



# Model Curriculum

**QP Name: COVID Frontline Worker (Emergency Care Support)**

**QP Code: HSS/Q2303**

**QP Version: 1.0**

**NSQF Level: 4**

**Model Curriculum Version: 1.0**

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## Training Parameters

<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Patient Care Services
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	<b>NCO-2015/5329.0101</b>
<b>Minimum Educational Qualification and Experience</b>	12th Class
<b>Pre-Requisite License or Training</b>	
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed on</b>	26/05/2021
<b>Next Review Date</b>	
<b>NSQC Approval Date</b>	
<b>QP Version</b>	1.0
<b>Model Curriculum Creation Date</b>	
<b>Model Curriculum Valid Up to Date</b>	
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	720 Hrs
<b>Maximum Duration of the Course</b>	720 Hrs

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Demonstrate knowledge about the healthcare sector and emergency medical care services.
- Demonstrate the ability to perform clinical skills essential in providing basic emergency medical care services such as urgent need to respond the emergency calls, assurance of scene safety, skills to call other emergency people, handling different emergency scenarios like clinical emergency, trauma emergency, mass casualty & disaster management.
- Demonstrate setting up of an ambulance for dealing with emergency situations.
- Practice infection control measures.
- Demonstrate safe and efficient transferring and ambulation techniques.
- Demonstrate techniques to maintain the personal hygiene needs of self and the patient.
- Demonstrate actions in the event of medical and facility emergencies.
- Compile information related to the job role from specific covid care facilities, information portals, and other relevant resources for latest updates about COVID protocols.
- Demonstrate professional behavior, personal qualities, and characteristics required of a COVID Frontline Worker (Emergency Care Support)
- Demonstrate good communication skills by communicating accurately and appropriately in the role of COVID Frontline Worker (Emergency Care Support).
- Working of basic equipment (Oxygen Concentrator, Oxygen Cylinder, Nebulizer, ECG and Pulse oximeter etc)

### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	Total Duration
<b>HSS/N9622: Follow Sanitization and Infection Control Guidelines NOS</b> Version No. 1.0 NSQF level 3	02:00	04:00	72 Days x 8hrs./day (576 Hrs)	
<a href="#">Module 1: Infection control practices and waste management</a>	02:00	04:00		
<a href="#">Module 2: Introduction to the program</a>	04:00	01:00		

<a href="#">Module 3: Introduction to human body- structure and functions</a>	02:00	00:00		
<b>HSS/N2301: Respond to emergency calls. NOS Version No. 1.0NSQF level 4</b>	02:00	04:00		
<a href="#">Module 4: Respond to emergency calls</a>	02:00	04:00		
<b>HSS/N2302: Size up the scene at the site</b>	05:00	05:00		
<a href="#">Module 5: Size up the scene</a>	05:00	05:00		
<b>HSS/N2304: Assess patient at the site</b>	<b>07:00</b>	<b>06:00</b>		
<a href="#">Module 6: Assessment of causality at the site</a>	<b>07:00</b>	<b>06:00</b>		
<b>HSS/N2305: Patient triage based on the defined clinical criteria of severity of illness</b>	03:00	05:00		
<a href="#">Module 7: Patient triage</a>	03:00	05:00		
<b>HSS/N2306: Manage cardiovascular emergency</b>	13:00	15:00		
<a href="#">Module 8: Cardiovascular Emergency</a>	13:00	15:00		
<b>HSS/ N 2307: Manage cerebrovascular emergency</b>	09:00	16:00		
<a href="#">Module 9: Cerebrovascular Emergencies</a>	09:00	16:00		
<b>HSS/N2318: Manage respiratory emergency</b>	10:00	11:00		
<a href="#">Module 10: Respiratory Emergency</a>	10:00	11:00		
<a href="#">Module 11: Working of basic equipment (Oxygen Concentrator, Oxygen Cylinder, Nebulizer, ECG and Pulse oximeter, Steam Inhalation, Suction Apparatus)</a>	02:00	08:00		
<b>HSS/N2322: Transport patient to the provider institute</b>	03:00	07:00		
<a href="#">Module 12: Patient Transportation</a>	03:00	07:00		
<b>Total Duration</b>	<b>72 Hrs</b>	<b>72 Hrs</b>	<b>576 Hrs</b>	<b>720 Hrs</b>

# Module Details

## Module 1: Infection control practices and waste management

Mapped to: HSS/N9622, v1.0

### Terminal Outcomes:

- Apply self-hygiene, social distancing practice and follow Infection Control Guidelines.
- Demonstrate correct waste disposal methods.

