

## Qualification Pack



# Panchakarma Assistant

QP Code: HSS/Q3603

Version: 1.0

NSQF Level: 3

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

## Qualification Pack

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## Qualification Pack

### HSS/Q3603: Panchakarma Assistant

#### Brief Job Description

The individuals in this job provide assistance for Panchakarma Therapy under the close supervision and guidance of Panchakarma Clinician/ Therapist. They also support in performing basic clerical functions in the unit.

#### Personal Attributes

The role holder should exhibit co-ordination skills, self-discipline, empathy, dedication, patience, persistence and ethical behavior. It is also important for the individual to be well groomed and have good communication skills in English/Hindi/local language.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [HSS/N3610: Assist in preparing the clients and medicaments for panchakarma procedure as per instructions or prescriptions](#)
2. [HSS/N3609: Assist in providing support during panchakarma procedure.](#)
3. [HSS/N3608: Assist in post procedure compliances of panchakarma session](#)
4. [HSS/N9622: Follow sanitization and infection control guidelines](#)
5. [HSS/N9625: Maintain interpersonal relationships and professional conduct](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	AYUSH
<b>Occupation</b>	Ayurveda Therapy
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/224

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	10th Class OR 8th Class with 1-2 Years of experience experience or ITI OR Certificate-NSQF (level 2) with 1-2 Years of experience relevant field
<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>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>Deactivation Date</b>	31/03/2025
<b>NSQC Approval Date</b>	31/03/2022
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2022/HLT/HSSC/05646
<b>NQR Version</b>	1.0

## Qualification Pack

# HSS/N3610: Assist in preparing the clients and medicaments for panchakarma procedure as per instructions or prescriptions

## Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual to assist therapist/doctor in pre procedural requirement of panchakarma session

## Scope

The scope covers the following :

- Assist in preparing client for procedure
- Assist in Medicament preparation
- Setting up of Panchakarma unit

## Elements and Performance Criteria

### *Assist in preparing client for procedure*

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

- PC1.** wear appropriate and clean attire as per organizational policies and procedures
- PC2.** maintain conducive ambience, environment and cleanliness in the unit
- PC3.** introduce oneself to the client and communicate in a way to reflect gender sensitivity
- PC4.** empathize with Persons with Disability (PwD)
- PC5.** encourage the client to ask questions, seek advice and express any concerns
- PC6.** maintain client's privacy
- PC7.** assist client in maintaining correct position and draping as per the instructions
- PC8.** ensure that personal articles of the individual are taken and kept secured as per organizational policies

### *Assist in Medicament preparation*

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

- PC9.** assemble the required articles, herbs and related formulations as per prescription/therapist/doctor's instructions
- PC10.** check the expiry date of formulations or material as per organizational policies
- PC11.** discard and maintain record of expired materials/ medicaments as per organizational policies
- PC12.** obtain necessary stock to replenish as per requirements

### *Setting up of panchakarma unit*

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

- PC13.** prepare panchakarma unit/set up as advised by the therapist/doctor
- PC14.** check that all equipment and tools are in working condition and safe to operate
- PC15.** place equipment and tools appropriately while ensuring safety and security

## Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** procedures for safe practice
- KU2.** relevant workplace health and safety (WHS) legislation
- KU3.** norms set by accreditation agencies for panchakarma units
- KU4.** professional standards and codes of practice for the area of work
- KU5.** PwD laws/schemes/acts/provisions
- KU6.** the concept of anatomy and physiology (Rachana Sharira and Kriya Sharira)
- KU7.** description of Swasthya, Dincharya, Ritucharya, Sadvritta
- KU8.** client's position for basic panchakarma procedures
- KU9.** medicament preparation for basic panchakarma procedures like Shirobhyanga, Shirodhara, Udwarthanam, Abhyanga Snana, Kati basti, Padabhyanga, Lepa, Mardana, Udawartana, Samvaahana, Paadaghaata, Murdhni sneha etc
- KU10.** escalation protocols in case of non-compliances
- KU11.** the fundamental principles of Dravyaguna (introduction of Rasa, Guna, Virya, Vipaka & Prabhava)
- KU12.** identification, storage, conservation and general introduction of Panchkarma related drugs (Madanaphala, Indrayava, Vacha, Yashtimadhu, Trivrit, Aaragvadha, Snuhi, Triphala, Dashamoola, Bala, Nirgundi, Rasna, Guduchi, Erandmoola, etc.)
- KU13.** Standard Operating Procedures for maintenance of the panchakarma unit
- KU14.** equipment, materials and disposable required for basic panchakarma procedures

