



# COVID Frontline Worker (Sample Collection Support)

QP Code: HSS/Q0502

Version: 1.0

NSQF Level: 4

Healthcare Sector Skill Council || Healthcare Sector Skill Council, 520, DLF Tower A, 5th Floor, Jasola  
District Centre  
New Delhi - 110025

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## HSS/Q0502: COVID Frontline Worker (Sample Collection Support)

### Brief Job Description

Individuals in this job draw samples including oral/nasal swabs from patients for laboratory testing and analysis needed during COVID 19 diagnosis, following all the infection and safety precautions as per COVID protocols. The person is also responsible for other activities such as labeling, storage and transportation of samples along with record keeping and other related manual or digital documentation. Their key responsibilities are mapped to the competencies required by a Phlebotomist.

### Personal Attributes

The job requires individuals to have good communication and time management skills along with the ability to work in a multidisciplinary team environment. The individual should possess key qualities such as confidence, maturity, compassion, patient centricity and active listening. The person should exhibit good coordination skills, ethical behaviour and be able to empathetically deal with patients.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [HSS/N0510: Perform pre-procedural activities of sample collection](#)
2. [HSS/N0511: Perform procedural activities of sample collection](#)
3. [HSS/N0512: Perform post- procedural activities of sample collection](#)
4. [HSS/N9619: Follow etiquette for site visits](#)
5. [HSS/N9622: Follow sanitization and infection control guidelines](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Diagnostic
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3212.0601

<b>Minimum Educational Qualification &amp; Experience</b>	12th Class (Science)
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	1.0

**Remarks:**

This is a crash course designed to skill individuals for sample collection from patients during COVID pandemic by selecting required NOS from Phlebotomist, HSS/Q0501 Version 2.0 QP. After completion of this crash course, the individual will not be equivalent to a certified Phlebotomist.

## HSS/N0510: Perform pre-procedural activities of sample collection

### Description

This Occupational Standard covers verification or recording of patients identity and taking their consent for sample collection. It also covers preparation of equipment and supplies used during blood and other sample collection for testing.

### Scope

This unit/task covers the following:

- Provide and seek information and consent
- Prepare and maintain necessary equipment and supplies
- Prepare and label the samples for test, procedures and identification purposes

### Elements and Performance Criteria

#### *Provide and seek information and consent*

To be competent, the user/individual on the job must be able to:

- PC1.** introduce themselves to the patient in a professional manner
- PC2.** match the patient's details with the laboratory form, to ensure accurate identification
- PC3.** seek patient's information with reference to the allergies, any previous experience of fainting during previous injections or blood draws, history of bleeding disorder, medications etc.
- PC4.** reassure the person and make them comfortable before beginning the procedure for anxious patients
- PC5.** provide details of procedure to be performed to the patient and obtain verbal consent to proceed
- PC6.** ensure informed written consent of the patient as per organizational procedure

#### *Prepare and maintain necessary equipment and supplies*

To be competent, the user/individual on the job must be able to:

- PC7.** maintain adequate supplies of medical and diagnostic equipment
- PC8.** follow organizational procedures for requisitioning of supplies
- PC9.** handle situations of stockouts or unavailability of stocks without compromising health needs of patients/ individuals
- PC10.** organize all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley
- PC11.** ensure that the sharp disposal device is at arm's length but away from the patient avoiding any accidental injury
- PC12.** ensure all equipment to be used is clean, sterilized and in working condition

#### *Prepare and label the blood samples for test, procedures and identification purposes*

To be competent, the user/individual on the job must be able to:

- PC13.** label blood sample of the patient as per standard practice

- PC14.** . . . . . check the label and forms for accuracy ensuring both identifiers must match on the label and the requisition form
- PC15.** . . . . . discard the used needle or blood sampling device into a puncture resistant container
- PC16.** . . . . . discard all used items into the appropriate category of waste receptacles/bins
- PC17.** . . . . . perform hand hygiene before and after drawing blood

