



COVID Frontline Worker (Basic Care Support)

QP Code: HSS/Q5104

Version: 1.0

NSQF Level: 4

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HSS/Q5104: COVID Frontline Worker (Basic Care Support)

Brief Job Description

Individuals in this job provide basic care and support to the COVID patients and prepare the patients unit for them. Their work involves usage of basic equipment like Oxygen Concentrator, Oxygen Cylinder, Nebulizer, steam inhalation and Pulse-oximeter. The person is also responsible for maintaining records manually or digitally as per protocols. Their key responsibilities are mapped to the competencies required by a General Duty Assistant.

Personal Attributes

The job requires the candidate to be empathetic, mature, compassionate, patient centric. The candidate must be polite and should show respect to the patients belonging to diverse cultural backgrounds. The individual should have good communication and interpersonal skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5115: Carry out last office \(death care\)](#)
2. [HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital](#)
3. [HSS/N5135: Provide support in routine activities of in-patient department](#)
4. [HSS/N9622: Follow sanitization and infection control guidelines](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5329.0101
Minimum Educational Qualification & Experience	10th Class
Minimum Level of Education for Training in School	Not Applicable

Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	28/05/2021
Next Review Date	NA
NSQC Approval Date	
Version	1.0

Remarks:

This is a crash course designed to skill individuals for basic care of patients during COVID pandemic by selecting required NOS from General Duty Assistant, HSS/Q5101 Version 2.0 QP. After completion of this crash course, the individual will not be equivalent to a certified General Duty Assistant.

HSS/N5115: Carry out last office (death care)

Description

This OS unit is about providing basic care and transferring a patients body post death.

Scope

This unit/task covers the following:

- Providing death care while preserving privacy and dignity of the deceased

Elements and Performance Criteria

Providing death care while preserving privacy and dignity of the deceased

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

- PC1.** . . . attend to hygiene needs specially hair care, nail care and oral hygiene
- PC2.** . . . close all orifices of the dead body as per organizational policy
- 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 organizational policy
- PC5.** . . . dress the body in a gown/shroud or own clothes, as required
- PC6.** . . . place an incontinence pad underneath to contain any soiling
- PC7.** . . . respect the cultural/religious beliefs and personal wishes of family wherever possible
- PC8.** . . . remove jewelry and any personal items, unless requested or advised otherwise.
- PC9.** . . . place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician
- PC10.** . . . ensure that appropriate records are made of any personal items left on the body or otherwise.
- PC11.** . . . use personal protective equipment while handling the body
- PC12.** . . . follow personal hygiene practices and protocols while providing death care

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** sensitization to the mortuary and its related operational aspects
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** professional standards and codes of practice for the area of work
- KU6.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU7.** the nature, aims, objectives, values, policies and systems of the organization

- KU8.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU9.** how to engage with medical team or concerned authority for support in case of requirement
- KU10.** the correct use of equipment and techniques to avoid inconvenience during death care
- KU11.** the use of personal protective equipment (PPE) i.e. gloves, plastic apron and surgical mask if required
- KU12.** the Standard Operating Procedures of packing the body
- KU13.** the correct method of labelling the body
- KU14.** basic structure and function of the body systems and associated structures
- KU15.** the hazards and risks associated with handling medical samples, precautions to be taken during transfer

Generic Skills (GS)

