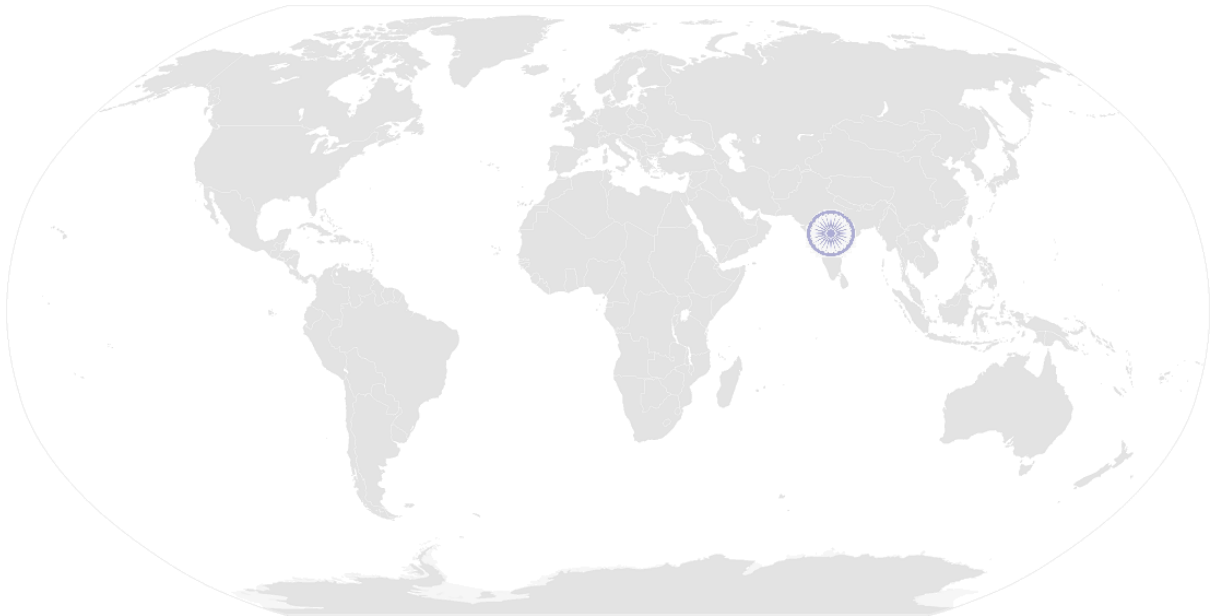
NOS Code	HSS/ N 5106		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5107:

Communicating appropriately with co-workers

National Occupational Standards



Overview

This OS unit is about communicating with co-workers including nurses by General Duty Assistant. Communicating effectively with co-workers is an important to ensure continued and reasonable quality of patient care.

HSS/ N 5107:

Communicating appropriately with co-workers

National Occupational Standard

Unit Code	HSS/ N 5107
Unit Title (Task)	Communicating appropriately with co-workers
Description	This OS unit is about communicating with co-workers including nurses by General Duty Assistant. Communicating effectively with co-workers is an important to ensure continued and reasonable quality of patient care.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Effectively communicating with co-workers as an integral part of patient care management <p>A GDA needs to consider the following while communicating with co-workers:</p> <ul style="list-style-type: none"> o Type of communication- Verbal or non-verbal o Structure and content of the communication sent o Comprehension and understanding of communication received o Good communication skills include sending and receiving a message <p>While communicating:</p> <ul style="list-style-type: none"> o Ensure that communication is precise and brief o Give facts and not opinions, unless specifically requested for o Have a logical structure to the communication o Use an appropriate combination of verbal and non-verbal communication
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must:</p> <p>PC1. Be a good listener</p> <p>PC2. Speak clearly and slowly in a gentle tone</p> <p>PC3. Use the correct combination of verbal and non-verbal communication</p> <p>PC4. Use language familiar to the listener</p> <p>PC5. Give facts and avoid opinions unless asked for</p> <p>PC6. Structure brief and logical messages</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to:</p> <p>KA1. Communicate effectively with co-workers and follow the protocols</p> <p>KA2. Be patient, well-tempered and calm</p>
B. Technical Knowledge	<p>The user/individual on the job needs to:</p> <p>KB1. Use non-verbal communication to supplement verbal communication</p> <p>KB2. Differentiating between opinions and facts</p>

HSS/ N 5107:

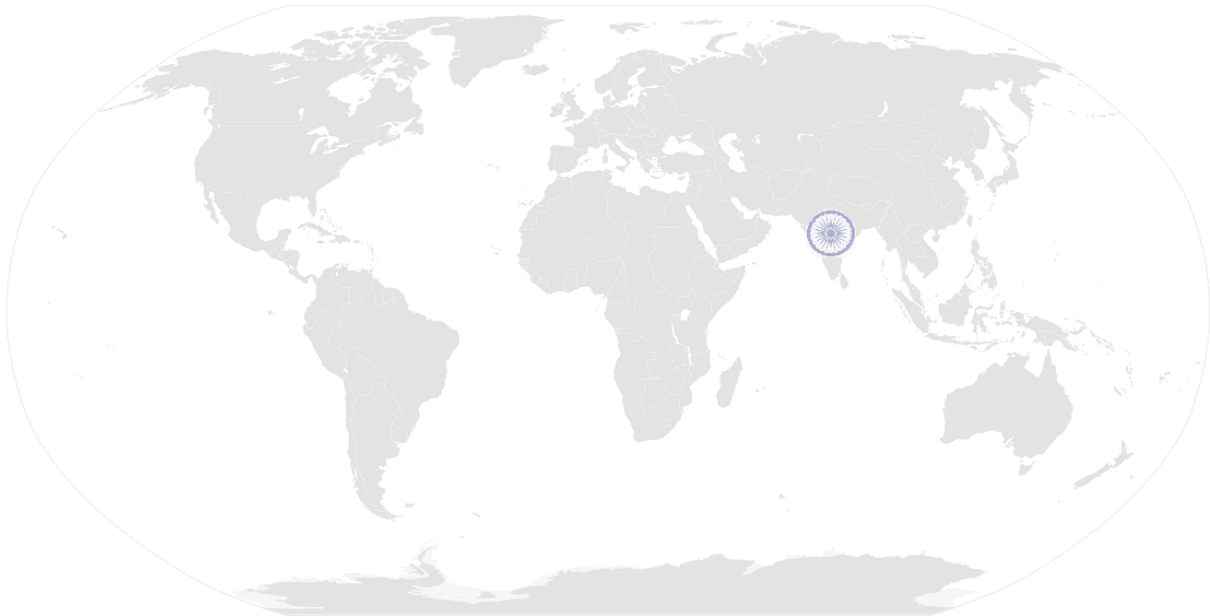
Communicating appropriately with co-workers

	KB3. Know the local language
Skills	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. Record and report communications received and sent on the template
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. Follow instructions as specified in the patient file and seek the help of provider if not having the skills
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. Listen patiently
	SA4. Provide feedback (verbal and non-verbal) to encourage smooth flow of information
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand:
	SB1. How to use non-verbal communication to send across the message quickly
	Plan and Organise
	The user/individual on the job needs to know and understand:
	SB2. How to plan and structure the patient related communication
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. Avoid unwanted and unnecessary communication with patients
	SB4. Maintain eye contact and non-verbal communication
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB6. Communicate effectively to a co-worker to solve the problem related to patient care	
Analytical Thinking	
The user/individual on the job needs to know and understand:	
SB7. How to communicate a message related to patient care effectively to a co-worker	
Critical Thinking	

HSS/ N 5107:

Communicating appropriately with co-workers

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>
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HSS/ N 5107:

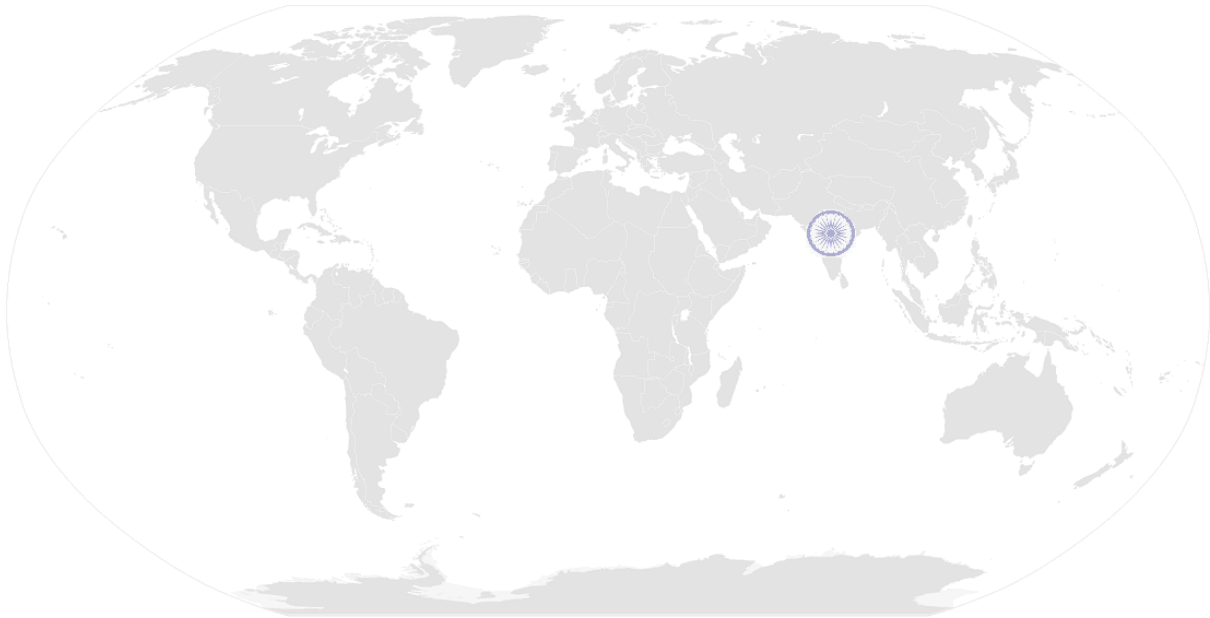
Communicating appropriately with co-workers

NOS Version Control

NOS Code	HSS/ N 5107		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



National Occupational Standards



Overview

This OS unit is about following infection control procedure by General Duty Assistant. Infection control is an integral part of clinical care which focuses on preventing spread of microorganisms while performing different patient care procedures.

HSS/ N 5108:

Prevent and control infection

National Occupational Standard

Unit Code	HSS/ N 5108
Unit Title (Task)	Prevent and control infection
Description	This OS unit is about following infection control procedure by General Duty Assistant. Infection control is an integral part of clinical care which focuses on preventing spread of microorganisms while performing different patient care procedures.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Effectively controlling infections as an integral part of patient care management <p>A GDA needs to consider the following while following infection control procedures:</p> <ul style="list-style-type: none"> Nature and type of infection Mode of transmission of infection Standard precautions and procedures to restrict the spread of the infection Infection control procedures focus on protecting the patient from acquiring new infections and preventing the spread of existing infection to other parts or patients. <p>Make all efforts to keep the environment clean</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must:</p> <p>PC1. Know all procedures required for infection control</p> <p>PC2. Follow standard precautions</p> <p>PC3. Be aware of rules to dispose of biomedical waste and sharps</p> <p>PC4. Follow high level of personal hygiene</p> <p>PC5. Practice medical asepsis</p> <p>PC6. Follow infection control procedures and should ensure that,</p> <ul style="list-style-type: none"> All standard precautions and procedures are followed Protective gears are used while getting in contact with the patient Consider all blood, body fluids and excreta contaminated
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Employee Health policy</p> <p>KA2. Personal hygiene protocols</p> <p>KA3. Standard procedures to prevent infection spread and maintain medical asepsis</p>

HSS/ N 5108:

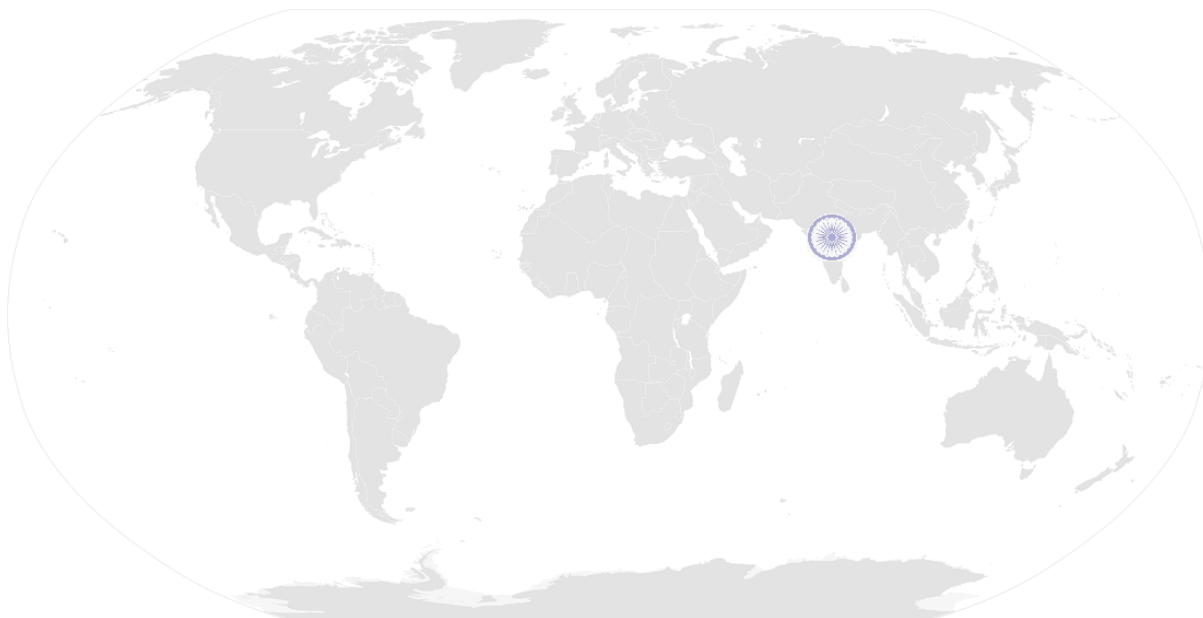
Prevent and control infection

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. About HIV /AIDS and its spread KB2. Cleaning procedure from dirtiest to cleanest KB3. Hand wash procedure KB4. How to use personal protective gear</p>
<p>Skills</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Record and report infection control protocols in case GDA has the required skills to capture that else inform the provider to record</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read the instructions and if an individual is not able to than seek the help of nurse before taking any action</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. Interact with the patient and explain the importance of infection control SA4. Make observations and communicate them correctly to the nurse or other medical professionals</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Follow procedure appropriately in order to avoid infection spread SB2. Inform the nurse in case of breach of infection control procedure</p> <p>Plan and Organise</p> <p>The user/individual on the job needs to know and understand on how to:</p> <p>SB3. Get prepared with appropriate personal protective gear SB4. Ensure all equipment are available SB5. Follow procedures and guidelines as specified SB6. Dispose biomedical waste as per guidelines</p> <p>Patient Centricity</p> <p>The user/individual on the job needs to know and ensure how to:</p> <p>SB7. Be patient and sensitive to the patients, especially those with stigmatising diseases like HIV and Tuberculosis SB8. Follow all procedures keeping patient safety in mind SB9. Keep all equipment used on the patient clean</p> <p>Problem Solving</p>

HSS/ N 5108:

Prevent and control infection

	The user/individual on the job needs to know and understand how to:
	SB10. Take appropriate measures to prevent spread of infection
	Analytical Thinking
	The user/individual on the job needs to know and understand:
	SB11. What to do in case of a spillage
	SB12. Hand wash procedure to ensure utmost hygiene
	Critical Thinking
	The user needs to know and understand how to:
	SB13. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