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres
- KU2.** how to engage with the medical officer for support in case the situation is beyond ones competence
- KU3.** importance of the role of Phlebotomist in supporting operations of the department
- KU4.** how to dress appropriately as per the organizational policies
- KU5.** how to meet organizational expectations as defined by the Employee Standards of Performance, organizations policies and procedures, and the organization's strategic goals
- KU6.** employee policies and procedures applicable to own work
- KU7.** basic structure and function of the healthcare system in the country
- KU8.** features, need and usage of Laboratory Management Information System (LMIS)
- KU9.** how to establish a routine that is comfortable for patient in preparing him / her for blood specimen collection
- KU10.** how to check that the patients 2 identifiers on the ID armband match with the information on the laboratory requisition form or sample label
- KU11.** all protocols for establishing the identification of patient
- KU12.** all safety and hygiene measures applicable to blood sample collection
- KU13.** list of equipment required for drawing blood samples equipment such as sterile glass with rubber caps, vacuum blood collection tubes, bloodsampling devices, alcohol hand rub etc.
- KU14.** labelling procedures and related standard practice
- KU15.** process to discard biomedical waste as per pollution control guidelines
- KU16.** measures to ensure stock availability
- KU17.** significance of various tube color caps for distinguishing which tube to use as per the test requested
- KU18.** guidelines related to tube mixing and transportation
- KU19.** the hazards and risks associated with handling medical samples, precautions to be taken while handling samples and reporting in case of emergency
- KU20.** basic structure and function of the body system
- KU21.** process, condition & resources required by the body to support healthy functioning
- KU22.** bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure
- KU23.** measures and process of protection from infection

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** document patient related information under guidance
- GS2.** file patients information as per the organizational protocols
- GS3.** complete all written communications
- GS4.** label all collected samples clearly
- GS5.** read written instructions to follow all procedures related to sample collection
- GS6.** read internal communications and legal framework changes related to roles and responsibilities to keep abreast of the latest knowledge
- GS7.** be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures
- GS8.** match required paperwork
- GS9.** maintain interpersonal relationships
- GS10.** distinguish between ways of communication when communicating with patients of all ages, supervisors, and peers/coworkers
- GS11.** interact with a supervisor in clear terms following professional protocols
- GS12.** avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer
- GS13.** interact with the patient clearly and reassure them
- GS14.** ask questions to collect all necessary information regarding the patients condition and other personal details like his/her address, DOB
- GS15.** make decisions to ensure consistent quality
- GS16.** make decisions on good laboratory practices without making errors during phlebotomy
- GS17.** use resources effectively when carrying out work
- GS18.** communicate effectively with patients of all ages, supervisors, and peers/co-workers
- GS19.** maintain patients confidentiality
- GS20.** follow practices that respect the rights of the patient(s)
- GS21.** identify immediate or temporary solutions to resolve delays
- GS22.** identify appropriate solutions to patients problems
- GS23.** analyze patients behaviour to identify their state of mind
- GS24.** analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide and seek information and consent</i>	58	-	26	15
<b>PC1.</b> introduce themselves to the patient in a professional manner	58	-	26	15
<b>PC2.</b> match the patient's details with the laboratory form, to ensure accurate identification	-	-	-	-
<b>PC3.</b> seek patient's information with reference to the allergies, any previous experience of fainting during previous injections or blood draws, history of bleeding disorder, medications etc.	-	-	-	-
<b>PC4.</b> reassure the person and make them comfortable before beginning the procedure for anxious patients	-	-	-	-
<b>PC5.</b> provide details of procedure to be performed to the patient and obtain verbal consent to proceed	-	-	-	-
<b>PC6.</b> ensure informed written consent of the patient as per organizational procedure	-	-	-	-
<i>Prepare and maintain necessary equipment and supplies</i>	-	26	-	-
<b>PC7.</b> maintain adequate supplies of medical and diagnostic equipment	-	5	-	-
<b>PC8.</b> follow organizational procedures for requisitioning of supplies	-	-	-	-
<b>PC9.</b> handle situations of stockouts or unavailability of stocks without compromising health needs of patients/ individuals	-	7	-	-
<b>PC10.</b> organize all the equipment needed for the procedure and place it within safe and easy reach on a tray or trolley	-	7	-	-
<b>PC11.</b> ensure that the sharp disposal device is at arm's length but away from the patient avoiding any accidental injury	-	7	-	-



Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> . ensure all equipment to be used is clean, sterilized and in working condition	-	-	-	-
<i>Prepare and label the blood samples for test, procedures and identification purposes</i>	-	<b>29</b>	-	-
<b>PC13.</b> . label blood sample of the patient as per standard practice	-	5	-	-
<b>PC14.</b> . check the label and forms for accuracy ensuring both identifiers must match on the label and the requisition form	-	7	-	-
<b>PC15.</b> . discard the used needle or blood sampling device into a puncture resistant container	-	5	-	-
<b>PC16.</b> . discard all used items into the appropriate category of waste receptacles/bins	-	5	-	-
<b>PC17.</b> . perform hand hygiene before and after drawing blood	-	7	-	-
<b>NOS Total</b>	<b>58</b>	<b>55</b>	<b>26</b>	<b>15</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N0510
<b>NOS Name</b>	Perform pre-procedural activities of sample collection
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Diagnostic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>NSQC Clearance Date</b>	

## HSS/N0511: Perform procedural activities of sample collection

### Description

This Occupational Standard describes the knowledge, understanding and skills required for preparing a venipuncture site that is appropriate for obtaining blood samples and to draw blood samples from patients using correct techniques

### Scope

This unit/task covers the following:

- Prepare an appropriate venipuncture site for blood collection
- Use correct techniques for blood collection
- Provide information and support for special procedures
- Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.

### Elements and Performance Criteria

#### *Prepare an appropriate venipuncture site for blood collection*

To be competent, the user/individual on the job must be able to:

- PC1.** extend the patient's arm and inspect the ante-cubital fossa or forearm for locating a vein
- PC2.** ask the patient to form a fist so the veins are more prominent
- PC3.** locate a vein suitable for venipuncture with least chance of damaging an artery or a nerve
- PC4.** apply the tourniquet about 4-5 finger widths above the venipuncture site and re-examine the vein
- PC5.** clean the venipuncture site with isopropyl alcohol as per institutional guidelines

#### *Use correct techniques for blood collection*

To be competent, the user/individual on the job must be able to:

- PC6.** anchor the vein by holding the patient's arm and placing a thumb below the venipuncture site
- PC7.** insert the needle as per the guidelines depending upon the type of device (straight or a winged) used for sample collection
- PC8.** enter the vein swiftly at an angle of less than/equal to 30-degrees
- PC9.** release the tourniquet when the blood starts flowing in the first tube or syringe
- PC10.** follow standard processes as appropriate to various types of samples collection such as order of draw, mixing of sample etc.
- PC11..** withdraw the needle gently and apply gentle pressure to the site with a clean gauze as per institutional guidelines
- PC12. .** ask the patient to press the venipuncture site gently with a gauze, with the arm extended and raised
- PC13. .** use appropriate equipment if required for difficult venous access

**PC14. .** perform hand hygiene (if using soap and water, dry hands with single-use towels) and follow PPE protocols

*Provide information and support during special procedures*

To be competent, the user/individual on the job must be able to:

**PC15. .** prepare patient for the special procedure and take consent as required

**PC16. .** inform the patient about the special procedure and confirm understanding

**PC17. .** calm down anxious patients by providing necessary information and reassurance

**PC18. .** prepare the equipment for the special procedure to be performed by the clinician

*Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.*

To be competent, the user/individual on the job must be able to:

**PC19..** provide information about the sequence of activities involved in sample collection to the patient prior to the sample collection

**PC20..** identify the appropriate sample collection equipment as per the test request form

**PC21.** provide procedural information to the patient for collecting samples of urine, stool, sputum, etc. including precautions of sample collection

**PC22..** label the sample following standard protocols after collection

**PC23..** handle, transfer and store the sample safely following standard protocols

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** importance of health, safety, and security protocols followed by the health care provider