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

- GS1.** write clearly and concisely and in a proper format
- GS2.** use effective written communication protocols
- GS3.** read and correctly interpret work related documents
- GS4.** use effective communication with colleagues and other health professionals
- GS5.** listen to colleagues and other health professionals
- GS6.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS7.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS8.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS9.** be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS10.** be sensitive to potential cultural differences
- GS11.** maintain confidentiality
- GS12.** respect the rights of the patient(s)
- GS13.** seek the help of nurse for solving the problem if there is an unusual finding
- GS14.** use the existing experience for improving the comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Providing death care while preserving privacy and dignity of the deceased</i>	14	35	10	15
PC1. attend to hygiene needs specially hair care, nail care and oral hygiene	14	4	10	15
PC2. close all orifices of the dead body as per organizational policy	-	3	-	-
PC3. attempt to close the eyes, using a small piece of clinical tape if required	-	3	-	-
PC4. attach identification labels/wrist bands according to local guidelines and organizational policy	-	3	-	-
PC5. dress the body in a gown/shroud or own clothes, as required	-	3	-	-
PC6. place an incontinence pad underneath to contain any soiling	-	3	-	-
PC7. respect the cultural/religious beliefs and personal wishes of family wherever possible	-	3	-	-
PC8. remove jewelry and any personal items, unless requested or advised otherwise.	-	3	-	-
PC9. place the body in the sheet, securing it with an adhesive tape as per organizational instructions, post completing any necessary documentation by nurse/physician	-	3	-	-
PC10. ensure that appropriate records are made of any personal items left on the body or otherwise.	-	3	-	-
PC11. use personal protective equipment while handling the body	-	3	-	-
PC12. follow personal hygiene practices and protocols while providing death care	-	1	-	-
NOS Total	14	35	10	15

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5115
NOS Name	Carry out last office (death care)
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	

HSS/N5134: Transferring patients and their samples, drugs, documents within the hospital

Description

This unit is about transferring a patient using proper body mechanics and mobility equipment. This unit also entails transferring patient samples, drugs, patient documentation (patient files, discharge summary etc.) within the hospital.

Scope

This unit/task covers the following:

- Transfer the patient
- Transfer patient's paraphernalia such as samples, drugs and documents within hospital

Elements and Performance Criteria

Transfer the patient

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

- PC1.** . . . check patient's medical condition before transfer and estimate if additional help is required based on his/her weight and ability
- PC2.** . . . ensure that the correct patient is being transferred
- PC3.** . . . ensure the patient has comfortable clothing during transfer process
- PC4.** . . . maintain patient's privacy during the transfer process
- PC5.** . . . use the correct equipment and techniques for transferring the patients to avoid falls or injuries
- PC6.** . . . use proper body mechanics for transferring the patient
- PC7.** . . . ensure that tubings attached to patient are intact while transferring

Transfer patient's paraphernalia such as samples, drugs and documents within hospital

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

- PC8.** . . . hand over the patient's documents, samples and drugs to the concerned authority carefully
- PC9.** . . . check if patient's identity on the document and samples are coherent

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** . . . how to and whom to inform in case of observing something which is clinically important
- KU2.** . . . relevant protocols, good practices, standards, policies and procedures
- KU3.** . . . basic structure and function of the healthcare system in the country
- KU4.** . . . basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** . . . professional standards and codes of practice for the area of work

- KU6.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU7.** the nature, aims, objectives, values, policies and systems of the organization
- KU8.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU9.** how to engage with medical team or concerned authority for support in case of requirement
- KU10.** follow relevant protocols, good practices, standards, policies and procedures while transferring the patient
- KU11.** use equipment and techniques correctly to avoid injury or inconvenience to the patient
- KU12.** how to use the equipment like wheelchairs and stretchers
- KU13.** how to maneuver smaller equipment like catheters while transferring the patient
- KU14.** how to use body mechanics while transferring the patient to prevent injury or fall
- KU15.** how to determine patients general medical condition before mobility
- KU16.** use of correct equipment and how to follow proper procedures
- KU17.** how and when to use the brakes on the transferring equipment during the transfer process
- KU18.** ensure that all the required equipment is available for transfer
- KU19.** how to assess the patients size and understand if one needs help to transfer the patient safely
- KU20.** how to protect special attachments like drainage tubings, catheters during transfer
- KU21.** how to move the patient/equipment on ramps, slopes, ladder, lift, rough surfaces, etc.
- KU22.** how to handover the document and drugs and receive the acknowledgment
- KU23.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.
- KU24.** basic structure and function of the body system
- KU25.** process, condition & resources required by the body to support healthy functioning
- KU26.** how to communicate with the patient and count till three so that the patient knows when to move
- KU27.** significance of asking the patient if he is comfortable during the transferring process.
- KU28.** when to check and make request for assistance if required
- KU29.** how to assist the patient in moving from the bed to the stretcher/wheelchair or vice versa by using correct body mechanics
- KU30.** how to check all equipment before moving the patient and ensure safety of additional equipment like catheter while moving the patient
- KU31.** when to set brakes at destination only to prevent falls and injuries
- KU32.** the location where the patient needs to be transferred to