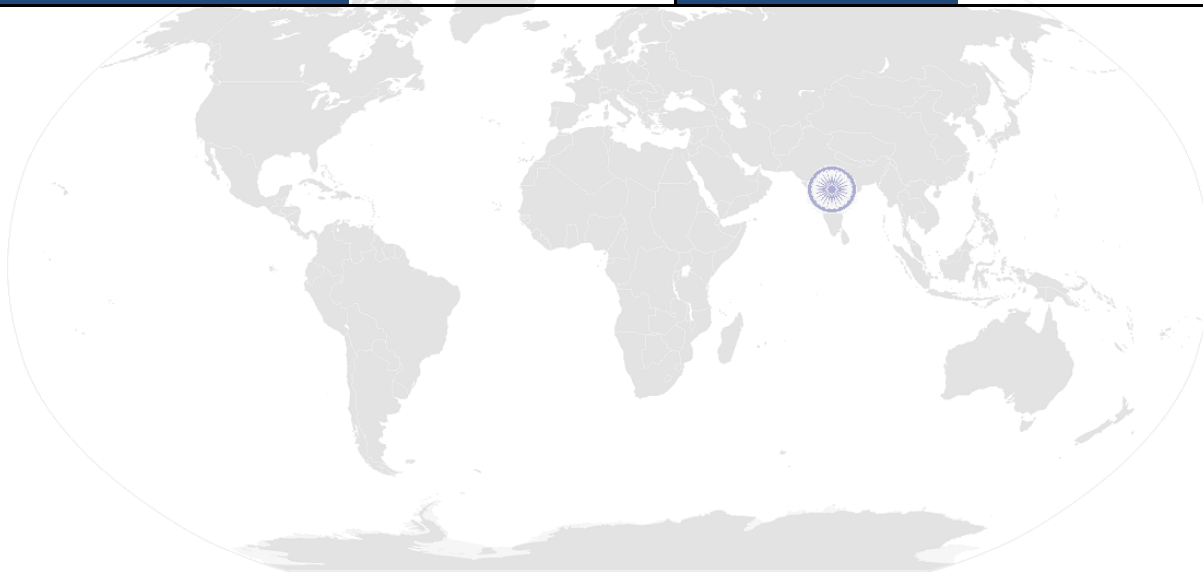


HSS/ N 5108:

Prevent and control infection

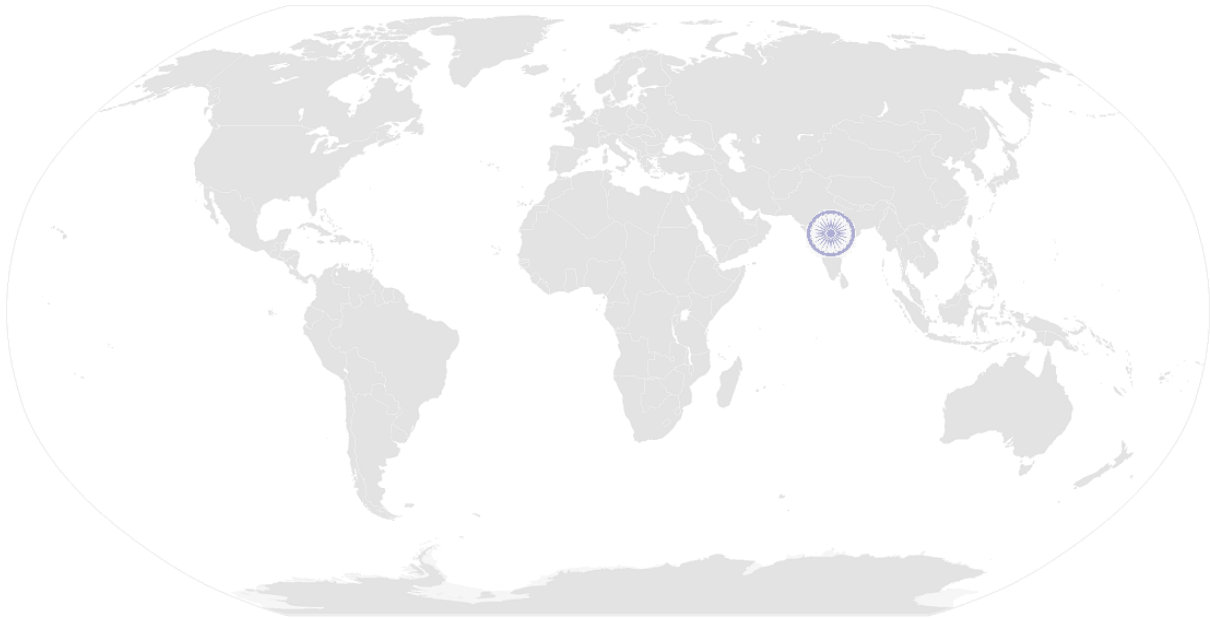
NOS Version Control

NOS Code	HSS/ N 5108		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5109: Assist nurse in performing procedures as instructed in the care plan

National Occupational Standards



Overview

This OS unit is about the procedures to be performed by General Duty Assistant. There are certain simple procedures like enema or preparing the patient for an operation, that need to be performed by the General Duty Assistant.

HSS/ N 5109: Assist nurse in performing procedures as instructed in the care plan

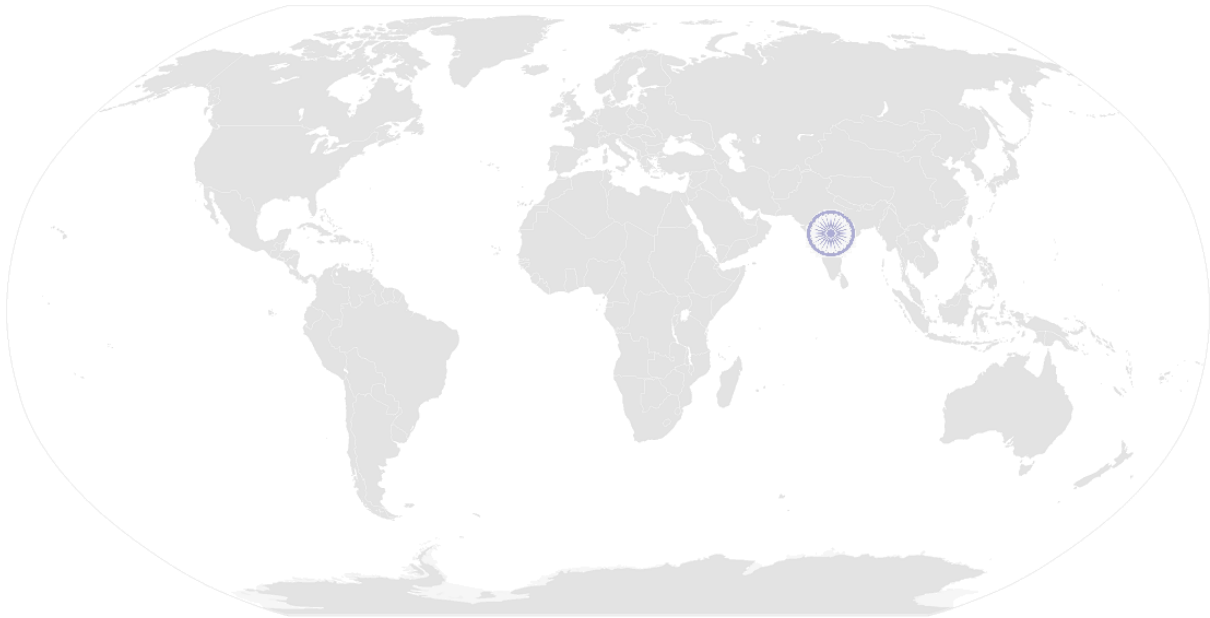
National Occupational Standard	Unit Code	HSS/ N 5109
	Unit Title (Task)	Assist nurse in performing procedures as instructed in the care plan
	Description	This OS unit is about the procedures to be performed by General Duty Assistant. There are certain simple procedures like enema or preparing the patient for an operation, that need to be performed by the General Duty Assistant.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Perform different procedures as a part of patient care management <p>A GDA needs to consider the following while performing procedures:</p> <ul style="list-style-type: none"> Follow standard precautions to prevent spread of an infection or induce an infection Wear protective gear in order to protect self from getting infected Ensure equipment being used for the procedure are clean/sterile Perform the procedure as instructed by the nurse/physician <p>Infection control and correct technique of performing the procedure is of key importance for continued patient care management.</p> <p>While performing procedures observe and ensure that:</p> <ul style="list-style-type: none"> Special instructions to perform the procedure are followed Ensure that the patient is comfortable and not inconvenienced due to the procedure <p>The procedure is performed in a timely manner as part of the treatment plan</p>
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Perform key procedures like inducing enema, prepare patient for being moved to the operation theatre</p> <p>PC2. Operate the equipment used to perform the procedure</p>	
Knowledge and Understanding (K)		
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Standard procedures and policies to be followed to prevent spread of infection, avoid discomfort to the patient and ensure continued treatment</p> <p>KA2. How to use the equipment meant to perform the procedure</p>	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to assist nurse in perform the different procedures</p> <p>KB2. What is the significance of each procedure in patient management</p> <p>KB3. How to induce an enema</p> <p>KB4. How to prepare the patient for the operation theatre</p>	

HSS/ N 5109: Assist nurse in performing procedures as instructed in the care plan

Skills	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record and report infection control protocols in case GDA has the required skills to capture that else inform the nurse to record
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Follow instructions as specified in the patient file in case GDA has reading skill otherwise take the instructions from nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Communicate with the patient at every stage of procedure SA4. Understand patient's request and needs
	Decision Making
B. Professional Skills	The user/individual on the job needs to know: SB1. The most appropriate technique of performing the procedure SB2. Minor modifications in the procedure to improve patients comfort SB3. Which unusual observations need to be reported to the nurse
	Plan and Organise
	The user/individual on the job needs to: SB4. Record and document observation SB5. Ensure that the equipment for the procedure is in place and functioning normally
	Patient Centricity
	The user/individual on the job needs to know and ensure that: SB6. Talk to the patient continuously while performing the procedure so as to make the patient more comfortable and aware of what is happening SB7. Stop, modify or update the technique of the procedure based on patient's convenience
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Modify the procedure to enhance comfort levels
	Analytical Thinking
	The user/individual on the job needs to know and understand:

HSS/ N 5109: Assist nurse in performing procedures as instructed in the care plan

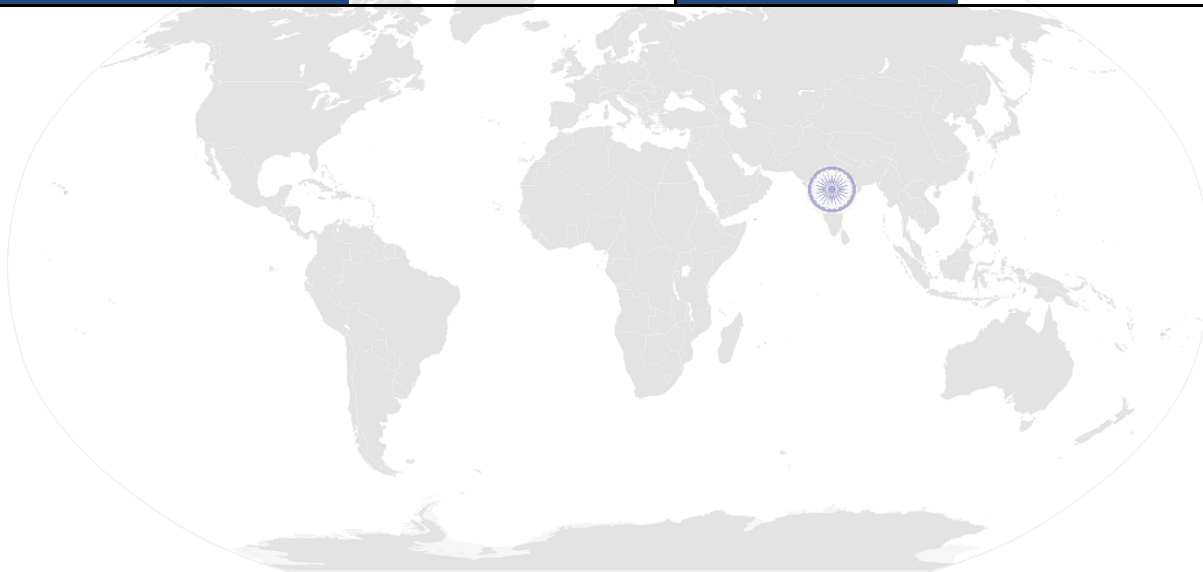
	SB9. How to manoeuvre a procedure in order to reduce discomfort or pain to the patient
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action



HSS/ N 5109: Assist nurse in performing procedures as instructed in the care plan

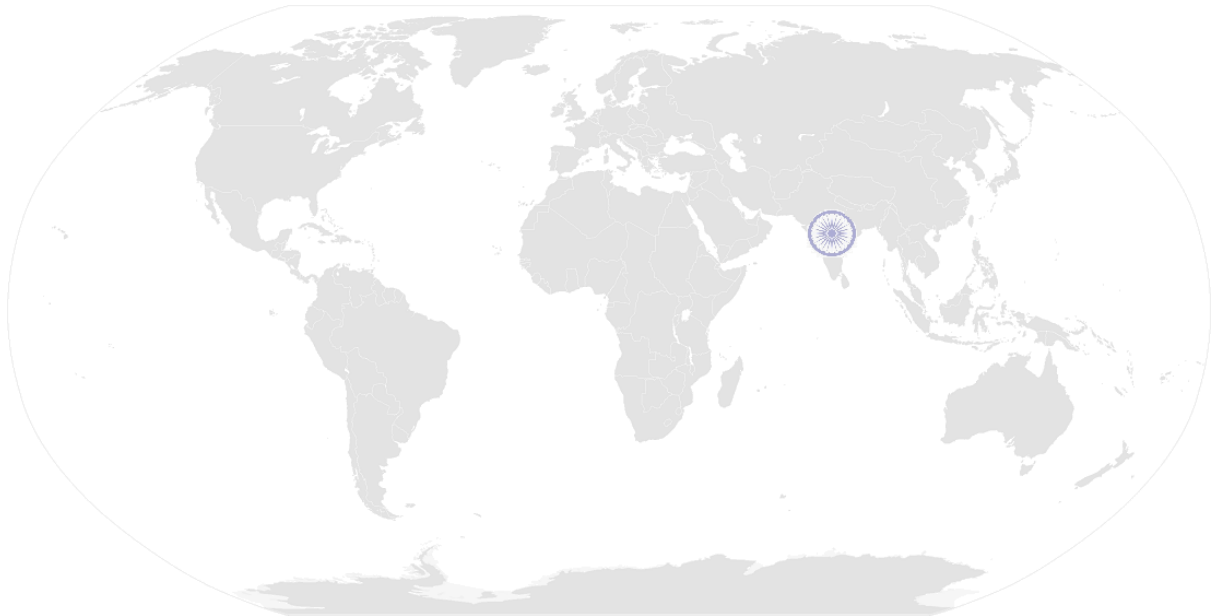
NOS Version Control

NOS Code	HSS/ N 5109		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5110: Assist nurse in observing and reporting changes in patient condition

National Occupational Standards



Overview

This OS unit is about making observations and reporting changes in patient's condition by General Duty Assistant. Observation and reporting by GDA is important for continued patient care and wellbeing and is an integral part of the job.