**KU2.** relevant information on health, safety, and security at the healthcare provider

**KU3.** relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres

**KU4.** how to engage with the medical officer for support in case the situation is beyond ones competence

**KU5.** basic structure and function of the healthcare system in the country

**KU6.** features, need and usage of Laboratory Management Information System (LMIS)

**KU7.** how to locate and determine a site suitable for venipuncture

**KU8.** how to clean and prepare the suitable site for venipuncture

**KU9.** angle of needle insertion when using a straight needle or a winged device

**KU10.** how blood collection needles are used to perform a venipuncture

**KU11.** how tourniquets are used to make the vein prominent for collection

**KU12.** how to use needle holders that attaches the needle to a vacuum tube

**KU13.** how to use vacuum tubes or vials that have different color caps

**KU14.** how to place gauze on the site of the blood draw

**KU15.** how to apply pressure on the venipuncture site

**KU16.** how to prevent hemolysis

- KU17.** how to mix tubes with additives as per the recommendations
- KU18.** the order of draw for open and closed collection
- KU19.** inappropriate sites for venipuncture
- KU20.** how to avoid pre-analytical errors and complications during sample collection
- KU21.** how to make sure the venipuncture site is dry
- KU22.** how to avoid a probing, traumatic venipuncture
- KU23.** how to avoid prolonged tourniquet application or fist clenching
- KU24.** purpose of special procedures and preparation required for these
- KU25.** special procedures: e.g. FNAC, PAP smear, bone marrow, scraping and environmental monitoring, etc.
- KU26.** importance and procedures of collection of urine, sputum, stool or semen samples for examination purpose
- KU27.** importance of safe transfer and storing of samples
- KU28.** basic structure and function of the body system
- KU29.** process, condition & resources required by the body to support healthy functioning
- KU30.** bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write labels accurately on the samples
- GS2.** write records of sample collected and tests to be conducted
- GS3.** read materials to be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures
- GS4.** read and correctly interpret internal communications
- GS5.** maintain interpersonal relationships
- GS6.** distinguish between ways of communication when communicating with patients of all ages, supervisors, and peers/coworkers
- GS7.** discuss requirements with colleagues
- GS8.** interact with a supervisor in clear terms following professional protocols
- GS9.** avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer
- GS10.** interact with the patient clearly and reassure them
- GS11.** ask questions to collect all necessary information regarding the patients condition and other personal details like his/her address, DOB
- GS12.** make decisions on good laboratory practices without making errors during phlebotomy
- GS13.** use resources effectively when carrying out work
- GS14.** maintain patients confidentiality
- GS15.** follow practices that respect the rights of the patient(s)
- GS16.** identify immediate or temporary solutions to resolve delays
- GS17.** identify appropriate solutions to patient problems

- GS18.** analyze patients behaviour to identify their state of mind
- GS19.** analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare an appropriate venipuncture site for blood collection</i>	<b>98</b>	<b>27</b>	<b>42</b>	<b>70</b>
<b>PC1.</b> extend the patient's arm and inspect the ante-cubital fossa or forearm for locating a vein	98	6	42	70
<b>PC2.</b> ask the patient to form a fist so the veins are more prominent	-	5	-	-
<b>PC3.</b> locate a vein suitable for venipuncture with least chance of damaging an artery or a nerve	-	5	-	-
<b>PC4.</b> apply the tourniquet about 4-5 finger widths above the venipuncture site and re-examine the vein	-	5	-	-
<b>PC5.</b> clean the venipuncture site with isopropyl alcohol as per institutional guidelines	-	6	-	-
<i>Use correct techniques for blood collection</i>	-	<b>35</b>	-	-
<b>PC6.</b> anchor the vein by holding the patient's arm and placing a thumb below the venipuncture site	-	4	-	-
<b>PC7.</b> insert the needle as per the guidelines depending upon the type of device (straight or a winged) used for sample collection	-	4	-	-
<b>PC8.</b> enter the vein swiftly at an angle of less than/equal to 30-degrees	-	6	-	-
<b>PC9.</b> release the tourniquet when the blood starts flowing in the first tube or syringe	-	3	-	-
<b>PC10.</b> follow standard processes as appropriate to various types of samples collection such as order of draw, mixing of sample etc.	-	3	-	-
<b>PC11.</b> withdraw the needle gently and apply gentle pressure to the site with a clean gauze as per institutional guidelines	-	3	-	-
<b>PC12.</b> ask the patient to press the venipuncture site gently with a gauze, with the arm extended and raised	-	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> . use appropriate equipment if required for difficult venous access	-	4	-	-
<b>PC14.</b> . perform hand hygiene (if using soap and water, dry hands with single-use towels) and follow PPE protocols	-	5	-	-
<i>Provide information and support during special procedures</i>	-	<b>25</b>	-	-
<b>PC15.</b> . prepare patient for the special procedure and take consent as required	-	7	-	-
<b>PC16.</b> . inform the patient about the special procedure and confirm understanding	-	4	-	-
<b>PC17.</b> . calm down anxious patients by providing necessary information and reassurance	-	7	-	-
<b>PC18.</b> . prepare the equipment for the special procedure to be performed by the clinician	-	7	-	-
<i>Guide patients and follow best practices in collection of other type of samples like urine, stool, sputum, etc.</i>	-	<b>24</b>	-	-
<b>PC19..</b> provide information about the sequence of activities involved in sample collection to the patient prior to the sample collection	-	5	-	-
<b>PC20..</b> identify the appropriate sample collection equipment as per the test request form	-	-	-	-
<b>PC21.</b> provide procedural information to the patient for collecting samples of urine, stool, sputum, etc. including precautions of sample collection	-	5	-	-
<b>PC22..</b> label the sample following standard protocols after collection	-	7	-	-
<b>PC23..</b> handle, transfer and store the sample safely following standard protocols	-	7	-	-
<b>NOS Total</b>	<b>98</b>	<b>111</b>	<b>42</b>	<b>70</b>



## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N0511
<b>NOS Name</b>	Perform procedural activities of sample collection
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Diagnostic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>NSQC Clearance Date</b>	

## HSS/N0512: Perform post- procedural activities of sample collection

### Description

This OS unit is about transporting samples to the laboratory once they are collected from the patient and updating the records.

### Scope

This unit/task covers the following:

- Transport and store samples
- Update patient's records
- Ensure restocking of supplies

### Elements and Performance Criteria

#### *Transport and store samples*

To be competent, the user/individual on the job must be able to:

- PC1.** transport the samples to the laboratory in time
- PC2.** handle, transfer and store samples safely to avoid leakage and spilling
- PC3.** maintain an appropriate temperature as per standards while transporting and storing samples
- PC4.** use one requisition form for each blood culture set indicating the site used and time of sample collection
- PC5.** use appropriate format to complete documentation for transporting and storing samples

#### *Update Patient's records*

To be competent, the user/individual on the job must be able to:

- PC6.** check labels of samples for clarity, accuracy and completeness
- PC7.** keep track of patient's data and information
- PC8.** maintain patient's record accurately and updated as per institutional protocol

#### *Ensure restocking of supplies*

To be competent, the user/individual on the job must be able to:

- PC9.** determine demand of diagnostic and other medical supplies accurately
- PC10.** ensure stocks are replenished as per anticipated need
- PC11.** ensure the stocks are stored safely, securely and as per organizational standard practices

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures followed in the hospitals/laboratories/medical centres
- KU2.** how to engage with the medical officer for support in case the situation is beyond ones competence

- KU3.** importance of the role of Phlebotomist in supporting operations of department
- KU4.** how to dress appropriately as per the organizational policies
- KU5.** organizational expectations as defined by the employee standards of performance, organizations policies and procedures, and the organization's strategic goals
- KU6.** relevant employee policies and procedures applicable to own work and employment
- KU7.** basic structure and function of the healthcare system in the country features, need and usage of Laboratory Management Information System (LMIS)
- KU8.** protocols for sample transport such as following laboratory requirements, complete documentation, leak proofing, appropriate temperature, sample storage protocol and guidelines, safety and hygiene measures
- KU9.** basic medical terms and principles related to phlebotomy
- KU10.** critical values in the blood reports, their interpretation and significance
- KU11.** elements in patient reports and their purpose
- KU12.** data entry process for updating patient records and related precautions
- KU13.** importance and methods of keeping track of patient data and information
- KU14.** hazards and risks associated with handling medical samples, precautions to be taken while handling samples and reporting in case of emergency
- KU15.** basic structure and function of the body system and associated component
- KU16.** process, condition & resources required by the body to support healthy functioning
- KU17.** bodily processes such as maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure
- KU18.** measures and process of protection from infection
- KU19.** acceptable assumptions, data sources and models to calculate anticipate future demand and various contributing factors