Generic Skills (GS)

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

- GS1.** record when and where the patient is being moved as per the protocols
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals
- GS4.** develop specific goals and plans to prioritize, organize, and accomplish work

- GS5.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS6.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS7.** use the existing experience for improving the comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transfer the patient</i>	35	14	10	10
PC1. . check patient's medical condition before transfer and estimate if additional help is required based on his/her weight and ability	35	2	10	10
PC2. . ensure that the correct patient is being transferred	-	2	-	-
PC3. . ensure the patient has comfortable clothing during transfer process	-	2	-	-
PC4. . maintain patient's privacy during the transfer process	-	2	-	-
PC5. . use the correct equipment and techniques for transferring the patients to avoid falls or injuries	-	2	-	-
PC6. . use proper body mechanics for transferring the patient	-	2	-	-
PC7. . ensure that tubings attached to patient are intact while transferring	-	2	-	-
<i>Transfer patient's paraphernalia such as samples, drugs and documents within hospital</i>	23	6	8	10
PC8. . hand over the patient's documents, samples and drugs to the concerned authority carefully	23	3	8	10
PC9. . check if patient's identity on the document and samples are coherent	-	3	-	-
NOS Total	58	20	18	20

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5134
NOS Name	Transferring patients and their samples, drugs, documents within the hospital
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	

HSS/N5135: Provide support in routine activities of in-patient department

Description

This OS unit is about assisting the nurse in making observations and reporting changes in patients condition; taking appropriate measurements and cleaning basic clinical equipment, changing/transferring/managing laundry/linen on the floor.

Scope

This unit/task covers the following:

- respond to call promptly
- observe and report changes in patient's overall condition
- support the healthcare team in measurement of patient's parameters
- decontaminate commonly used basic patient care equipment
- manage changing and transporting laundry/linen on the floor

Elements and Performance Criteria

respond to call promptly

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

- PC1.** respond to call bell and identify if the call is for a medical need or a non-medical need and communicate it to the nurse accordingly and appropriately
- PC2.** meet patient's needs whenever required, courteously and sensitively
- PC3.** observe and ensure the call bell is turned off after the purpose is served
- PC4.** survey the patients surrounding and take appropriate action like checking if drinking water is available in the room.

Observe and report changes in patient's overall condition

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

- PC5.** report color changes like bluish or yellowish discoloration of the skin
- PC6.** report changes in odour or consistency of urine and stools
- PC7.** communicate the observations in an appropriate language
- PC8.** differentiate between immediate and routine reporting requirements

support the healthcare team in measurement of patient's parameters

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

- PC9.** assist the nurse in measuring patient's height and weight using different types of scales including manual and digital
- PC10.** ensure that patient is comfortable and positioned correctly while taking measurements
- PC11.** ensure patient's safety to prevent a fall or an injury

Decontaminate commonly used basic patient care equipment

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

- PC12.** identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority

- PC13.** follow standard operating procedures for decontamination as per manufacturer's instructions/ organizational policies
- PC14.** handle equipment safely or seek the help of nurse while decontamination
- PC15.** use appropriate protective clothing and equipment while decontamination
- PC16.** report to concerned authority about the equipment that are unsuitable for use
- PC17.** dispose off any waste safely and according to organization protocol
- PC18.** maintain proper documentation and records