HSS/ N 5110: Assist nurse in observing and reporting changes in patient condition

National Occupational Standard

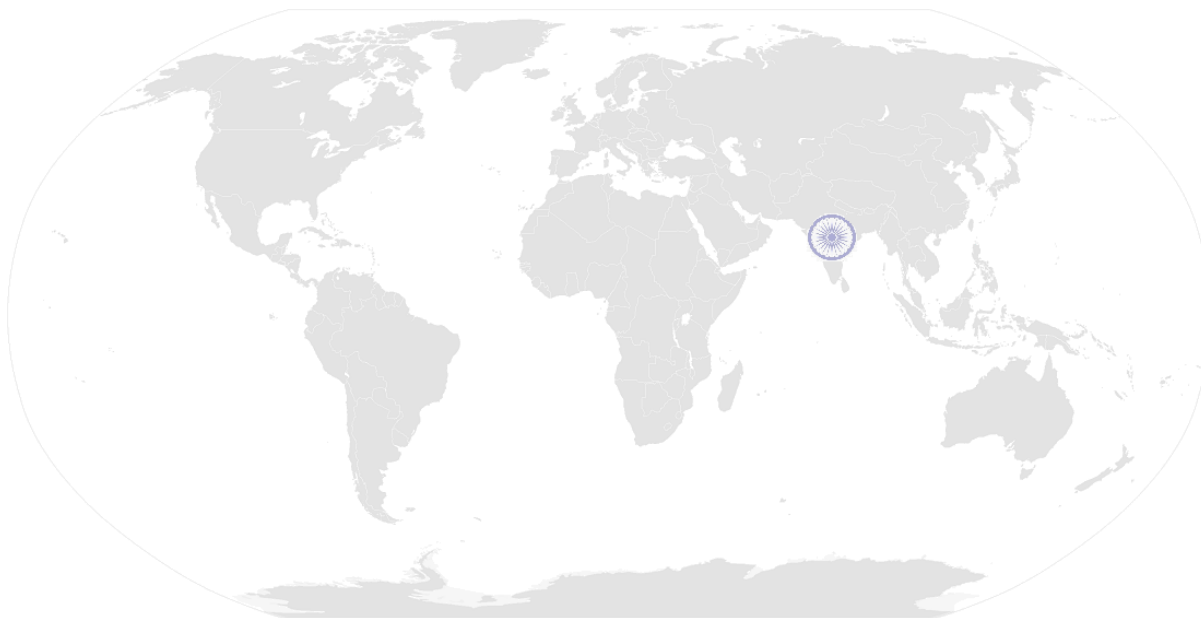
Unit Code	HSS/ N 5110
Unit Title (Task)	Assist nurse in observing and reporting changes in patient condition
Description	This OS unit is about making observations and reporting changes in patient's condition by General Duty Assistant. Observation and reporting by GDA is important for continued patient care and wellbeing and is an integral part of the job.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Observe and report changes in patients overall condition A GDA needs to consider the following while making observations and reporting: <ul style="list-style-type: none"> ○ Is the observation subjective (patient complains of tiredness) or objective (change in skin colour) ○ Does it require immediate medical attention or is it a routine observation. ○ Reporting the observations to a nurse or an appropriately qualified medical professional <p>Observations and accurate reporting of these observations is important for patient management Prompt reporting is done for critical or acute changes</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Observe colour changes like bluish or yellowish discoloration of the skin PC2. Observe changes in odour or consistency of urine and stools PC3. Communicate the observations in an appropriate language and construct PC4. Differentiate between immediate and routine reporting requirements</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Severity of different type of observations and procedure of recording them KA2. The specific type of observation and reporting requirements within a department</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. What are different type of observations and how they can impact patients health KB2. Different changes in skin colour and their implications KB3. Different changes in odour of urine and faeces and their implication</p>

HSS/ N 5110: Assist nurse in observing and reporting changes in patient condition

	<p>KB4. Alteration in consistency of eliminations</p> <p>KB5. Skin abrasions or injuries</p> <p>KB6. Subjective patient complaints like dizziness, disorientation</p>
Skills	
A. Core Skills/ Generic Skills	Writing Skills
	Not Applicable
	Reading Skills
	Not Applicable
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Verify the observations by asking questions to the patient</p> <p>SA2. Communicate the observations to the nurse verbally</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Know which type of observations need to be reported immediately vs. which observations are to be reported as routine</p>
	Plan and Organise
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. Plan and organise the observations and reports prepared during change in patient condition</p>
	Patient Centricity
	Not Applicable
	Problem Solving
	<p>The user/individual on the job needs to:</p> <p>SB3. Provide simple solutions like change in position to alleviate pain associated with bed sores</p>
	Analytical Thinking
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Differentiate between a serious observation vs. a routine observation</p>	

HSS/ N 5110: Assist nurse in observing and reporting changes in patient condition

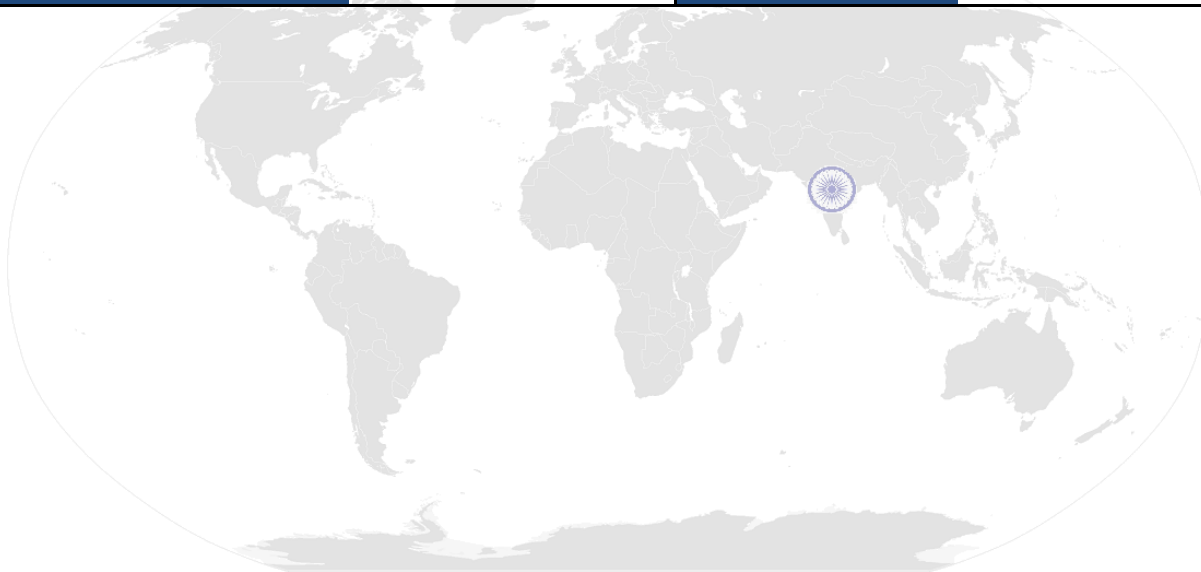
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>



HSS/ N 5110: Assist nurse in observing and reporting changes in patient condition

NOS Version Control

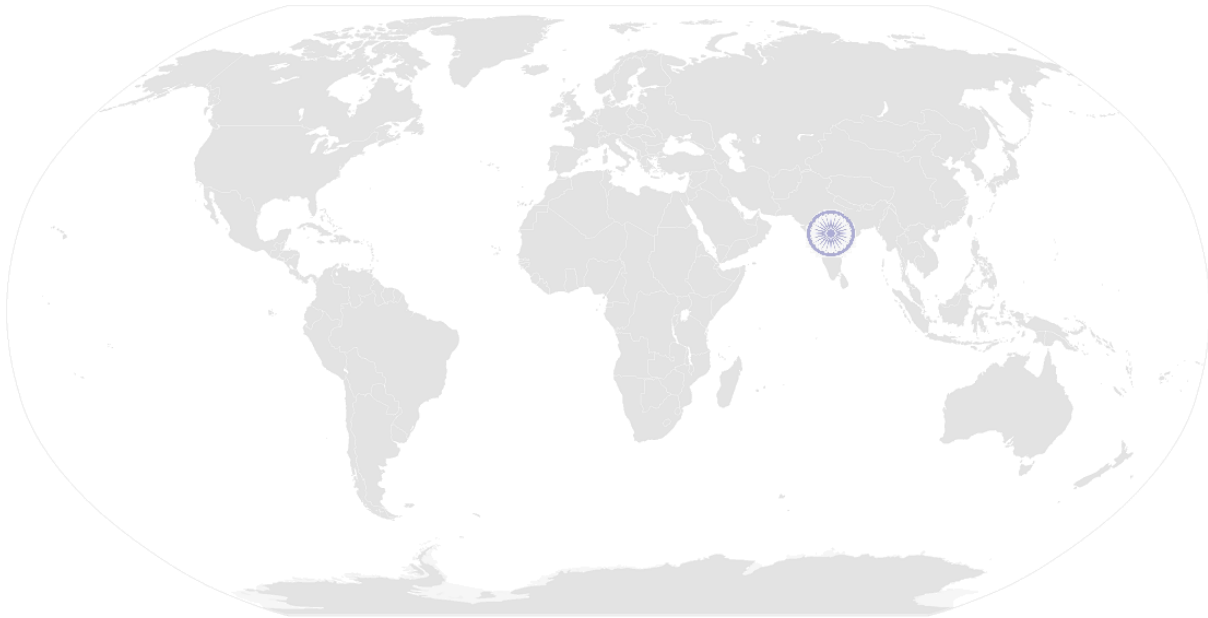
NOS Code	HSS/ N 5110		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5111:

Assist nurse in measuring patient parameters accurately

National Occupational Standards



Overview

This OS unit is about taking appropriate measurements by General Duty Assistant. Measurement of weight and height are important from the perspective of computing status of recovery of the patient.

HSS/ N 5111:

Assist nurse in measuring patient parameters accurately

National Occupational Standard

Unit Code	HSS/ N 5111
Unit Title (Task)	Assist nurse in measuring patient parameters accurately
Description	This OS unit is about taking appropriate measurements by General Duty Assistant. Measurement of weight and height are important from the perspective of computing status of recovery of the patient.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Taking measurements like weight and height: A GDA needs to consider the following when taking measurements: <ul style="list-style-type: none"> ○ Patients height is to be measured at time of admission ○ Patient's weight is measured as per the physicians order ○ Using different types of scales depending upon the patients' medical condition
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Assist nurse in calibrating the scales and following manufacturer's guidelines</p> <p>PC2. Use different types of scales including manual, digital, standard, chair and bed scales</p> <p>PC3. Ensure that patient is comfortable and positioned correctly</p> <p>PC4. Ensure patient safety to prevent a fall or an injury</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. How to use different types of scales including digital, manual, standard, chair and bed scales under the guidance of nurse</p> <p>KA2. How to read the scales correctly and avoid errors</p> <p>KA3. The standard procedure while measuring weights like empty bladder, empty bowel and light clothing</p> <p>KA4. Safety of the patient and never leave the patient unattended</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to calibrate the different types of scales</p> <p>KB2. How to make adjustments in measurements to ensure correct recordings</p> <p>KB3. How to place/position the patient on the scales to avoid faulty recordings</p> <p>KB4. How to measure the urine output</p> <p>KB5. Unusual findings in measurements and report them immediately</p> <p>KB6. While taking measurements observe and ensure that: <ul style="list-style-type: none"> a. Patient wears same type of cloths each time the weight is taken b. The patients bladder is empty when the weight is taken c. Schedule daily weights at the same time d. Calibrate the scale as per manufacturer's instructions </p>

HSS/ N 5111:

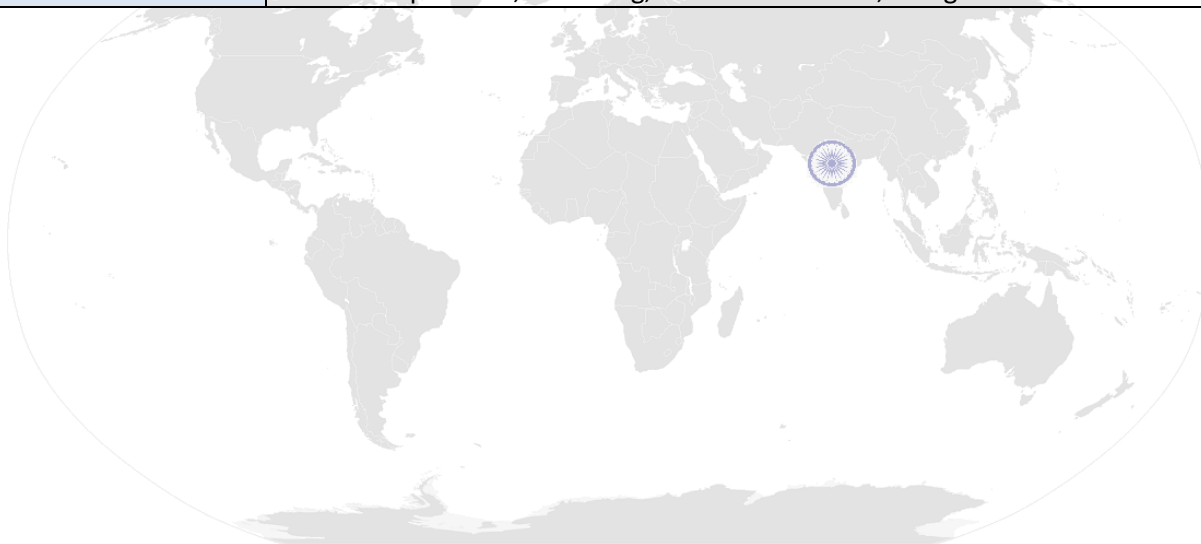
Assist nurse in measuring patient parameters accurately

Skills	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Record weight and height correctly on the template SA2. Report unusual findings to the nurse and record them after verification
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Notice any changes in previous measurements and report them to the nurse SA4. Follow instructions as specified on the file before taking the measurements or seek nurse help to interpret that
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. Explain to the patient about the measurements being taken beforehand SA6. Verify if the bladder and bowels are empty before taking weights SA7. Communicate to the patient prior to moving the patient on to the weighting scale
	Decision Making
B. Professional Skills	The user/individual on the job needs to: SB1. Ensure that the scales are calibrated correctly SB2. Identify significant changes in the measurements and inform them to the nurse SB3. Know which type of weighing scale to be used depending upon the condition of the patient
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB4. Ensure that the correct equipment is in place to make measurements SB5. Calibrate and arrange the equipment before taking measurements
	Patient Centricity
	The user/individual on the job needs to know and ensure: SB6. To assist the patient in movements while taking measurements and ensure that they are comfortable SB7. The use of appropriate equipment to make measurements depending upon the patient's condition
	Problem Solving

HSS/ N 5111:

Assist nurse in measuring patient parameters accurately

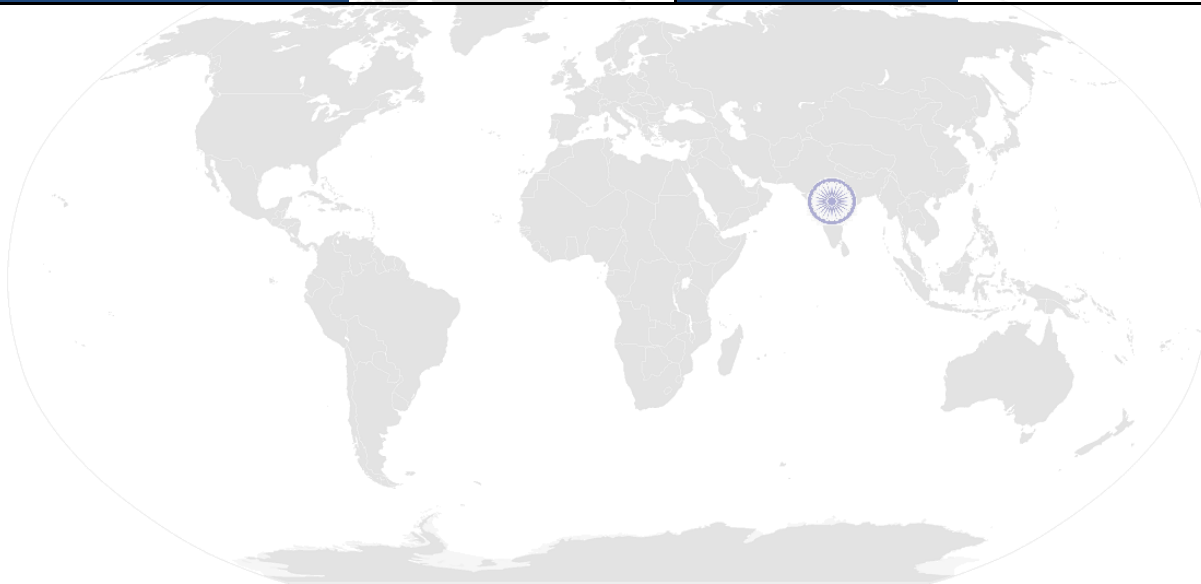
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Select equipment as per the patient’s condition to make the patient comfortable</p> <p>SB9. Inform the maintenance department and raise a request for repair when measurement errors in the equipment are observed</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Identify equipment related ‘zero errors’ and take accurate measures by seeking help of nurse</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action</p>