## Generic Skills (GS)

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

- GS1.** write messages, notes and short descriptive text with reasonable accuracy for easy interpretation of the information
- GS2.** read documents and information displayed at the workplace
- GS3.** communicate effectively with co-workers and others
- GS4.** plan day to day tasks related to Panchkarma procedures for optimum productivity

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in preparing client for procedure</i>	<b>100</b>	<b>100</b>	<b>50</b>	<b>70</b>
<b>PC1.</b> wear appropriate and clean attire as per organizational policies and procedures	-	-	-	-
<b>PC2.</b> maintain conducive ambience, environment and cleanliness in the unit	-	-	-	-
<b>PC3.</b> introduce oneself to the client and communicate in a way to reflect gender sensitivity	-	-	-	-
<b>PC4.</b> empathize with Persons with Disability (PwD)	-	-	-	-
<b>PC5.</b> encourage the client to ask questions, seek advice and express any concerns	-	-	-	-
<b>PC6.</b> maintain client's privacy	-	-	-	-
<b>PC7.</b> assist client in maintaining correct position and draping as per the instructions	-	-	-	-
<b>PC8.</b> ensure that personal articles of the individual are taken and kept secured as per organizational policies	-	-	-	-
<i>Assist in Medicament preparation</i>	-	-	-	-
<b>PC9.</b> assemble the required articles, herbs and related formulations as per prescription/therapist/doctor's instructions	-	-	-	-
<b>PC10.</b> check the expiry date of formulations or material as per organizational policies	-	-	-	-
<b>PC11.</b> discard and maintain record of expired materials/ medicaments as per organizational policies	-	-	-	-
<b>PC12.</b> obtain necessary stock to replenish as per requirements	-	-	-	-
<i>Setting up of panchakarma unit</i>	-	-	-	-
<b>PC13.</b> prepare panchakarma unit/set up as advised by the therapist/doctor	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> check that all equipment and tools are in working condition and safe to operate	-	-	-	-
<b>PC15.</b> place equipment and tools appropriately while ensuring safety and security	-	-	-	-
<b>NOS Total</b>	<b>100</b>	<b>100</b>	<b>50</b>	<b>70</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N3610
<b>NOS Name</b>	Assist in preparing the clients and medicaments for panchakarma procedure as per instructions or prescriptions
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	AYUSH
<b>Occupation</b>	Ayurveda Therapy
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

### HSS/N3609: Assist in providing support during panchakarma procedure.

#### Description

This Occupational Standard describes the skills and knowledge required to provide support to therapist/doctor for panchakarma procedure based on the client needs

#### Scope

The scope covers the following :

- Assistance during panchakarma procedure

#### Elements and Performance Criteria

##### *Assistance during panchakarma procedure*

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

- PC1.** maintain client's privacy throughout the procedure
- PC2.** assist therapist/doctor in performing panchakarma procedure such as Abhyanga, Shirobhyanga, Udwarthanam, Kati Vasti, and Padabhyanga.
- PC3.** make appropriate adjustments during massage process to meet any changing needs as per the instructions of therapist/doctor
- PC4.** report any health and safety issues to concerned authority

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** safe practice during procedures
- KU2.** relevant workplace health and safety (WHS) legislation
- KU3.** massage procedure, techniques, pressures and rhythms
- KU4.** Shirobhyanga and oils used
- KU5.** three divisions of Shirodhara as per medium/oil used
- KU6.** Udwarthanam, oils used in this massage process, its description and uses
- KU7.** Abhyanga Snanam, oils used in this massage process, its description and uses
- KU8.** Kati Vasti, oils used in this massage process, its description and uses
- KU9.** Padabhyanga, oils used in this massage process, its description and uses
- KU10.** the importance of maintaining correct posture during massage process

#### Generic Skills (GS)

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

- GS1.** write messages, notes and short descriptive text with reasonable accuracy for easy interpretation of the information

## Qualification Pack

- GS2.** read documents and information displayed at the workplace
- GS3.** communicate effectively with co-workers and others
- GS4.** plan day to day tasks related to Panchkarma procedures for optimum productivity