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** update patient medical records
- GS2.** label blood and serum samples clearly
- GS3.** maintain safety and sanitation records
- GS4.** record information in LMIS
- GS5.** read to be updated with general and specialized medical terms, basic medical knowledge and specialized phlebotomy procedures
- GS6.** read and correctly interpret internal communications
- GS7.** maintain interpersonal relationships
- GS8.** distinguish between patterns of communication when communicating with patients of all ages, supervisors, and peers/coworkers
- GS9.** discuss requirements with colleagues
- GS10.** interact with a supervisor in clear terms following professional protocols
- GS11.** avoid using jargon, slang or acronyms when communicating with patient/donor, colleagues or the medical officer
- GS12.** interact with the patient clearly and reassure them

- GS13.** ask questions to collect all necessary information regarding the patients condition and other personal details like his/her address, DOB
- GS14.** make decisions to ensure consistent quality, favourable revenues and the desired patient's outcome
- GS15.** make decisions on good laboratory practices without making errors during phlebotomy
- GS16.** use resources effectively when carrying out work
- GS17.** maintain patients confidentiality
- GS18.** follow practices that respect the rights of the patient(s)
- GS19.** identify immediate or temporary solutions to resolve delays
- GS20.** identify appropriate solutions to patient problems
- GS21.** analyze patients behaviour to identify their state of mind
- GS22.** analyze, evaluate and apply the information gathered from the patient for carrying out the blood drawing procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transport and store samples</i>	<b>56</b>	<b>22</b>	<b>33</b>	<b>10</b>
<b>PC1.</b> transport the samples to the laboratory in time	56	5	33	10
<b>PC2.</b> handle, transfer and store samples safely to avoid leakage and spilling	-	7	-	-
<b>PC3.</b> maintain an appropriate temperature as per standards while transporting and storing samples	-	5	-	-
<b>PC4.</b> use one requisition form for each blood culture set indicating the site used and time of sample collection	-	-	-	-
<b>PC5.</b> use appropriate format to complete documentation for transporting and storing samples	-	5	-	-
<i>Update Patient's records</i>	-	<b>22</b>	-	-
<b>PC6.</b> check labels of samples for clarity, accuracy and completeness	-	8	-	-
<b>PC7.</b> keep track of patient's data and information	-	8	-	-
<b>PC8.</b> maintain patient's record accurately and updated as per institutional protocol	-	6	-	-
<i>Ensure restocking of supplies</i>	-	<b>17</b>	-	-
<b>PC9.</b> determine demand of diagnostic and other medical supplies accurately	-	10	-	-
<b>PC10.</b> ensure stocks are replenished as per anticipated need	-	-	-	-
<b>PC11.</b> ensure the stocks are stored safely, securely and as per organizational standard practices	-	7	-	-
<b>NOS Total</b>	<b>56</b>	<b>61</b>	<b>33</b>	<b>10</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N0512
<b>NOS Name</b>	Perform post- procedural activities of sample collection
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Diagnostic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>NSQC Clearance Date</b>	

## HSS/N9619: Follow etiquette for site visits

### Description

This Occupational Standard describes the knowledge, understanding and skills required by an allied health professional for making site visits and following related etiquette

### Scope

This unit/task covers the following:

- Prepare for site visits
- Follow visit etiquette

### Elements and Performance Criteria

#### *Prepare for site visits*

To be competent, the user/individual on the job must be able to:

- PC1.** follow telephone etiquette while talking to client/patient
- PC2.** confirm purpose, time and site information for making the site visit
- PC3.** ensure that adequate required material and equipment are carried as per organizational procedures for required on-site activities
- PC4.** plan route for site visit and determine travel time for arriving on time at the site
- PC5.** carry requisite identification documents for introduction to the client on-site

#### *Follow visit etiquette*

To be competent, the user/individual on the job must be able to:

- PC6.** introduce oneself and purpose for arrival to the client
- PC7.** ensure not to soil or litter the facility at any time
- PC8.** seek prior permission while accessing the premises
- PC9.** request the client to make necessary adjustments to the space for carrying out required activities as per standard
- PC10.** inform the client about the procedure and sequence of activities to be carried out
- PC11.** provide information on next steps and respond to related queries
- PC12.** complete billing procedures and other documentation as required
- PC13.** dispose any waste as per waste disposal guidelines
- PC14.** address any delays, accidents or errors to ensure client/patient satisfaction
- PC15.** obtain feedback from the client as per organizational procedures
- PC16.** ensure all the belongings are being collected before leaving the site