HSS/ N 5111: Assist nurse in measuring patient parameters accurately

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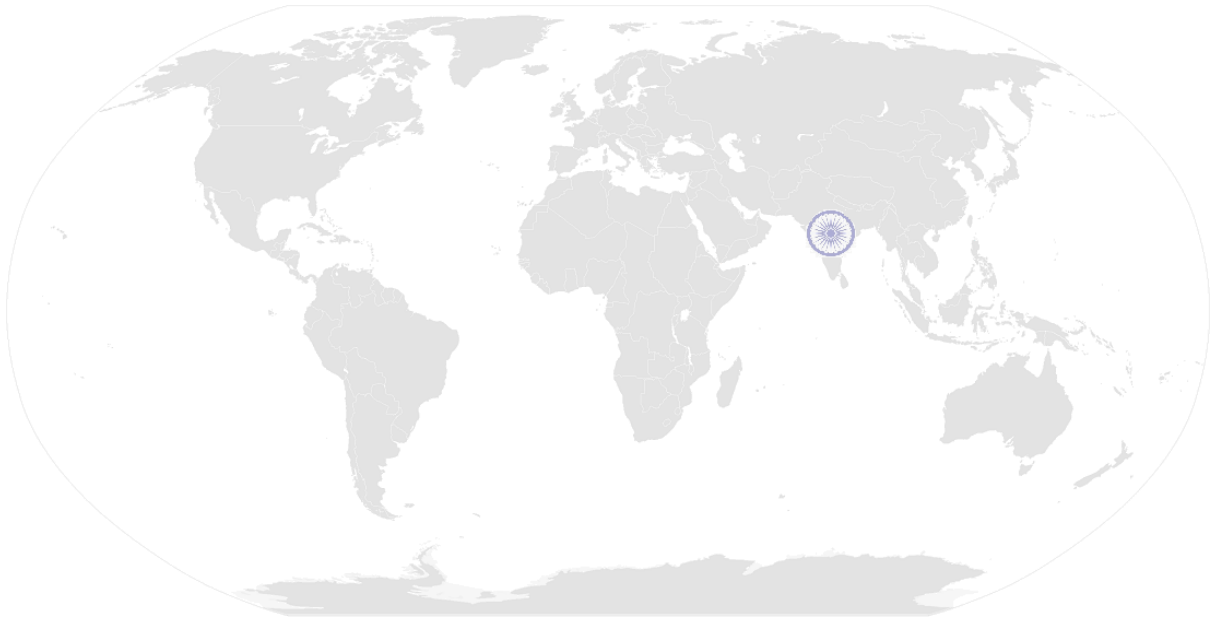
NOS Code	HSS/ N 5111		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5112:

Respond to patient's call

National Occupational Standards



Overview

This OS unit is about responding to call bell by General Duty Assistant. The purpose of responding to call bell is to check if the patient needs something and to provide a solution promptly. Promptly responding to call bells is important for patient's satisfaction.

HSS/ N 5112:

Respond to patient's call

National Occupational Standard

Unit Code	HSS/ N 5112
Unit Title (Task)	Respond to patient's call
Description	This OS unit is about responding to patient's call by General Duty Assistant. The purpose of responding to call bell is to check if the patient needs something and to provide a solution promptly. Promptly responding to call bells is important for patient satisfaction.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Responding to call bell <ul style="list-style-type: none"> ○ A GDA needs to consider the following when responding to a call bell, <ul style="list-style-type: none"> ○ If the call is for a medical need, communicate it to the nurse immediately ○ If the call is for a non-medical need, respond accordingly <p>Promptly responding to call bell is important for patient's general wellbeing and overall satisfaction</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Promptly respond to call bell PC2. Communicate the medical needs to the nurse station without delay PC3. Courteously and sensitively meet patient needs PC4. Ensure that the patient is at ease or comfortable PC5. Quickly scan the patients surrounding and take appropriate action</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Procedures and codes to be followed in case of call bell KA2. The emergency protocols to be followed in case of call bell being pressed to urgent needs</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How response time is linked with patient satisfaction KB2. When to turn off the call bell KB3. Common reasons for non-medical bell calls like elimination, need for drinking water or turning off the light. KB4. The medical reasons for bell calls and communicate them promptly to the nurse KB5. How to use patient bed equipment for different bed positions like propping up.</p>

HSS/ N 5112:

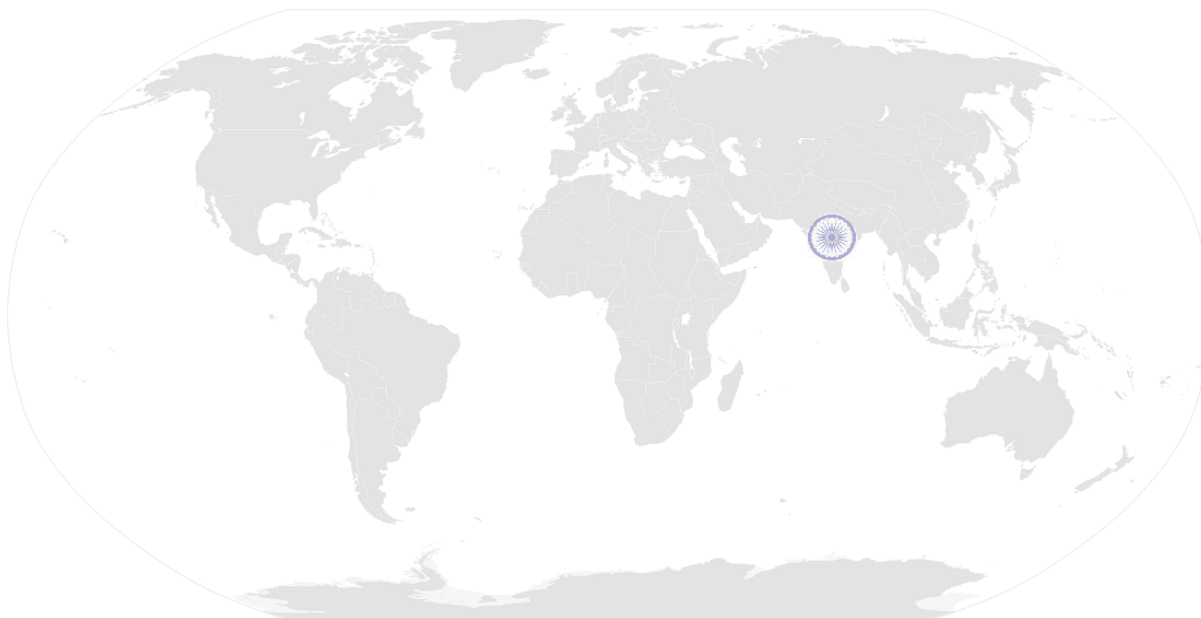
Respond to patient's call

	<p>KB6. While responding to the call bell observe and ensure that:</p> <ol style="list-style-type: none"> The call bell is turned off after the purpose is served. Survey the patients surrounding and take appropriate action like checking if drinking water is available in the room. <p>KB7. Place the call button within reach and encourage them to call when in need</p>
Skills	
A. Core Skills/ Generic Skills	Writing Skills
	Not Applicable
	Reading Skills
	Not Applicable
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to:</p> <p>SA1. Be courteous and seek patients permission to enter the room SA2. Understand the patients request for which the call was made SA3. Communicate to the patient one's understanding of the request SA4. Encourage the patient to call for any other need</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to:</p> <p>SB1. Know the reason of request (medical or non-medical) and when to inform the nurse</p>
	Plan and Organise
	<p>The user/individual on the job needs to:</p> <p>SB2. Plan and organise the response to call</p>
	Patient Centricity
	<p>The user/individual on the job needs to know and ensure to:</p> <p>SB3. Be quick to respond to a call SB4. Check for any additional needs that the patient may have by scanning the patient surroundings SB5. Encourage the patient to use the call whenever needed</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Identify the nature of the request and correctly respond to it</p>
	Analytical Thinking

HSS/ N 5112:

Respond to patient's call

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Be aware of common non-medical needs and satisfy the need before a request is made e.g. making drinking water available</p> <p>SB8. Differentiate between medical and non-medical needs and intimate the nurse about medical requests</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Ability to identify difference between urgent and non urgent call requests</p>



HSS/ N 5112:

Respond to patient's call

NOS Version Control

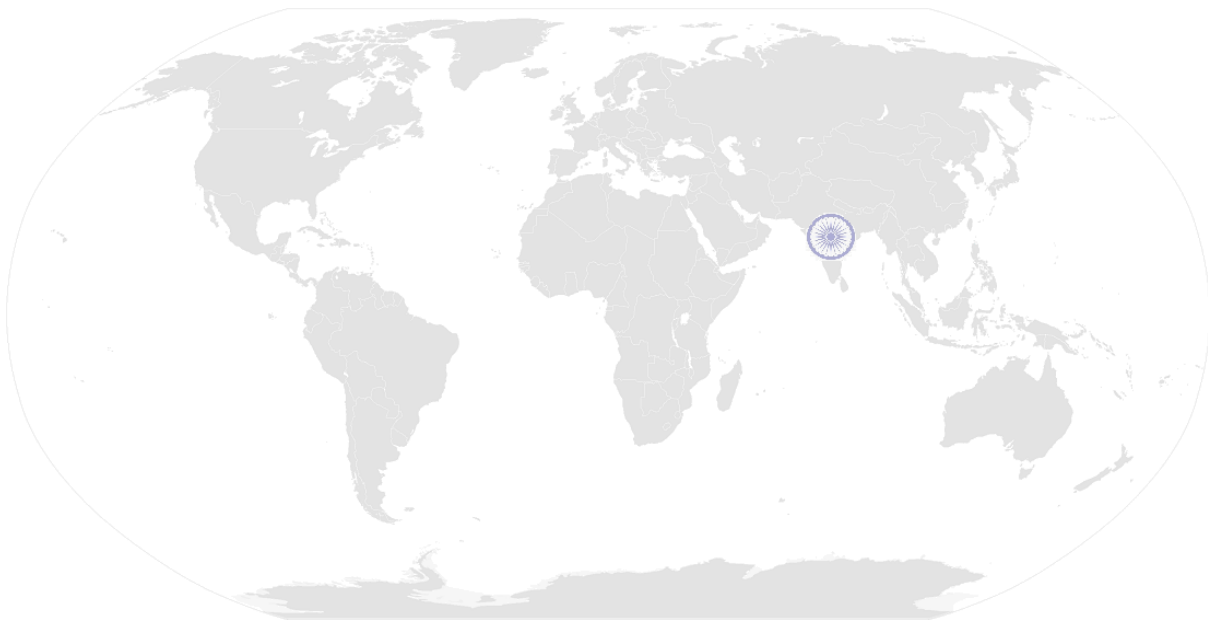
NOS Code	HSS/ N 5112		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5113:

Clean medical equipment under supervision of nurse

National Occupational Standards



Overview

This OS unit is about cleaning medical equipment by General Duty Assistant under the supervision of nurse.

HSS/ N 5113:

Clean medical equipment under supervision of nurse

National Occupational Standard

Unit Code	HSS/ N 5113
Unit Title (Task)	Clean medical equipment under supervision of nurse
Description	This OS unit is about cleaning medical equipment by General Duty Assistant under the supervision of nurse.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Cleaning, handling routine maintenance and sterilisation <p>Reference : 'The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SCDHSC00243 Support the safe use of materials and equipment] and has been reproduced with their permission'</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Handle equipment safely or seek the help of nurse PC2. Use appropriate protective clothing and equipment when cleaning equipment PC3. Clean and maintain equipment according to manufacturer's instructions, any legal requirements and work setting procedures PC4. Report to appropriate people/nurse about the equipment that are unsuitable for use PC5. Dispose of any waste safely and according to legal requirements and organisation protocol</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant protocols, good practices, standards, policies and procedures KA2. Procedures required for cleaning the equipment as per organisation protocol or nurse</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to clean the equipment KB2. The procedures to clean the equipment KB3. How to dispose of waste safely or seek the help of nurse</p>
Skills (S)	
A. Core Skills/	Writing Skills

HSS/ N 5113:

Clean medical equipment under supervision of nurse

Generic Skills	The user/individual on the job needs to know and understand: SA1. How to enter the procedure in the template
	Reading Skills
	The user/individual on the job needs to know and understand: SA2. How to read the symbols on the equipment and if not able to then seek the help of nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Discuss procedures with the nurse to carry the process effectively
B. Professional Skills	Decision Making
	The user/individual on the job needs to: Not Applicable
	Plan and Organise
	The user/individual on the job needs to know and understand: SB1. How to plan the procedure under the guidance of nurse
	Patient Centricity
	Not Applicable
	Problem Solving
	The user/individual on the job needs to know and understand: SB2. The error occurred during the procedure and seek the help of nurse for solving the problem
	Analytical Thinking
	Not Applicable
Critical Thinking	
Not Applicable	

HSS/ N 5113: Clean medical equipment under supervision of nurse

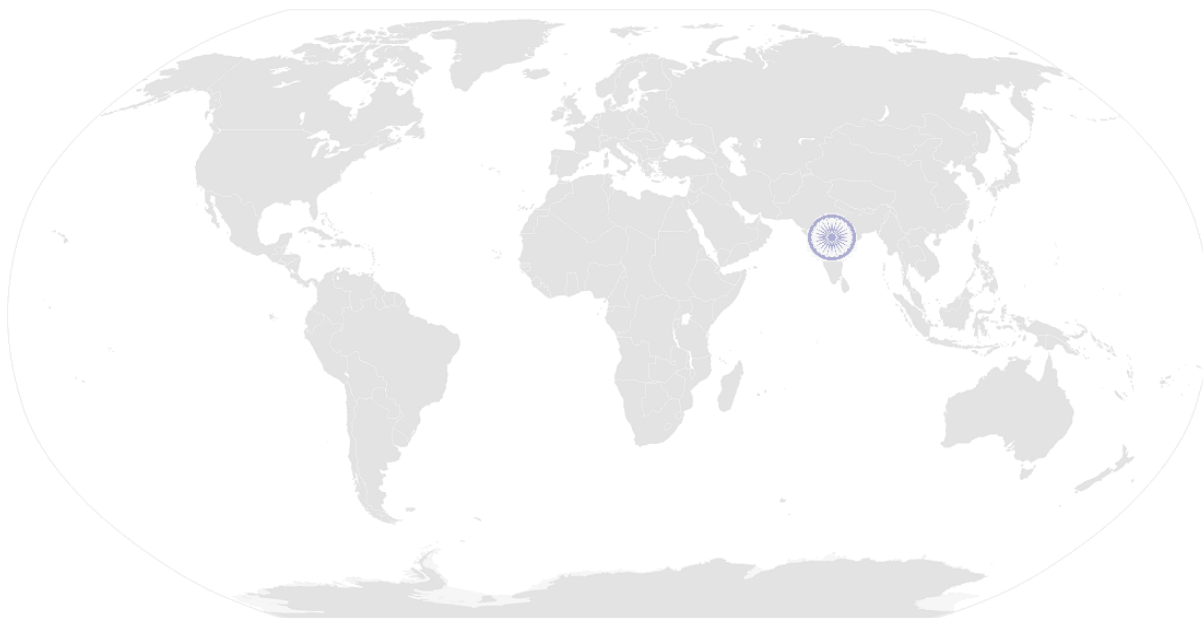
NOS Version Control

NOS Code	HSS/ N 5113		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5114: Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor

National Occupational Standards



Overview

This OS unit is about transporting patient samples, drugs, patient documentation (patient files, discharge summary etc.), changing/ transporting/ managing laundry/ linen on the floor.