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assistance during panchakarma procedure</i>	<b>118</b>	<b>100</b>	<b>50</b>	<b>90</b>
<b>PC1.</b> maintain client's privacy throughout the procedure	-	-	-	-
<b>PC2.</b> assist therapist/doctor in performing panchakarma procedure such as Abhyanga, Shirobhyanga, Udwarthanam, Kati Vasti, and Padabhyanga.	-	-	-	-
<b>PC3.</b> make appropriate adjustments during massage process to meet any changing needs as per the instructions of therapist/doctor	-	-	-	-
<b>PC4.</b> report any health and safety issues to concerned authority	-	-	-	-
<b>NOS Total</b>	<b>118</b>	<b>100</b>	<b>50</b>	<b>90</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N3609
<b>NOS Name</b>	Assist in providing support during panchakarma procedure.
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	AYUSH
<b>Occupation</b>	Ayurveda Therapy
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# HSS/N3608: Assist in post procedure compliances of panchakarma session

## Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual to carry out post procedure requirement such as cleaning of client/set up/equipment and re-setting up of unit for next session

## Scope

The scope covers the following :

- Post procedure requirement of client
- Post procedure requirement of unit

## Elements and Performance Criteria

### *Post procedure requirement of client*

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

- PC1.** maintain client's privacy
- PC2.** clean the client's body as per organizational policies
- PC3.** handover client's articles such as jewelry, clothes and other valuables to client or relatives as per organizational policies
- PC4.** orient client about do's and don'ts of related panchakarma session as per prescriptions/orders
- PC5.** maintain records and reports of the session

### *Post procedure requirement of unit*

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

- PC6.** clean/ disinfect/ sterilize panchakarma set up and equipments as per the organization policies and procedures
- PC7.** pack and store equipments, materials and consumables used as per organizational policies and SOPs
- PC8.** check linen for grease, stains, damage and maintain record as per organizational policy
- PC9.** segregate rejected linen for wash or condemning as per organizational policy
- PC10.** organize documents, stationery, equipment and accessories as per work flow
- PC11.** check that all equipment and accessories are in working condition and safe to operate for next session
- PC12.** report any malfunction, damage, shortage of stock, missing item or sub-optimal performance to appropriate authority as per standard procedure

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** procedures for safe practice
- KU2.** relevant Workplace Health and Safety (WHS) legislation
- KU3.** norms set by accreditation agencies for panchakarma units
- KU4.** relevant Indian hospital standards, regulations and guidelines
- KU5.** standard operating procedures for cleaning panchakarma unit
- KU6.** suitable cleaning agents and methods of cleaning
- KU7.** after care or cleaning procedure of client
- KU8.** safe practices while handling/cleaning articles and linen
- KU9.** escalation protocols in case of non-compliances
- KU10.** donning and doffing of Personal Protective Equipment (PPE)

## Generic Skills (GS)

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

- GS1.** write messages, notes and short descriptive text with reasonable accuracy for easy interpretation of the information
- GS2.** read documents and information displayed at the workplace
- GS3.** communicate effectively with co-workers and others
- GS4.** plan day to day tasks related to Panchkarma procedures for optimum productivity

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Post procedure requirement of client</i>	<b>100</b>	<b>67</b>	<b>50</b>	<b>23</b>
<b>PC1.</b> maintain client's privacy	-	-	-	-
<b>PC2.</b> clean the client's body as per organizational policies	-	-	-	-
<b>PC3.</b> handover client's articles such as jewelry, clothes and other valuables to client or relatives as per organizational policies	-	-	-	-
<b>PC4.</b> orient client about do's and don'ts of related panchakarma session as per prescriptions/orders	-	-	-	-
<b>PC5.</b> maintain records and reports of the session	-	-	-	-
<i>Post procedure requirement of unit</i>	-	-	-	-
<b>PC6.</b> clean/ disinfect/ sterilize panchakarma set up and equipments as per the organization policies and procedures	-	-	-	-
<b>PC7.</b> pack and store equipments, materials and consumables used as per organizational policies and SOPs	-	-	-	-
<b>PC8.</b> check linen for grease, stains, damage and maintain record as per organizational policy	-	-	-	-
<b>PC9.</b> segregate rejected linen for wash or condemning as per organizational policy	-	-	-	-
<b>PC10.</b> organize documents, stationery, equipment and accessories as per work flow	-	-	-	-
<b>PC11.</b> check that all equipment and accessories are in working condition and safe to operate for next session	-	-	-	-
<b>PC12.</b> report any malfunction, damage, shortage of stock, missing item or sub-optimal performance to appropriate authority as per standard procedure	-	-	-	-
<b>NOS Total</b>	<b>100</b>	<b>67</b>	<b>50</b>	<b>23</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N3608
<b>NOS Name</b>	Assist in post procedure compliances of panchakarma session
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	AYUSH
<b>Occupation</b>	Ayurveda Therapy
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# 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:

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**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

## Qualification Pack

### 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>	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> seek help and guidance in case of stress and anxiety	-	-	-	-
<b>NOS Total</b>	<b>17</b>	<b>13</b>	-	-

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### 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>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# HSS/N9625: Maintain interpersonal relationships and professional conduct

## Description

This OS unit is about effective communication and exhibiting professional behaviour with co workers, patients/clients and their families.