Manage changing and transporting laundry/linen on the floor with care to prevent the spread of infection

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

- PC19.** prepare bed as per the type and protocols in line with organizational policy
- PC20.** ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported
- PC21.** ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in working condition before use.
- PC22.** isolate the unclean or infected trolley or vehicle and report the same.
- PC23.** collect and transport clean linen avoiding cross contamination with used linen
- PC24.** use a trolley or vehicle specifically designated for the delivery of clean linen
- PC25.** transport the used linen to the designated department as per hospital policy keeping log of the daily records
- PC26.** segregate the blood-stained linen separately and disinfect before transport
- PC27.** apply personal protective equipment & personal hygiene practices while handling linen

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to and whom to inform in case of observing something which is clinically important
- KU2.** relevant protocols, good practices, standards, policies and procedures
- KU3.** basic structure and function of the healthcare system in the country
- KU4.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU5.** how to work with individuals to promote physical approaches to optimizing health, well-being and illness prevention, through the delivery of high-quality, innovative services
- KU6.** professional standards and codes of practice for the area of work
- KU7.** how to balance responsibilities as a professional with organizational and contractual requirements
- KU8.** the nature, aims, objectives, values, policies and systems of the organization
- KU9.** relevant legislation, standards, policies, procedure, human rights perspective for patients
- KU10.** how to engage with both medical team or concerned authority for support in case of requirement
- KU11.** procedures and codes to be followed in case of call bell in operating call bell
- KU12.** the emergency protocols to be followed in case of call bell being pressed to urgent needs
- KU13.** how response time is linked with patients satisfaction

- KU14.** common reasons for call bells like elimination, need for drinking water or turning off the light.
- KU15.** the critical reasons for call bells and communicate them promptly to the senior healthcare team
- KU16.** how to operate patients bed for different bed positions like propping up.
- KU17.** how to place the call button within reach and encourage them to call when in need
- KU18.** how to use different types of scales including digital, manual, standard, chair and bed scales under the guidance of nurse
- KU19.** how to read the scales correctly and avoid errors
- KU20.** the standard procedure while measuring weights like empty bladder, empty bowel and light clothing
- KU21.** safety and security of the patient
- KU22.** different types of observations and how they can impact patients health
- KU23.** different changes in skin colour and their implications
- KU24.** different changes such as odour, consistency of urine and faeces and their implication
- KU25.** skin abrasions or injuries
- KU26.** subjective patients complaints like dizziness, disorientation
- KU27.** infection control policies such as using PPE and washing hands frequently
- KU28.** how to calibrate the different types of scales
- KU29.** how to make adjustments in measurements to ensure correct recordings
- KU30.** how to place/position the patient on the scales to avoid faulty recordings
- KU31.** how to measure the urine output
- KU32.** how to report unusual findings
- KU33.** how to clean the equipment
- KU34.** how to dispose off waste safely
- KU35.** the hazards and risks associated with handling medical samples, precautions to be taken and appropriate handling and reporting in case of emergency.
- KU36.** how to clean the linen trolleys
- KU37.** how to use personal protective equipment
- KU38.** to report an incident of exposure while transporting clean linen
- KU39.** document the incident following organizational policies

Generic Skills (GS)

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

- GS1.** write clearly and concisely and in a proper format
- GS2.** use effective written communication protocols
- GS3.** read and correctly interpret work related documents
- GS4.** use effective communication with colleagues and other health professionals
- GS5.** listen to colleagues and other health professionals
- GS6.** develop specific goals and plans to prioritize, organize, and accomplish work