HSS/ N 5114: Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor

National Occupational Standard

Unit Code	HSS/ N 5114
Unit Title (Task)	Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor
Description	This OS unit is about transporting patient samples, drugs, patient documentation (patient files, discharge summary etc.), changing/ transporting/ managing laundry/ linen on the floor.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Transporting patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor with care to prevent the spread of infection <p>Reference : ‘The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHIP10 Minimise the risk of spreading infection when transporting clean and used linen] and has been reproduced with their permission’</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must:</p> <p>PC1. Perform effective hand hygiene and use personal protective equipment in accordance with the local and national policy/procedures</p> <p>PC2. Ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported</p> <p>PC3. Ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use, isolating and reporting any that are not</p> <p>PC4. Collect and transport clean linen avoiding cross contamination with used linen and use a trolley or vehicle specifically designated for the delivery of clean linen</p> <p>PC5. Hand over the patient documents and drugs to the concerned person</p> <p>PC6. Ensure that all documents and drugs are handed over carefully</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant protocols, good practices, standards, policies and procedures</p> <p>KA2. Procedures required for cleaning the equipment as per organisation protocol or nurse</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to clean the linen trolleys</p>

HSS/ N 5114: Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor

	<p>KB2. How to use personal protective equipment</p> <p>KB3. How to handover the document and drugs and receive the acknowledgment</p> <p>KB4. Where an exposure occurs while transporting clean linen:</p> <ul style="list-style-type: none"> report the incident immediately and seek further advice on the need for further medical care document the incident, following local policies
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand:
	SA1. How to enter the procedure in the template
	Reading Skills
	The user/individual on the job needs to know and understand:
	SA2. How to read the symbols on the equipment and if not able to then seek the help of nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. Discuss procedures with the nurse to carry the process effectively
B. Professional Skills	Decision Making
	The user/individual on the job needs to:
	SB1. Make decisions regarding the existing processes with the help of nurse
	Plan and Organise
	The user/individual on the job needs to:
	SB2. Plan the procedure under the guidance of nurse
	Patient Centricity
	Not Applicable
	Problem Solving
	The user/individual on the job needs to know and understand:
	SB3. The error occurred during the procedure and seek the help of nurse for solving the problem
Analytical Thinking	
Not Applicable	
Critical Thinking	
Not Applicable	

HSS/ N 5114: Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor

NOS Version Control

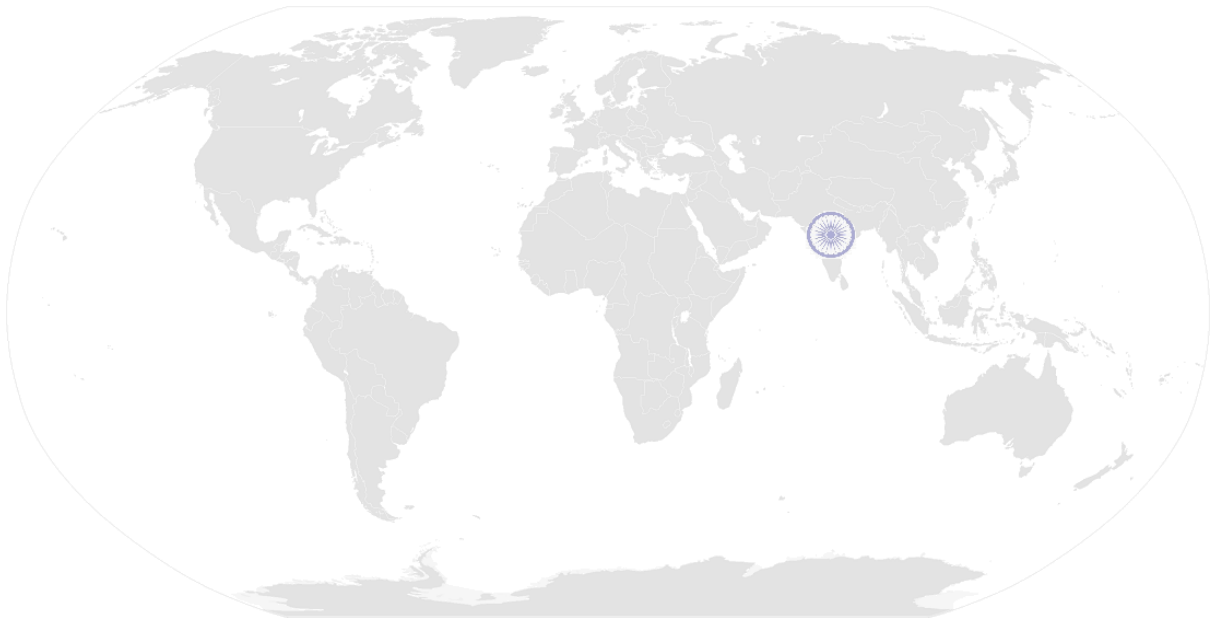
NOS Code	HSS/ N 5114		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 5115:

Carry out last office (Death care)

National Occupational Standards



Overview

This OS unit is about carrying out the last office i.e. providing death care to the deceased person.

HSS/ N 5115:

Carry out last office (Death care)

National Occupational Standard

Unit Code	HSS/ N 5115
Unit Title (Task)	Carry out last office (death care)
Description	This OS unit is about providing basic care and transferring a patient's body post death by General Duty Assistant.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Providing post death care and preserving privacy and dignity of the deceased, respecting their cultural/religious beliefs and personal wishes where possible Ensuring patient's privacy during the transferring process is important
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Remove jewellery and any personal items, unless requested or advised otherwise. Ensure that appropriate records are made of any personal items left on the body or otherwise.</p> <p>PC2. Attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene</p> <p>PC3. Attempt to close the eyes, using a small piece of clinical tape if required</p> <p>PC4. Attach identification labels/wrist bands according to local guidelines and organisational policy</p> <p>PC5. Dress the patient in a gown/shroud or own clothes, as required</p> <p>PC6. Place an incontinence pad underneath to contain any soiling</p> <p>PC7. Place the body in the bag as per instructions, post completing any necessary documentation by nurse/physician</p> <p>PC8. If a body bag is not to be used, enclose the body in a sheet, securing it with adhesive tape</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand how to:</p> <p>KA4. Follow relevant protocols, good practices, standards, policies and procedures</p> <p>KA5. Use equipment and techniques correctly to avoid inconvenience</p>
B. Technical Knowledge	<p>The user/individual on the job needs to:</p> <p>KB1. Put on Personal Protective Equipment (PPE) i.e. gloves, plastic apron and surgical mask if required</p> <p>KB2. Remove all clothing, cover with a sheet and wash patient, dress in gown, or their own nightwear or clothing as per patient/ relatives wishes</p> <p>KB3. Place arms by their sides</p>

HSS/ N 5115:

Carry out last office (Death care)

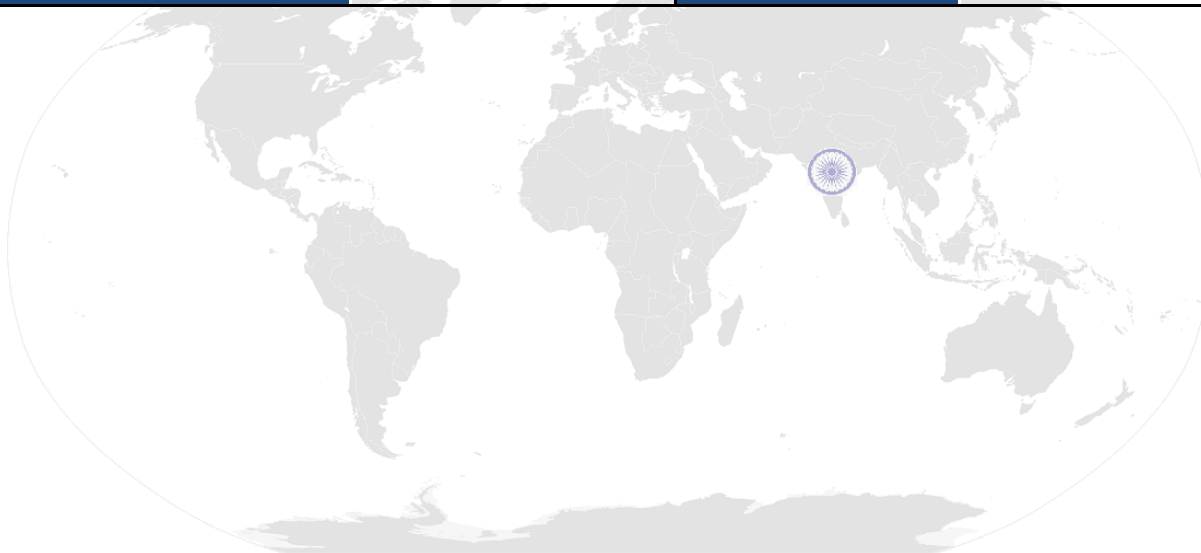
	KB4. Wrap the patient carefully in a sheet and fasten with tape
Skills	
A. Core Skills/ Generic Skills	Writing Skills
	Not Applicable
	Reading Skills
	Not Applicable
	Oral Communication (Listening and Speaking skills)
	Not Applicable
B. Professional Skills	Decision Making
	Not applicable
	Plan and Organise
	Not applicable
	Patient Centricity
	The user/individual on the job needs to know and understand how to:
	SB1. Honour the spiritual and cultural wishes of the deceased person and their family
	SB2. Ensure that the privacy and dignity of the deceased person is maintained
	Problem Solving
	Not Applicable
Analytical Thinking	
Not Applicable	
Critical Thinking	
Not Applicable	

HSS/ N 5115:

Carry out last office (Death care)

NOS Version Control

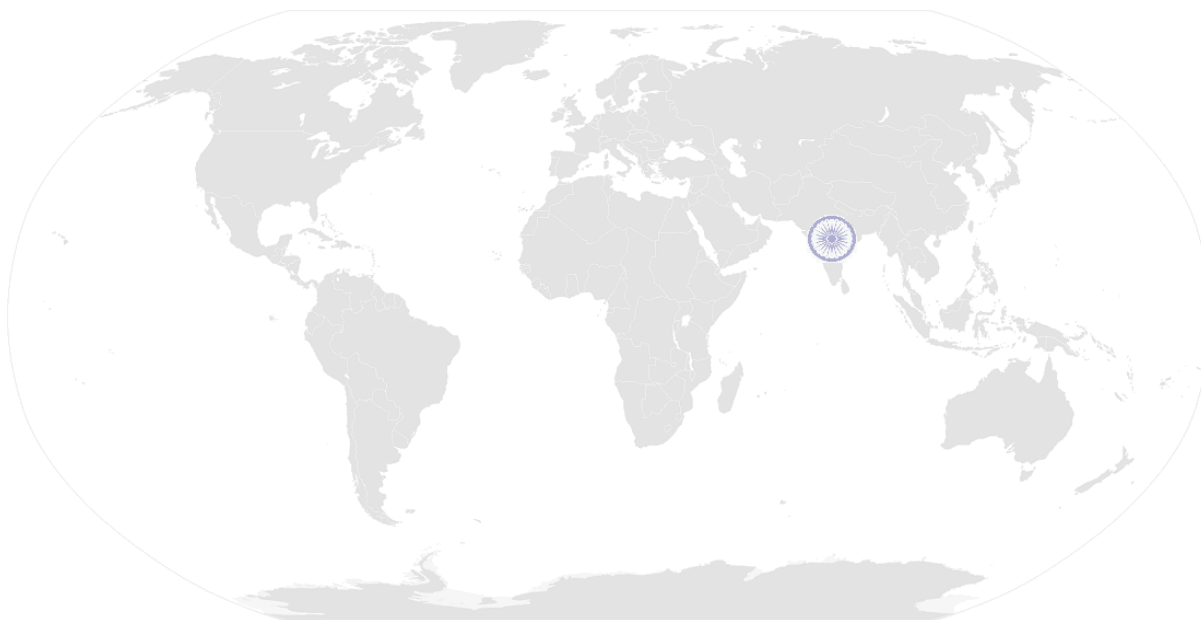
NOS Code	HSS/ N 5115		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	General Duty Assistant	Next review date	22/12/16



HSS/ N 9603:

Act within the limits of one's competence and authority

National Occupational Standards



Overview

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

HSS/ N 9603:

Act within the limits of one’s competence and authority

National Occupational Standard	Unit Code	HSS/ N 9603
	Unit Title (Task)	Act within the limits of one’s competence and authority
	Description	<p>This OS unit is about recognising the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines</p> <p>This is applicable to all Allied Health Professionals working in an organised, regulated environment</p>
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one’s competence and authority; <ul style="list-style-type: none"> ○ Knowing one’s job role ○ Knowing one’s job responsibility ○ Recognising the job role and responsibilities of co workers <p>Reference: ‘This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their permission’.</p>
Performance Criteria (PC) wrt The Scope		
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to legislation, protocols and guidelines relevant to one’s role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to one’s role</p> <p>PC3. Recognise the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority</p> <p>PC4. Maintain competence within one’s role and field of practice</p> <p>PC5. Use relevant research based protocols and guidelines as evidence to inform one’s practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC8. Evaluate and reflect on the quality of one’s work and make continuing improvements</p>	
Knowledge and Understanding (K)		
A. Organisational Context (Knowledge of the	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The relevant legislation, standards, policies, and procedures followed in the</p>	

HSS/ N 9603:

Act within the limits of one's competence and authority

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

HSS/ N 9603:

Act within the limits of one’s competence and authority

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

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

NOS Version Control

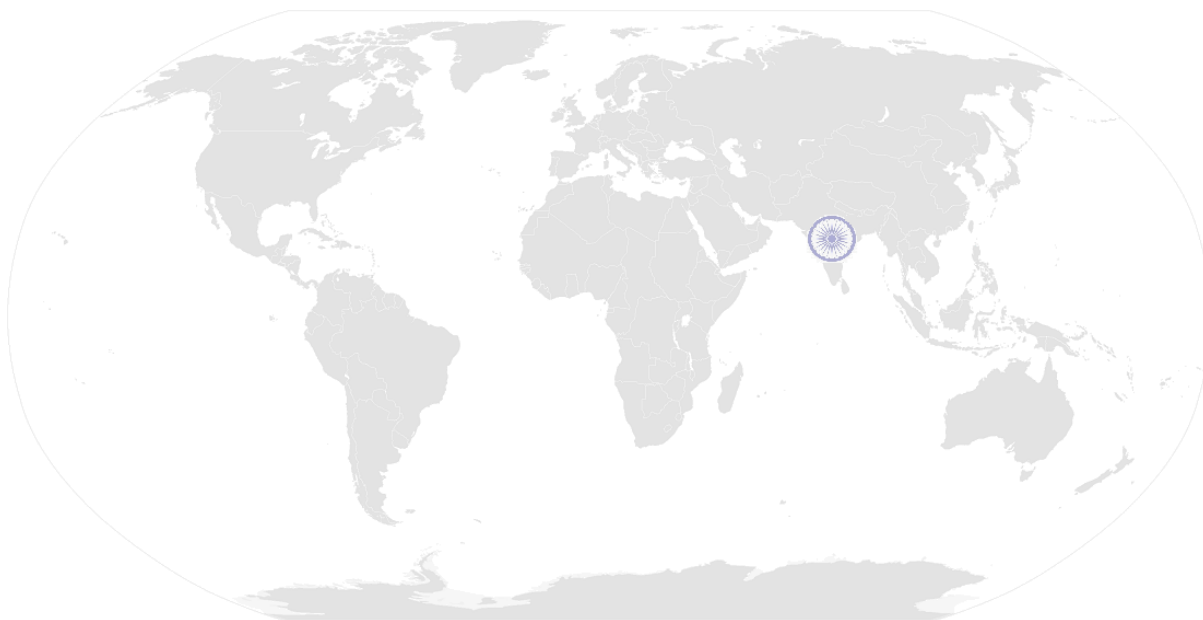
NOS Code	HSS/ N 9603		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/12/16



HSS/ N 9604:

Work effectively with others

National Occupational Standards



Overview

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

HSS/ N 9604:

Work effectively with others

National Occupational Standard

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

HSS/ N 9604:

Work effectively with others

	<p>KB4. The importance of integrating ones work effectively with others</p> <p>KB5. The types of working relationships that help people to work well together and the types of relationships that need to be avoided</p> <p>KB6. The types of opportunities an individual may seek out to improve relationships with others</p> <p>KB7. How to deal with difficult working relationships with other people to sort out problems</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>Writing Skills</p> <p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SA1. Communicate essential information in writing</p> <p>SA2. Write effective communications to share information with the team members and other people outside the team</p>
	<p>Reading Skills</p> <p>To be competent, the user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand essential information</p>
	<p>Oral Communication (Listening and speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA4. Communicate essential information to colleagues face-to-face or through telecommunications</p> <p>SA5. Question others appropriately in order to understand the nature of the request or compliant</p>
	<p>Decision Making</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to work</p>
B. Professional Skills	<p>Plan and Organise</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB2. Plan and organise files and documents</p>
	<p>Patient Centricity</p>

HSS/ N 9604:

Work effectively with others

	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB5. Be sensitive to potential cultural differences</p> <p>SB6. Maintain patient confidentiality</p> <p>SB7. Respect the rights of the patient(s)</p>
	Problem Solving
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify problems while working with others and devise effective solutions</p>
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not Applicable

HSS/ N 9604:

Work effectively with others

NOS Version Control

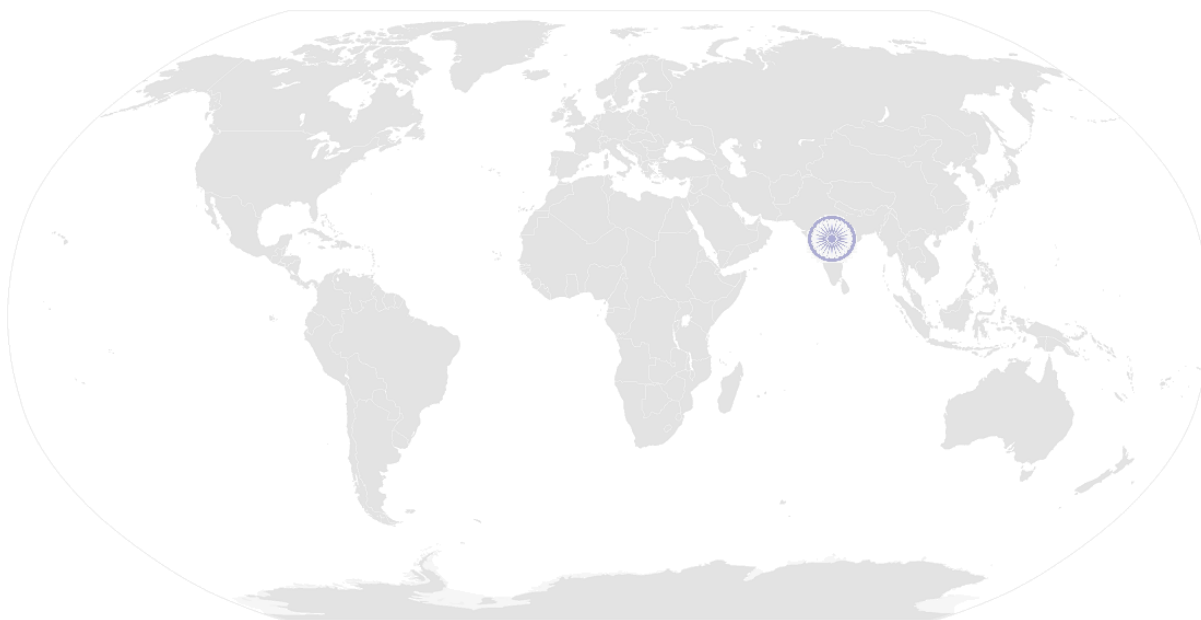
NOS Code	HSS/ N 9604		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/12/16



HSS/ N 9605:

Manage work to meet requirements

National Occupational Standards



Overview

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

HSS/ N 9605:

Manage work to meet requirements

National Occupational Standard

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

HSS/ N 9605:

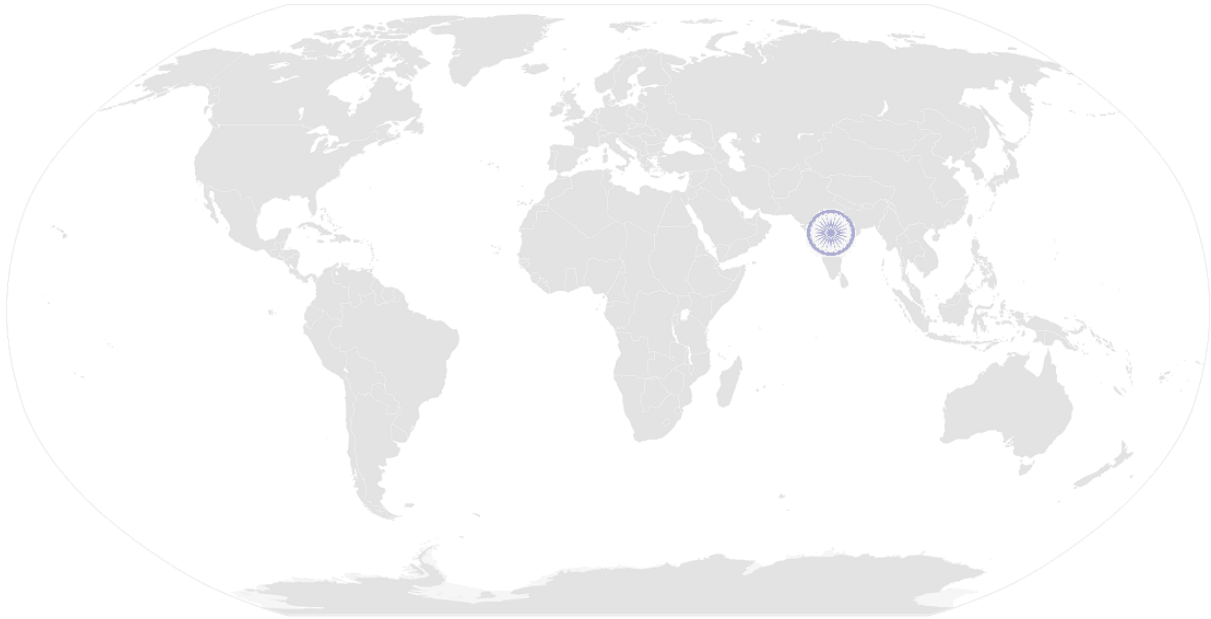
Manage work to meet requirements

	<p>KB8. To change work plans when necessary</p> <p>KB9. The importance of confidentiality</p> <p>KB10. The importance in completing work on time</p>
Skills (S)	
A. Core Skills /Generic Skills	<p>Writing Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report progress and results</p> <p>SA2. Record problems and resolutions</p>
	<p>Reading Skills</p> <p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SA3. Read organisational policies and procedures</p> <p>SA4. Read work related documents and information shared by different sources</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA5. Report progress and results</p> <p>SA6. Interact with other individuals</p> <p>SA7. Negotiate requirements and revised agreements for delivering them</p>
	<p>Decision Making</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the work</p>
B. Professional Skills	<p>Plan and Organise</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB2. Plan and organise files and documents</p>
	<p>Patient Centricity</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be sensitive to potential cultural differences</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p>

HSS/ N 9605:

Manage work to meet requirements

	To be competent, the user/ individual on the job needs to know and understand how to:
	SB7. Understand problems and suggest an optimum solution after evaluating possible solutions
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

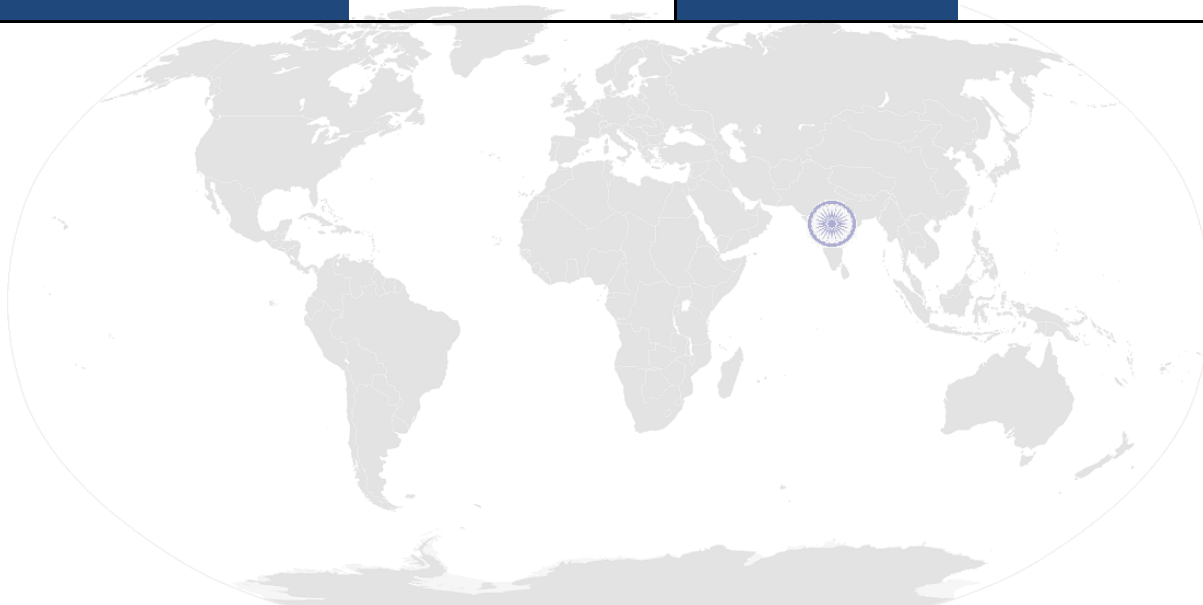


HSS/ N 9605:

Manage work to meet requirements

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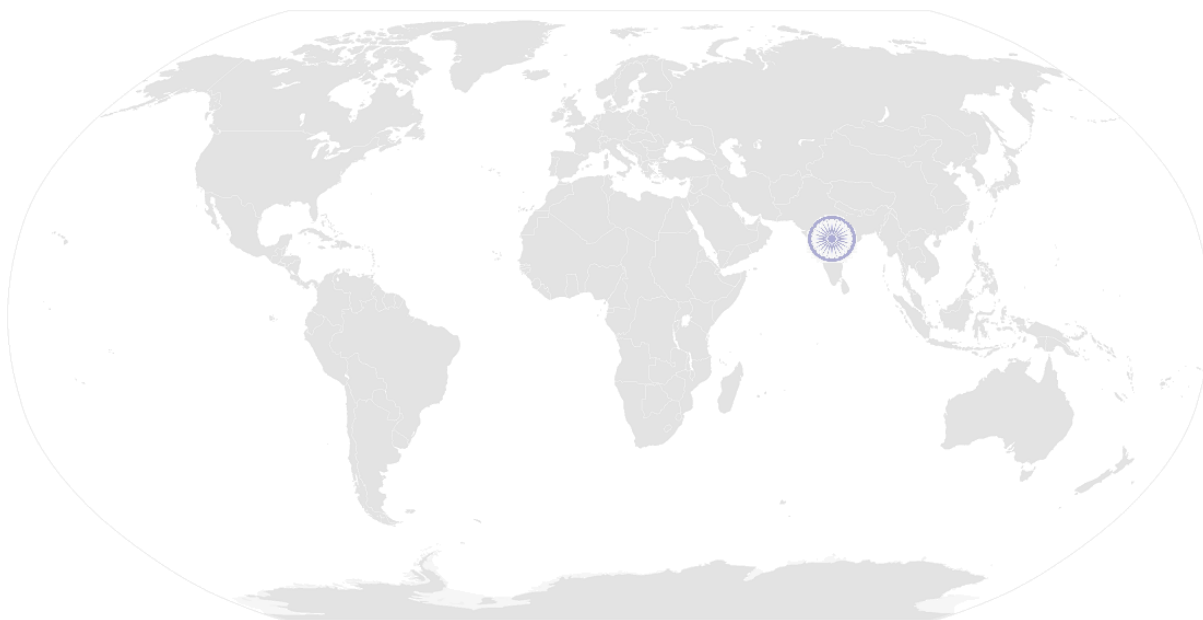
NOS Code	HSS/ N 9605		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/12/16



HSS/ N 9606:

Maintain a safe, healthy, and secure working environment

National Occupational Standards



Overview

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

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

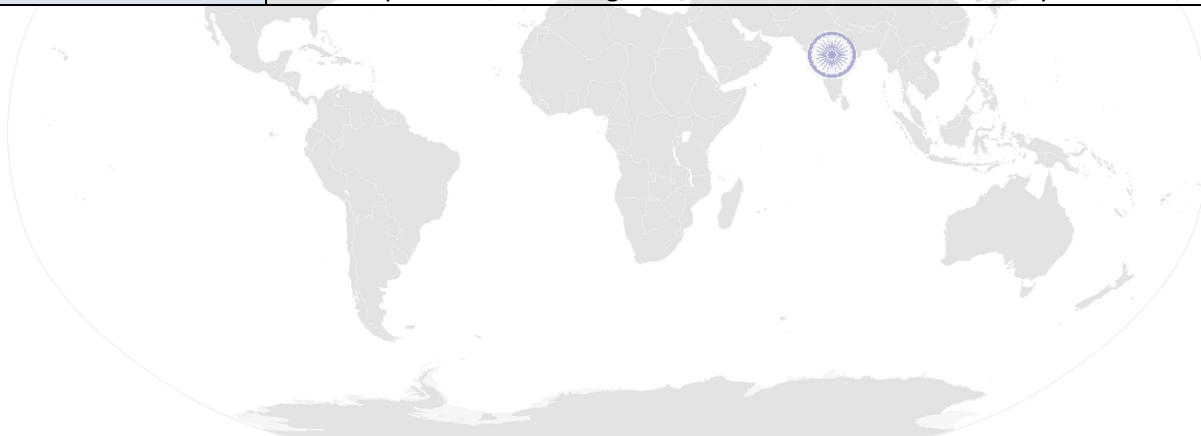
National Occupational Standard	Unit Code	HSS/ N 9606
	Unit Title (Task)	Maintain a safe, healthy, and secure working environment
	Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions This OS unit applies to all Allied Health professionals working within an organised workplace
	Scope	This unit covers the following: <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for workplace, Handling any hazardous situation with safely, competently and within the limits of authority , Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
	Performance Criteria (PC) wrt The Scope	
	Element	Performance Criteria
		To be competent, the user/ individual on the job must be able to: <p>PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. Comply with health, safety and security procedures for the workplace</p> <p>PC3. Report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC4. Identify potential hazards and breaches of safe work practices</p> <p>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected</p> <p>PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently</p> <p>PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC9. Complete any health and safety records legibly and accurately</p>
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent, the user/ individual on the job needs to know and understand: <p>KA1. The importance of health, safety, and security in the workplace</p> <p>KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace</p> <p>KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. How to report the hazard</p> <p>KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>

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

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

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

	<p>way that promotes openness on issues of concern</p> <p>SB5. Be sensitive to potential cultural differences</p> <p>SB6. Maintain patient confidentiality</p> <p>SB7. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p>
	<p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify hazards, evaluate possible solutions and suggest effective solutions</p>
	<p>Analytical Thinking</p>
	<p>To be competent, the user needs to know and understand how to:</p> <p>SB9. Analyse the seriousness of hazards</p>
	<p>Critical Thinking</p>
	<p>To be competent, the user needs to know and understand how to:</p> <p>SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>