## Scope

The scope covers the following :

- Maintain professional behaviour

## Elements and Performance Criteria

### *Maintain professional behaviour*

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

- PC1.** wear appropriate attire
- PC2.** communicate effectively with all individuals regardless of age, caste etc.
- PC3.** adopt a gender neutral behaviour while communicating with the patient and others as per organizational policy
- PC4.** use appropriate IEC material as and when necessary
- PC5.** respond to queries as per defined scope of competence and authority
- PC6.** maintain any records required at the end of the interaction
- PC7.** work collaboratively with other team members
- PC8.** ensure that the privacy of the individual is not intruded
- PC9.** work in a way that shows respect to others

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** guidelines on communicating with patients and other individuals
- KU2.** guidelines on maintaining confidentiality and respecting need for privacy
- KU3.** vision and mission of the organization
- KU4.** importance of recognizing the boundary of one's role and responsibility
- KU5.** importance of establishing and managing requirements, planning and organizing work
- KU6.** how to maintain an environment that is conducive to the provision of medico-legal acts
- KU7.** procedures in the organization to deal with conflict and poor working relationships
- KU8.** how to handle stressful or risky situations when communicating with patients and/or other individuals
- KU9.** importance of asking for assistance when situations are beyond one's competence and authority

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- KU10.** how to ensure that all information provided to individuals is from reliable sources
- KU11.** the importance of integrating one's work effectively with others
- KU12.** the detrimental effects of non adherence to organizational protocols

### Generic Skills (GS)

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

- GS1.** read protocol updates and policy changes
- GS2.** be updated with the latest knowledge
- GS3.** build customer relationships and use customer centric approach
- GS4.**
- review the information gathered from observation, experience, reasoning, or communication
  - to act efficiently



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain professional behaviour</i>	<b>15</b>	<b>20</b>	-	<b>17</b>
<b>PC1.</b> wear appropriate attire	-	-	-	-
<b>PC2.</b> communicate effectively with all individuals regardless of age, caste etc.	-	-	-	-
<b>PC3.</b> adopt a gender neutral behaviour while communicating with the patient and others as per organizational policy	-	-	-	-
<b>PC4.</b> use appropriate IEC material as and when necessary	-	-	-	-
<b>PC5.</b> respond to queries as per defined scope of competence and authority	-	-	-	-
<b>PC6.</b> maintain any records required at the end of the interaction	-	-	-	-
<b>PC7.</b> work collaboratively with other team members	-	-	-	-
<b>PC8.</b> ensure that the privacy of the individual is not intruded	-	-	-	-
<b>PC9.</b> work in a way that shows respect to others	-	-	-	-
<b>NOS Total</b>	<b>15</b>	<b>20</b>	-	<b>17</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9625
<b>NOS Name</b>	Maintain interpersonal relationships and professional conduct
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate/batch at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical & viva for every student at each examination/ training center based on these criteria.

### Qualification Pack

5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for the Qualification Pack.

6. In case of unsuccessful completion, the trainee may seek reassessment on 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/N3610. Assist in preparing the clients and medicaments for panchakarma procedure as per instructions or prescriptions	100	100	50	70	320	30
HSS/N3609. Assist in providing support during panchakarma procedure.	118	100	50	90	358	30
HSS/N3608. Assist in post procedure compliances of panchakarma session	100	67	50	23	240	20
HSS/N9622. Follow sanitization and infection control guidelines	17	13	-	-	30	10
HSS/N9625. Maintain interpersonal relationships and professional conduct	15	20	-	17	52	10
<b>Total</b>	<b>350</b>	<b>300</b>	<b>150</b>	<b>200</b>	<b>1000</b>	<b>100</b>

## Qualification Pack

### 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

## Qualification Pack

### 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.

## Qualification Pack

<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.