- GS7.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS8.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS9.** use the existing experience for improving the comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>respond to call promptly</i>	18	6	5	10
PC1. respond to call bell and identify if the call is for a medical need or a non-medical need and communicate it to the nurse accordingly and appropriately	18	2	5	10
PC2. meet patient's needs whenever required, courteously and sensitively	-	1	-	-
PC3. observe and ensure the call bell is turned off after the purpose is served	-	1	-	-
PC4. survey the patients surrounding and take appropriate action like checking if drinking water is available in the room.	-	2	-	-
<i>Observe and report changes in patient's overall condition</i>	15	9	5	10
PC5. report color changes like bluish or yellowish discoloration of the skin	15	2	5	10
PC6. report changes in odour or consistency of urine and stools	-	2	-	-
PC7. communicate the observations in an appropriate language	-	2	-	-
PC8. differentiate between immediate and routine reporting requirements	-	3	-	-
<i>support the healthcare team in measurement of patient's parameters</i>	13	6	10	10
PC9. assist the nurse in measuring patient's height and weight using different types of scales including manual and digital	13	2	10	10
PC10. ensure that patient is comfortable and positioned correctly while taking measurements	-	2	-	-
PC11. ensure patient's safety to prevent a fall or an injury	-	2	-	-
<i>Decontaminate commonly used basic patient care equipment</i>	17	18	10	10

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. identify best method of decontamination and assemble required material for the purpose in consultation with concerned authority	17	3	10	10
PC13. follow standard operating procedures for decontamination as per manufacturer's instructions/ organizational policies	-	3	-	-
PC14. handle equipment safely or seek the help of nurse while decontamination	-	3	-	-
PC15. use appropriate protective clothing and equipment while decontamination	-	3	-	-
PC16. report to concerned authority about the equipment that are unsuitable for use	-	2	-	-
PC17. dispose off any waste safely and according to organization protocol	-	1	-	-
PC18. maintain proper documentation and records	-	3	-	-
<i>Manage changing and transporting laundry/linen on the floor with care to prevent the spread of infection</i>	14	24	10	10
PC19. prepare bed as per the type and protocols in line with organizational policy	14	3	10	10
PC20. ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported	-	3	-	-
PC21. ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in working condition before use.	-	2	-	-
PC22. isolate the unclean or infected trolley or vehicle and report the same.	-	3	-	-
PC23. collect and transport clean linen avoiding cross contamination with used linen	-	3	-	-
PC24. use a trolley or vehicle specifically designated for the delivery of clean linen	-	3	-	-
PC25. transport the used linen to the designated department as per hospital policy keeping log of the daily records	-	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. segregate the blood-stained linen separately and disinfect before transport	-	3	-	-
PC27. apply personal protective equipment & personal hygiene practices while handling linen	-	2	-	-
NOS Total	77	63	40	50

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5135
NOS Name	Provide support in routine activities of in-patient department
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	

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>	5	3	-	-
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.	-	-	-	-
<i>Personal and workplace hygiene</i>	4	4	-	-
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.	-	-	-	-
<i>Waste disposal methods</i>	3	2	-	-
PC6. segregate waste as per guidelines	-	-	-	-
PC7. dispose waste as per guidelines	-	-	-	-
<i>Reporting and information gathering</i>	3	2	-	-
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	-	-	-	-
<i>Mental and emotional wellbeing</i>	2	2	-	-
PC10. seek help and guidance in case of stress and anxiety	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	17	13	-	-

National Occupational Standards (NOS) Parameters

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

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/N5115.Carry out last office (death care)	14	35	10	15	74	10
HSS/N5134.Transferring patients and their samples, drugs, documents within the hospital	58	20	18	20	116	35
HSS/N5135.Provide support in routine activities of in-patient department	77	63	40	50	230	35
HSS/N9622.Follow sanitization and infection control guidelines	17	13	-	-	30	20
Total	166	131	68	85	450	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
AIDS	Acquired Immune Deficiency Syndrome
GDA	General Duty Assistant
HIV	Human Immuno-deficiency Virus
IV	Intravenous
HIV	Human Immunodeficiency Virus
MLC	Medico Legal Case
MTP	Medical Termination of Pregnancy

Glossary

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

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.