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

NOS Version Control

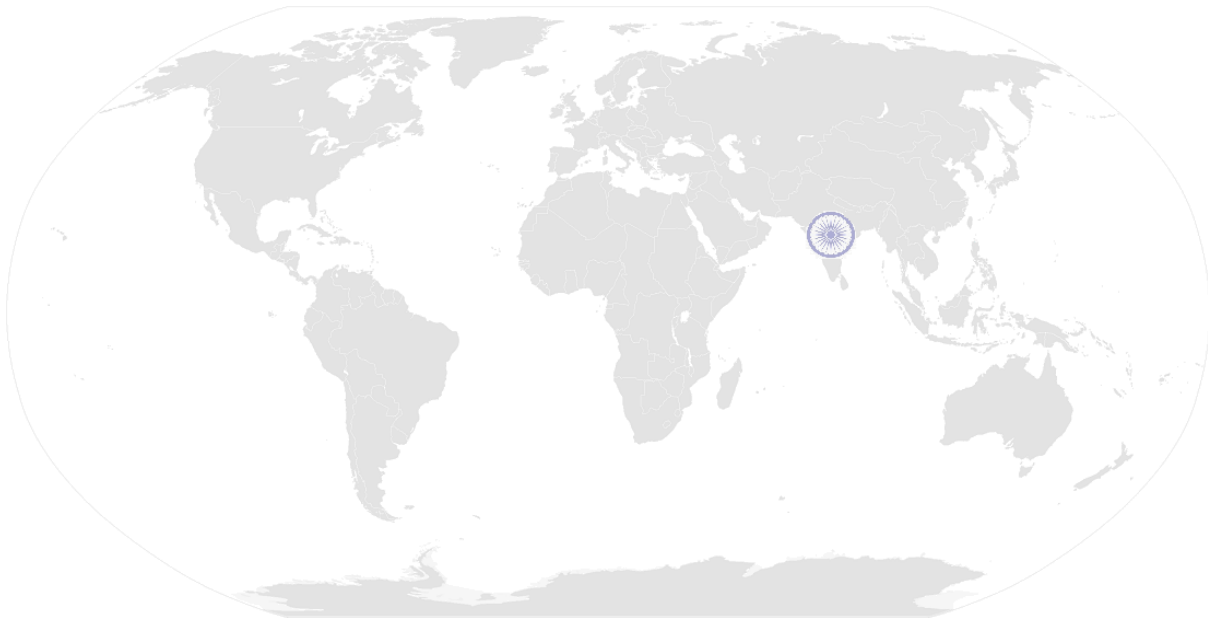
NOS Code	HSS/ N 9606		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/12/16



HSS/ N 9607:

Practice code of conduct while performing duties

National Occupational Standards



Overview

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

HSS/ N 9607:

Practice code of conduct while performing duties

National Occupational Standard

Unit Code	HSS/ N 9607
Unit Title (Task)	Practice code of conduct while performing duties
Description	<p>This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider. The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice.</p> <p>This OS unit applies to all Allied health professionals working in an organised environment and to whom specific regulations and codes of conduct apply.</p>
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Recognising the guidelines and protocols relevant to the field and practice. Following the code of conduct as described by the healthcare provider. Demonstrating best practices while on the field.
Performance Criteria (PC) wrt The Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to protocols and guidelines relevant to the role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to the role</p> <p>PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority</p> <p>PC4. Maintain competence within the role and field of practice</p> <p>PC5. Use protocols and guidelines relevant to the field of practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and patient safety</p> <p>PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem</p>
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospital</p> <p>KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA3. Personal hygiene measures and handling techniques</p>
B. Technical Knowledge	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others</p> <p>KB2. The importance of working within the limits of one's competence and authority</p>

HSS/ N 9607:

Practice code of conduct while performing duties

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

HSS/ N 9607:

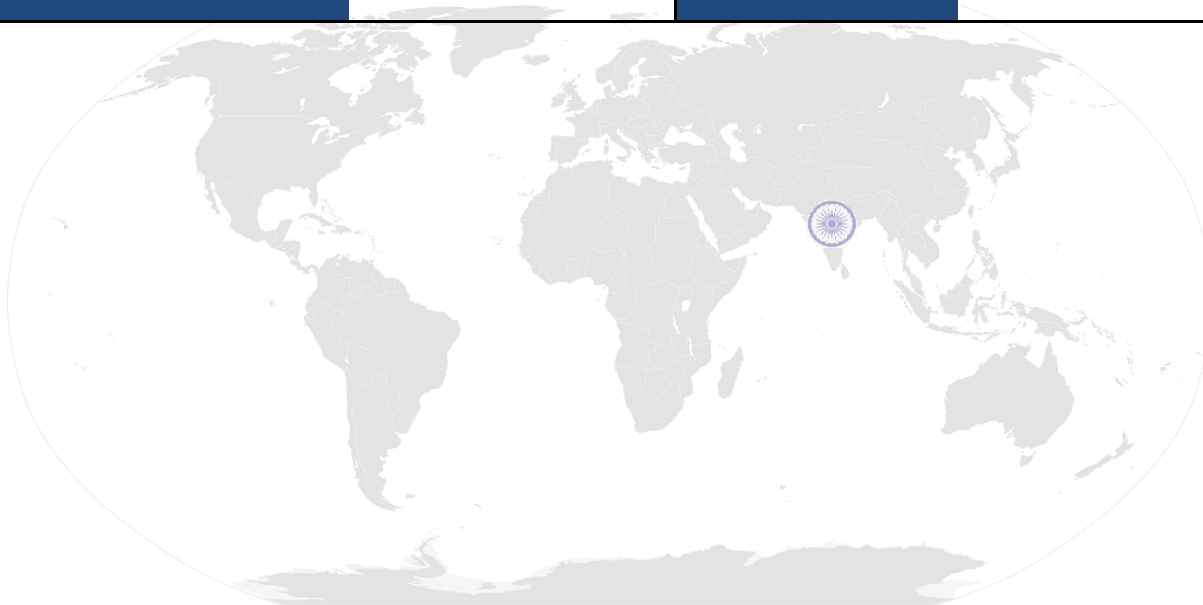
Practice code of conduct while performing duties

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

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

NOS Version Control

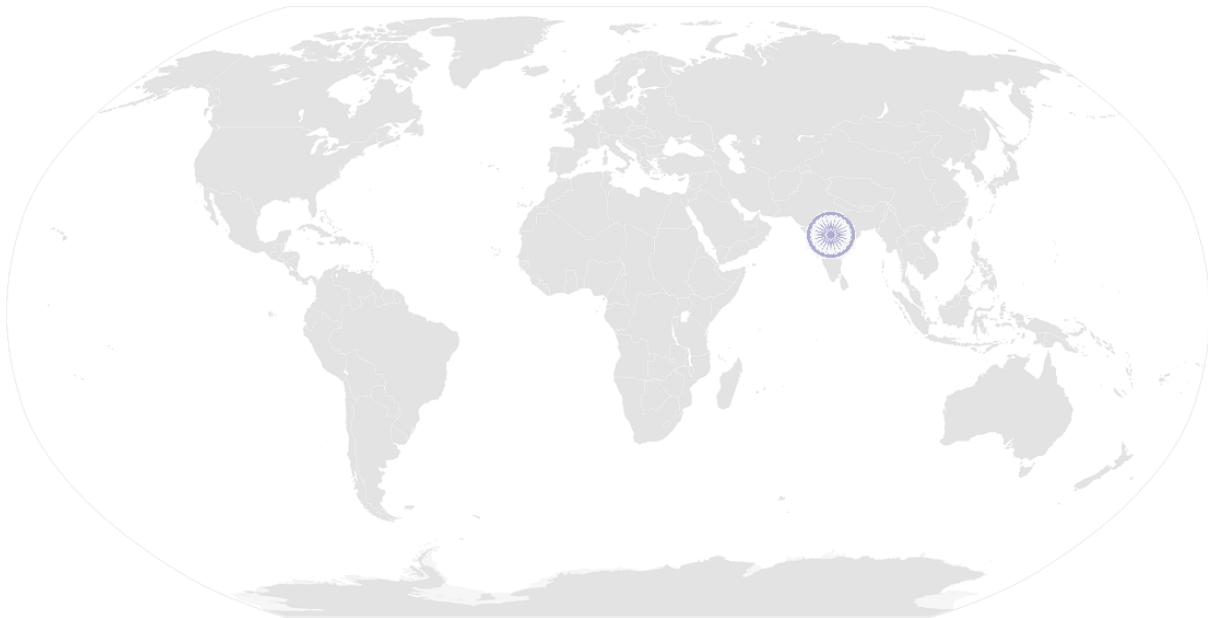
NOS Code	HSS/ N 9606		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/12/16



HSS/ N 9609:

Follow biomedical waste disposal protocols

National Occupational Standards



Overview

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

HSS/ N 9609:

Follow biomedical waste disposal protocols

National Occupational Standard

Unit Code	HSS/ N 9609
Unit Title (Task)	Follow biomedical waste disposal protocols
Description	This OS unit is about the safe handling and management of health care waste. This unit applies to all Allied Health professionals.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste <p>Reference : ‘The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHCHS212 Disposal of clinical and non-clinical waste within healthcare and SFHCHS213 Implement an audit trail for managing waste within healthcare]’</p>
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type</p> <p>PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste</p> <p>PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements</p> <p>PC4. Segregation should happen at source with proper containment, by using different color coded bins for different categories of waste</p> <p>PC5. Check the accuracy of the labelling that identifies the type and content of waste</p> <p>PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal</p> <p>PC7. Check the waste has undergone the required processes to make it safe for transport and disposal</p> <p>PC8. Transport the waste to the disposal site, taking into consideration its associated risks</p> <p>PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures</p> <p>PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols</p>
Knowledge and Understanding (K)	
A. Organisational Context	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Basic requirements of the health and safety and other legislations and</p>

HSS/ N 9609:

Follow biomedical waste disposal protocols

<p>(Knowledge of the Healthcare provider/ Organisation and its processes)</p>	<p>regulations that apply to the organisation KA2. Person(s) responsible for health, safety, and security in the organisation KA3. Relevant up-to-date information on health, safety, and security that applies to the organisation KA4. Organisation’s emergency procedures and responsibilities for handling hazardous situations</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to categorise waste according to national, local and organisational guidelines KB2. The appropriate approved disposal routes for waste KB3. The appropriate containment or dismantling requirements for waste and how to make the waste safe for disposal KB4. The importance to adhere to the organisational and national waste management principles and procedures KB5. The hazards and risks associated with the disposal and the importance of risk assessments and how to provide these KB6. The personal protective equipment required to manage the different types of waste generated by different work activities KB7. The importance of working in a safe manner when carrying out procedures for biomedical waste management in line with local and national policies and legislation KB8. The required actions and reporting procedures for any accidents, spillages and contamination involving waste KB9. The requirements of the relevant external agencies involved in the transport and receipt of your waste KB10. The importance of segregating different types of waste and how to do this KB11. The safe methods of storage and maintaining security of waste and the permitted accumulation times KB12. The methods for transporting and monitoring waste disposal and the appropriateness of each method to a given scenario KB13. How to report any problems or delays in waste collection and where to seek advice and guidance KB14. The importance of the organisation monitoring and obtaining an assessment of the impact the waste has on the environment KB15. The current national legislation, guidelines, local policies and protocols which affect work practice KB16. The policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Report and record incidents</p> <p>Reading Skills</p>

HSS/ N 9609:

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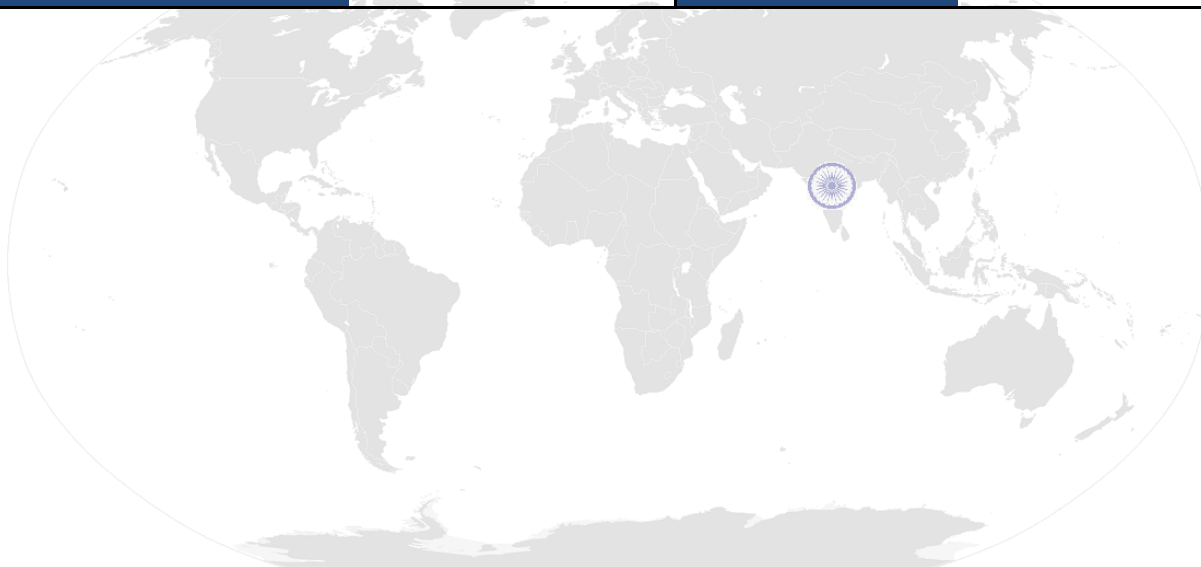
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures for managing biomedical waste</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p>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

HSS/ N 9609:

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NOS Version Control

NOS Code	HSS/ N 9609		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/12/16



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	General Duty Assistant
Qualification Pack Code	HSS/Q5101
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

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

Skills Practical and Viva (80% weightage)	
	Marks Allotted
Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and communication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (70% of Max. Marks)	350
Theory (20% weightage)	
	Marks Allotted
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and Communication)	20
Grand Total-(Theory)	100
Passing Marks (50% of Max. Marks)	50

Grand Total-(Skills Practical and Viva + Theory)		600			
Overall Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			
Detailed Break Up of Marks		Skills Practical & Viva			
Subject Domain		Pick any 2 NOS each of 200 marks totalling 400			
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS/ N 5101 (Assist nurse in bathing the patient)	PC1.Maintain the patient privacy and encourage patient do as much as possible to promote independence	200	10	0	10
	PC2.Identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort		50	10	40
	PC3.Check water temperature before patient checks in		10	2	8
	PC4.Follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes		50	10	40
	PC5. Dry patient skin by patting with a towel which decreases friction and prevents skin breakdown		4	0	4
	PC6. Never leave a patient unattended in bath room		4	2	2
	PC7. Wash from cleanest to dirtiest		10	2	8
	PC8. Observe and report unusual findings to the nurse		20	2	18
	PC9. Offer patient back rub after bathing and at bed time to stimulate circulation and relieve stress		10	10	0
	PC10. Apply lotion to dry skin if requested		2	2	0
	PC11. Clean tub shower chair before and after each use		20	10	10
	PC12. Always check each patients skin after bathing		10	10	0
Total			200	60	140

2. HSS/ N 5102 (Assist nurse in grooming the patient)	PC1. Maintain the patient's privacy and encourage patient do as much as possible to promote independence	200	10	0	10
	PC2. Show patient how they look after the grooming task is finished		20	0	20
	PC3. Use standard precautions and protocols for shaving and cutting nails		50	10	40
	PC4. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling		50	10	40
	PC5. Rinse toothpaste thoroughly from the mouth after brushing		40	5	35
	PC6. Store dentures in cool water with patients name to avoid confusion		30	5	25
	Total		200	30	170
3.HSS/ N 5103 (Assist patient in dressing)	PC1. Maintain the patient privacy and encourage patient do as much as possible to promote independence	200	40	10	30
	PC2. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly		160	20	140
	Total		200	30	170
4. HSS/ N 5104 (Support individuals to eat and drink)	PC1. Make the patient comfortable and encourage eating as recommended	200	5	0	5
	PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient		30	5	25
	PC3. Feed through spoon		5	2	3
	PC4. Assist in elimination and oral care prior to feeding		30	5	25
	PC5. Wash hands and mouth after feeding		30	5	25
	PC6. Measure input and record them		30	5	25
	PC7. During feeding observe and ensure that:				
	a. Elimination process is completed before feeding		10	12	28
	b. Oral care and grooming is performed before feeding		10		
	c. The patient is comfortable when being fed		10		
	d. The food provided is according to the dietary prescription of the prescribing physician or dietician		10		
	PC8. Patient is not having symptoms of distress like coughing and regurgitation		30	6	24
	Total		200	40	160