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures for off-site visits
- KU2.** layout of the area where visits are likely to be scheduled

- KU3.** service timelines of the organization
- KU4.** documentation requirements for carrying out the service request as per company procedures
- KU5.** features, need and usage of Laboratory Management Information System (LMIS)
- KU6.** importance of being on time
- KU7.** telephone etiquette
- KU8.** importance and element of preparation before a site-visit
- KU9.** sources of information about routes and local area layout
- KU10.** privacy needs of clients and related etiquette
- KU11.** importance of carrying identification documents and introducing oneself to the client on arrival
- KU12.** points to be taken care of while visiting clients residential facilities
- KU13.** common access procedures in office buildings
- KU14.** correct waste disposal procedures
- KU15.** importance of seeking necessary permissions before accessing and using client facilities, resources and areas
- KU16.** importance of setting correct expectations for follow-up action with the client
- KU17.** steps to ensure that client facilities are not soiled or littered, and its importance
- KU18.** importance of communicating needs and expectation from the client to ensure good quality service at the site
- KU19.** procedure to follow if client is not available at site on visiting
- KU20.** procedure to follow in case of delay in reaching client site
- KU21.** procedure to follow in case there is an accident or mis-happening on clients premises
- KU22.** the prevalent market charges for providing sample collection and diagnosis services
- KU23.** correct procedure for preparing the bill including the breakup of GST
- KU24.** various methods of collecting payment from the client

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write in least one local/official language used in the local community
- GS2.** record availability of supplies
- GS3.** provide written requests for additional supplies when required
- GS4.** read and correctly interpret records and registers for medical supplies
- GS5.** read instructions and pamphlets provided as part of training for ordering or maintaining
- GS6.** communicate effectively to request additional supplies
- GS7.** decide on the level of anticipated demand
- GS8.** decide when to procure additional supplies
- GS9.** decide quantities of medical supplies to request
- GS10.** how to plan availability of medical supplies
- GS11.** cater to the need of patients/ individuals for specific medical supplies
- GS12.** handle nonavailability of medical supplies or diagnostic kits when required



Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for site visits</i>	65	73	27	45
<b>PC1.</b> follow telephone etiquette while talking to client/patient	65	73	27	45
<b>PC2.</b> confirm purpose, time and site information for making the site visit	-	-	-	-
<b>PC3.</b> ensure that adequate required material and equipment are carried as per organizational procedures for required on-site activities	-	-	-	-
<b>PC4.</b> plan route for site visit and determine travel time for arriving on time at the site	-	-	-	-
<b>PC5.</b> carry requisite identification documents for introduction to the client on-site	-	-	-	-
<i>Follow visit etiquette</i>	-	-	-	-
<b>PC6.</b> introduce oneself and purpose for arrival to the client	-	-	-	-
<b>PC7.</b> ensure not to soil or litter the facility at any time	-	-	-	-
<b>PC8.</b> seek prior permission while accessing the premises	-	-	-	-
<b>PC9.</b> request the client to make necessary adjustments to the space for carrying out required activities as per standard	-	-	-	-
<b>PC10.</b> inform the client about the procedure and sequence of activities to be carried out	-	-	-	-
<b>PC11.</b> provide information on next steps and respond to related queries	-	-	-	-
<b>PC12.</b> complete billing procedures and other documentation as required	-	-	-	-
<b>PC13.</b> dispose any waste as per waste disposal guidelines	-	-	-	-
<b>PC14.</b> address any delays, accidents or errors to ensure client/patient satisfaction	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> obtain feedback from the client as per organizational procedures	-	-	-	-
<b>PC16.</b> ensure all the belongings are being collected before leaving the site	-	-	-	-
<b>NOS Total</b>	<b>65</b>	<b>73</b>	<b>27</b>	<b>45</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9619
<b>NOS Name</b>	Follow etiquette for site visits
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Diagnostic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2019
<b>Next Review Date</b>	29/01/2026
<b>NSQC Clearance Date</b>	

## HSS/N9622: Follow sanitization and infection control guidelines

### Description

This OS unit is about following ways for sanitization to prevent the spread of infection as per sectoral working requirements.