5. HSS/ N 5105 (Assist patient in maintaining normal elimination)	PC1. Promptly respond to patients elimination needs	200	4	0	4
	PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode		50	10	40
	PC3. Wipe the patient and wash hands to prevent infection		50	10	40
	PC4. Use equipment correctly to prevent discomfort or injury		50	10	40
	PC5. Ensure/Maintain patients privacy at all times during the procedure		6	0	6
	PC6. Record changes in colour or texture of the elimination and report usual findings immediately		40	5	35
	Total		200	35	165
6. HSS/ N 5106 (Transferring patient within the hospital)	PC1. Use the equipment for transferring the patients correctly to avoid falls or injuries	200	10	2	8
	PC2. Ensure that the correct patient is being moved or wheeled out		10	2	8
	PC3. Understand patient's condition and estimate if additional help is required		30	5	25
	PC4. Transport the patient without causing trauma or injury		60	20	40
	PC5. Use proper body mechanics for transferring the patient		60	20	40
	PC6. Focus on safety first and ensure that the patient is comfortable		30	5	25
	Total		200	54	146
7.HSS/ N 5108 (Prevent and control infection)	PC1. Know all procedures required for infection control	200	30	30	0
	PC2. Follow standard precautions		50	10	40
	PC3. Be aware of rules to dispose of biomedical waste and sharps		50	20	30
	PC4. Follow high level of personal hygiene		20	2	18
	PC5. Practice medical asepsis		20	2	18
	PC6. Follow infection control procedures and should ensure that:				
	o All standard precautions and procedures are followed		10		
	o Protective gears are used while getting in contact with the patient		10	6	24
	o Consider all blood, body fluids and excreta contaminated		10		

	Total		200	70	130
8. HSS/ N 5109 (Assist nurse in performing procedures as instructed in the care plan)	PC1. Perform key procedures like inducing enema, prepare patient for being moved to the operation theatre	200	120	20	100
	PC2. Operate the equipment used to perform the procedure		80	20	60
	Total		200	40	160
9. HSS/ N 5110 (Assist nurse in observing and reporting changes in patient condition)	PC1. Observe colour changes like bluish or yellowish discoloration of the skin	200	50	20	30
	PC2. Observe changes in odour or consistency of urine and stools		50	20	30
	PC3. Communicate the observations in an appropriate language and construct		50	20	30
	PC4. Differentiate between immediate and routine reporting requirements		50	20	30
	Total		200	80	120
10. HSS/ N 5113 (Clean medical equipment under supervision of nurse)	PC1. Handle equipment safely or seek the help of nurse	200	40	10	30
	PC2. Use appropriate protective clothing and equipment when cleaning equipment		40	10	30
	PC3. Clean and maintain equipment according to manufacturer's instructions, any legal requirements and work setting procedures		40	10	30
	PC4. Report to appropriate people/nurse about the equipment that are unsuitable for use		40	10	30
	PC5. Dispose of any waste safely and according to legal requirements and organisation protocol		40	10	30
	Total		200	50	150
11. HSS/ N 5111 (Assist nurse in measuring patient parameters accurately)	PC1. Assist nurse in calibrating the scales and following manufacturer's guidelines	200	30	25	5
	PC2. Use different types of scales including manual, digital, standard, chair and bed scales		60	20	40
	PC3. Ensure that patient is comfortable and positioned correctly		60	20	40
	PC4. Ensure patient safety to prevent a fall or an injury		50	10	40
	Total		200	75	125
12. HSS/ N 5114 (Transport patient)	PC1. Perform effective hand hygiene and use personal protective equipment in accordance with the local and national policy/procedures	200	50	10	40

samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor)	PC2. Ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported		20	10	10
	PC3. Ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use, isolating and reporting any that are not		20	10	10
	PC4. Collect and transport clean linen avoiding cross contamination with used linen and use a trolley or vehicle specifically designated for the delivery of clean linen		50	10	40
	PC5. Hand over the patient documents and drugs to the concerned person		30	5	25
	PC6. Ensure that all documents and drugs are handed over carefully		30	5	25
	Total		200	50	150
13. HSS/ N 5115 [Carry out last office (Death care)]	PC1. Remove jewellery and any personal items, unless requested or advised otherwise. Ensure that appropriate records are made of any personal items left on the body or otherwise.	200	20	20	0
	PC2. Attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene		20	3	17
	PC3. Attempt to close the eyes, using a small piece of clinical tape if required		10	2	8
	PC4. Attach identification labels/wrist bands according to local guidelines and organisational policy		30	10	20
	PC5. Dress the patient in a gown/shroud or own clothes, as required		30	0	30
	PC6. Place an incontinence pad underneath to contain any soiling		30	0	30
	PC7. Place the body in the bag as per instructions, post completing any necessary documentation by nurse/physician		30	10	20
	PC8. If a body bag is not to be used, enclose the body in a sheet, securing it with adhesive tape		30	10	20
	Total		200	55	145
Grand Total-1 (Subject Domain)		400			

Soft Skills and Communication		Pick one field from part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totalling 100			
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Communication & Proactiveness					
HSS/ N 5107 (Communicating appropriately with co-workers)	PC1. Be a good listener	25	3	0	3
	PC2. Speak clearly and slowly in a gentle tone		3	0	3
	PC3. Use the correct combination of verbal and non-verbal communication		3	0	3
	PC4. Use language familiar to the listener		3	0	3
	PC5. Give facts and avoid opinions unless asked for		3	0	3
	PC6. Structure brief and logical messages		10	3	7
	Total			25	3
HSS/ N 5112 (Respond to patient's call)	PC1. Promptly respond to call bell	25	5	2	3
	PC2. Communicate the medical needs to the nurse station without delay		8	3	5
	PC3. Courteously and sensitively meet patient needs		2	0	2
	PC4. Ensure that the patient is at ease or comfortable		2	0	2
	PC5. Quickly scan the patients surrounding and take appropriate action		8	4	4
	Total			25	9
Communication & Proactiveness Total		50	50	12	38
2. Attitude					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	30	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4

	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
	Total		30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
	Total		20	7	13
Attitude Total		50	50	19	31
3. Attiquete					
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	25	10	5	5
	PC2. Utilise time effectively		3	0	3
	PC3. Ensure his/her work meets the agreed requirements		3	0	3
	PC4. Treat confidential information correctly		3	3	0

	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		6	3	3
	Total		25	11	14
HSS/ N 5107 (Communicating appropriately with co-workers)	PC1. Be a good listener	25	3	0	3
	PC2. Speak clearly and slowly in a gentle tone		3	0	3
	PC3. Use the correct combination of verbal and non-verbal communication		3	0	3
	PC4. Use language familiar to the listener		3	0	3
	PC5. Give facts and avoid opinions unless asked for		3	0	3
	PC6. Structure brief and logical messages		10	3	7
	Total			25	3
Attiquete Total		50	50	14	36

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

1. Team Work (Evaluate with NOS: HSS/N/5109, 5110, 5113)

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

2. Safety management (Evaluate with NOS: HSS/N/5101, 5102, 5103, 5104, 5106, 5111)

HSS/ N 9606 (Maintain a safe, healthy, and secure working)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4

environment)	PC3. Report any identified breaches in health, safety, and security procedures to the designated person	4	3	1
	PC4. Identify potential hazards and breaches of safe work practices	6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority	6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected	6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently	6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person	6	4	2
	PC9. Complete any health and safety records legibly and accurately	6	2	4
	Total	50	25	25

3. Waste Management (Evaluate with NOS: HSS/N/5105, 5108, 5114, 5115)

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

	transport and disposal			
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks	4	4	0
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures	4	4	0
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols	4	4	0
	Total	50	32	18
Grand Total-2 (Soft Skills and Communication)		100		
Detailed Break Up of Marks				Theory
Subject Domain				Pick all NOS totalling 80 marks
National Occupational Standards (NOS)	Performance Criteria (PC)	Weightage		
1. HSS/ N 5101 (Assist nurse in bathing the patient)	PC1.Maintain the patient privacy and encourage patient do as much as possible to promote independence	6		
	PC2.Identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort			
	PC3.Check water temperature before patient checks in			
	PC4.Follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes			
	PC5. Dry patient skin by patting with a towel which decreases friction and prevents skin breakdown			
	PC6. Never leave a patient unattended in bath room			
	PC7. Wash from cleanest to dirtiest			
	PC8. Observe and report unusual findings to the nurse			
	PC9. Offer patient back rub after bathing and at bed time to stimulate circulation and relieve stress			
	PC10. Apply lotion to dry skin if requested			
	PC11. Clean tub shower chair before and after each use			
	PC12. Always check each patients skin after bathing			
2. HSS/ N 5102 (Assist nurse in grooming the	PC1. Maintain the patient's privacy and encourage patient do as much as possible to promote independence	6		

patient)	<p>PC2. Show patient how they look after the grooming task is finished</p> <p>PC3. Use standard precautions and protocols for shaving and cutting nails</p> <p>PC4. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling</p> <p>PC5. Rinse toothpaste thoroughly from the mouth after brushing</p> <p>PC6. Store dentures in cool water with patients name to avoid confusion</p>	
3.HSS/ N 5103 (Assist patient in dressing)	<p>PC1. Maintain the patient privacy and encourage patient do as much as possible to promote independence</p> <p>PC2. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly</p>	6
4. HSS/ N 5104 (Support individuals to eat and drink)	<p>PC1. Make the patient comfortable and encourage eating as recommended</p> <p>PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient</p> <p>PC3. Feed through spoon</p> <p>PC4. Assist in elimination and oral care prior to feeding</p> <p>PC5. Wash hands and mouth after feeding</p> <p>PC6. Measure input and record them</p> <p>PC7. During feeding observe and ensure that:</p> <p>a. Elimination process is completed before feeding</p> <p>b. Oral care and grooming is performed before feeding</p> <p>c. The patient is comfortable when being fed</p> <p>d. The food provided is according to the dietary prescription of the prescribing physician or dietician</p> <p>PC8. Patient is not having symptoms of distress like coughing and regurgitation</p>	6
5. HSS/ N 5105 (Assist patient in maintaining normal elimination)	<p>PC1. Promptly respond to patients elimination needs</p> <p>PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode</p> <p>PC3. Wipe the patient and wash hands to prevent infection</p> <p>PC4. Use equipment correctly to prevent discomfort or injury</p> <p>PC5. Ensure/Maintain patients privacy at all times during the procedure</p> <p>PC6. Record changes in colour or texture of the elimination and report usual findings immediately</p>	6

6. HSS/ N 5106 (Transferring patient within the hospital)	PC1. Use the equipment for transferring the patients correctly to avoid falls or injuries	6
	PC2. Ensure that the correct patient is being moved or wheeled out	
	PC3. Understand patient's condition and estimate if additional help is required	
	PC4. Transport the patient without causing trauma or injury	
	PC5. Use proper body mechanics for transferring the patient	
	PC6. Focus on safety first and ensure that the patient is comfortable	
7.HSS/ N 5108 (Prevent and control infection)	PC1. Know all procedures required for infection control	8
	PC2. Follow standard precautions	
	PC3. Be aware of rules to dispose of biomedical waste and sharps	
	PC4. Follow high level of personal hygiene	
	PC5. Practice medical asepsis	
	PC6. Follow infection control procedures and should ensure that:	
	o All standard precautions and procedures are followed	
	o Protective gears are used while getting in contact with the patient	
o Consider all blood, body fluids and excreta contaminated		
8. HSS/ N 5109 (Assist nurse in performing procedures as instructed in the care plan)	PC1. Perform key procedures like inducing enema, prepare patient for being moved to the operation theatre	6
	PC2. Operate the equipment used to perform the procedure	
9. HSS/ N 5110 (Assist nurse in observing and reporting changes in patient condition)	PC1. Observe colour changes like bluish or yellowish discoloration of the skin	6
	PC2. Observe changes in odour or consistency of urine and stools	
	PC3. Communicate the observations in an appropriate language and construct	
	PC4. Differentiate between immediate and routine reporting requirements	
10. HSS/ N 5113 (Clean medical equipment under supervision of nurse)	PC1. Handle equipment safely or seek the help of nurse	6
	PC2. Use appropriate protective clothing and equipment when cleaning equipment	
	PC3. Clean and maintain equipment according to manufacturer's instructions, any legal requirements and work setting procedures	

	PC4. Report to appropriate people/nurse about the equipment that are unsuitable for use	
	PC5. Dispose of any waste safely and according to legal requirements and organisation protocol	
11. HSS/ N 5111 (Assist nurse in measuring patient parameters accurately)	PC1. Assist nurse in calibrating the scales and following manufacturer's guidelines	6
	PC2. Use different types of scales including manual, digital, standard, chair and bed scales	
	PC3. Ensure that patient is comfortable and positioned correctly	
	PC4. Ensure patient safety to prevent a fall or an injury	
12. HSS/ N 5114 (Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor)	PC1. Perform effective hand hygiene and use personal protective equipment in accordance with the local and national policy/procedures	6
	PC2. Ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported	
	PC3. Ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use, isolating and reporting any that are not	
	PC4. Collect and transport clean linen avoiding cross contamination with used linen and use a trolley or vehicle specifically designated for the delivery of clean linen	
	PC5. Hand over the patient documents and drugs to the concerned person	
	PC6. Ensure that all documents and drugs are handed over carefully	
13. HSS/ N 5115 [Carry out last office (Death care)]	PC1. Remove jewellery and any personal items, unless requested or advised otherwise. Ensure that appropriate records are made of any personal items left on the body or otherwise.	6
	PC2. Attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene	
	PC3. Attempt to close the eyes, using a small piece of clinical tape if required	
	PC4. Attach identification labels/wrist bands according to local guidelines and organisational policy	
	PC5. Dress the patient in a gown/shroud or own clothes, as required	
	PC6. Place an incontinence pad underneath to contain any soiling	
	PC7. Place the body in the bag as per instructions, post completing any necessary documentation by nurse/physician	

	PC8. If a body bag is not to be used, enclose the body in a sheet, securing it with adhesive tape	
Grand Total-1 (Subject Domain)		80
Soft Skills and Communication		Select each part each carrying 10 marks totalling 20
National Occupational Standards (NOS)	Performance Criteria (PC)	Weightage
1.HSS/ N 5107 (Communicating appropriately with co-workers)	PC1. Be a good listener	4
	PC2. Speak clearly and slowly in a gentle tone	
	PC3. Use the correct combination of verbal and non-verbal communication	
	PC4. Use language familiar to the listener	
	PC5. Give facts and avoid opinions unless asked for	
	PC6. Structure brief and logical messages	
2. HSS/ N 5112 (Respond to patient's call)	PC1. Promptly respond to call bell	2
	PC2. Communicate the medical needs to the nurse station without delay	
	PC3. Courteously and sensitively meet patient needs	
	PC4. Ensure that the patient is at ease or comfortable	
	PC5. Quickly scan the patients surrounding and take appropriate action	
3. HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	2
	PC2. Work within organisational systems and requirements as appropriate to one's role	
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority	
	PC4. Maintain competence within one's role and field of practice	
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice	
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times	

	PC7. Identify and manage potential and actual risks to the quality and safety of practice	
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements	
4. HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	2
	PC2. Integrate one's work with other people's work effectively	
	PC3. Pass on essential information to other people on timely basis	
	PC4. Work in a way that shows respect for other people	
	PC5. Carry out any commitments made to other people	
	PC6. Reason out the failure to fulfil commitment	
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems	
	PC8. Follow the organisation's policies and procedures	
5. HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	2
	PC2. Utilise time effectively	
	PC3. Ensure his/her work meets the agreed requirements	
	PC4. Treat confidential information correctly	
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role	
6. HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	2
	PC2. Comply with health, safety and security procedures for the workplace	
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person	
	PC4. Identify potential hazards and breaches of safe work practices	
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority	
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected	
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently	
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person	
	PC9. Complete any health and safety records legibly and accurately	

7. HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	2
	PC2. Work within organisational systems and requirements as appropriate to the role	
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority	
	PC4. Maintain competence within the role and field of practice	
	PC5. Use protocols and guidelines relevant to the field of practice	
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times	
	PC7. Identify and manage potential and actual risks to the quality and patient safety	
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem	
8. HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste	
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements	
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste	
	PC5. Check the accuracy of the labelling that identifies the type and content of waste	
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal	
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal	
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks	
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures	
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols	
Grand Total-2 (Soft Skills and Communication)		20