### Scope

The scope covers the following :

- Social distancing practices
- Personal and workplace hygiene
- Waste disposal methods
- Reporting and information gathering
- Mental and emotional wellbeing

### Elements and Performance Criteria

#### *Social distancing practices*

To be competent, the user/individual on the job must be able to:

- PC1.** maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.
- PC2.** carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.

#### *Personal and workplace hygiene*

To be competent, the user/individual on the job must be able to:

- PC3.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.
- PC4.** follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.
- PC5.** clean and disinfect all materials/supplies before and after use.

#### *Waste disposal methods*

To be competent, the user/individual on the job must be able to:

- PC6.** segregate waste as per guidelines
- PC7.** dispose waste as per guidelines

#### *Reporting and information gathering*

To be competent, the user/individual on the job must be able to:

- PC8.** keep abreast of the latest information and guidelines from reliable sources.
- PC9.** report signs and symptoms related to illness of self and others immediately to appropriate authority

#### *Mental and emotional wellbeing*

To be competent, the user/individual on the job must be able to:

- PC10.** seek help and guidance in case of stress and anxiety

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** solid waste management Rules 2016
- KU2.** significance of personal hygiene practice including hand hygiene
- KU3.** social distancing norms
- KU4.** correct method of donning and doffing of PPE
- KU5.** significance of appropriate waste disposal methods and organizational and national waste management principles and procedures
- KU6.** ways to handle waste appropriately to reduce the risk of contamination
- KU7.** the logistics of waste management
- KU8.** the current national legislation, guidelines, local policies, and protocols related to work
- KU9.** ways to manage infectious risks in the workplace
- KU10.** the path of disease transmission
- KU11.** different methods of cleaning, disinfection, sterilization, and sanitization
- KU12.** the types of cleaning agents
- KU13.** symptoms of infections like fever, cough, redness, swelling and inflammation
- KU14.** signs of stress and anxiety

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write formal and informal letters/emails, memos, reports, etc
- GS2.** read and interpret internal communications correctly
- GS3.** communicate the information effectively during interactions
- GS4.** analyze situations and make appropriate decisions
- GS5.** prioritize, organize, and accomplish work within prescribed timelines

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Social distancing practices</i>	<b>5</b>	<b>3</b>	-	-
<b>PC1.</b> maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.	-	-	-	-
<b>PC2.</b> carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.	-	-	-	-
<i>Personal and workplace hygiene</i>	<b>4</b>	<b>4</b>	-	-
<b>PC3.</b> follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.	-	-	-	-
<b>PC4.</b> follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.	-	-	-	-
<b>PC5.</b> clean and disinfect all materials/supplies before and after use.	-	-	-	-
<i>Waste disposal methods</i>	<b>3</b>	<b>2</b>	-	-
<b>PC6.</b> segregate waste as per guidelines	-	-	-	-
<b>PC7.</b> dispose waste as per guidelines	-	-	-	-
<i>Reporting and information gathering</i>	<b>3</b>	<b>2</b>	-	-
<b>PC8.</b> keep abreast of the latest information and guidelines from reliable sources.	-	-	-	-
<b>PC9.</b> report signs and symptoms related to illness of self and others immediately to appropriate authority	-	-	-	-
<i>Mental and emotional wellbeing</i>	<b>2</b>	<b>2</b>	-	-
<b>PC10.</b> seek help and guidance in case of stress and anxiety	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>17</b>	<b>13</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9622
<b>NOS Name</b>	Follow sanitization and infection control guidelines
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Clearance Date</b>	

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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 these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

### Minimum Aggregate Passing % at QP Level : 70

**(Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)



## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N0510.Perform pre-procedural activities of sample collection	58	55	26	15	154	20
HSS/N0511.Perform procedural activities of sample collection	98	111	42	70	321	30
HSS/N0512.Perform post-procedural activities of sample collection	56	61	33	10	160	20
HSS/N9619.Follow etiquette for site visits	65	73	27	45	210	10
HSS/N9622.Follow sanitization and infection control guidelines	17	13	-	-	30	20
<b>Total</b>	<b>294</b>	<b>313</b>	<b>128</b>	<b>140</b>	<b>875</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>LIMS</b>	Laboratory information management system
<b>MSDS</b>	Material safety data sheet
<b>MSDS</b>	Material Safety Data Sheet

## Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. 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.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.