Duration: 02:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the concept of disease outbreak, epidemics, and pandemics and their impact on society at large.</li> <li>• Explain the significance of following prescribed rules and guidelines during an epidemic or a pandemic.</li> <li>• Differentiate between self-quarantine and self-isolation and their significance.</li> <li>• Discuss the significance of social distancing and alternate ways of carrying out everyday tasks (use of e-payment gateways/online learning/virtual meetings, etc.) during a pandemic.</li> <li>• Discuss the significance of conforming to basic personal and workplace hygiene practices such as washing hands, using alcohol-based hand sanitizers, examining office supplies/deliveries and their sanitization, etc.</li> <li>• List various surfaces that may serve as potential fomites at workplace.</li> <li>• Identify PPE to be used at workplace and the process of donning, doffing, and discarding them.</li> <li>• Discuss the importance and process of identifying and reporting symptoms to the concerned authorities.</li> <li>• Discuss organizational hygiene and sanitation guidelines and ways of following them and reporting breaches/gaps if any.</li> <li>• Explain the importance and mechanism of proper and safe disposal, transportation, and treatment of waste.</li> <li>• Discuss the ways of dealing with stress and anxiety during a disease outbreak.</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to sanitize and disinfect one's work area regularly.</li> <li>• Demonstrate the correct way of washing hands using soap and water, and alcohol-based hand rubs.</li> <li>• Display the correct way of donning, doffing, and discarding PPE such as face masks, hand gloves, face shields, PPE suits, etc.</li> <li>• Demonstrate appropriate social and behavioral etiquette (greeting and meeting people, spitting/coughing/sneezing, etc.).</li> <li>• Prepare a list of relevant hotline/emergency numbers.</li> <li>• Select different types of waste and various types of color-coded bins/containers used for disposal of waste.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentations, Flip Chart, White Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
E-modules depicting sanitization, infection control and waste disposal practices	

## Module 2: Introduction to the program

### Mapped to: Bridge Module

#### Terminal Outcomes:

- Discuss about the healthcare delivery system in India at primary, secondary, tertiary, and quaternary level.
- Distinguish between private, public, and non-profit healthcare delivery systems.
- Discuss about covid care facilities, resources for covid related information related to the job role.
- Give an overview of the Healthcare Industry in India.
- Describe the various services offered to patients in a hospital setting.
- Describe the different departments in a hospital.
- Identify the different tools and equipment specific to related job role.

<b>Duration: 02:00</b>	<b>Duration: 01:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the role and responsibility of the Covid Front Line Worker (Basic Care Support.</li> <li>• Code of ethics and therapeutic Communication.</li> <li>• Learn about Healthcare Industry</li> <li>• Learn about COVID specific care facilities, portals and resources for latest updates about COVID protocols”.</li> <li>• Learn about different departments in a hospital in COVID facility.</li> </ul>	<ul style="list-style-type: none"> <li>• Orientation to the job role.</li> <li>• Code of ethics</li> <li>• Covid specific resources and updates on latest protocols</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 3: Introduction to human body- structure and functions

### Mapped to: Bridge Module

#### Terminal Outcomes:

- Basic outline of Human Anatomy.
- Explain the structure and function of the human body.

<b>Duration: 02:00</b>	<b>Duration: 00:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the Organisation of body cells, tissues, organs, organ systems, membranes, and glands in the human body.</li> <li>• Describe cell and various types of tissues.</li> <li>• Describe different types of organ systems.</li> <li>• Discuss different types of body fluids, secretions, and excretions.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify different parts of the body using charts and models.</li> <li>• Prepare human body systems using charts and models.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
<b>Tools, Equipment and Other Requirements</b>	



## Module 4: Respond to emergency calls.

Mapped to: HSS/N2301, v1.0

### Terminal Outcomes:

- Evaluation of patient’s condition over the phone.
- Learn about Body Surface Isolation procedure.
- Preparation of Ambulance before and after call.

<b>Duration: 02:00</b>	<b>Duration: 04:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the emergency codes used in the hospital for emergency situations.</li> <li>• Describe the use appropriate language while speaking to the dispatch team to reflect professionalism.</li> <li>• Explain the use of communication equipment such as mobile phones, radio communication equipment, megaphones and other equipment as required by the (Emergency Medical Services) EMS provider</li> <li>• Describe the support when situations are beyond one’s competence and authority</li> </ul>	<ul style="list-style-type: none"> <li>• Assist during evaluation of the situation of the patient(s) based on the call with the dispatch centre.</li> <li>• Perform Body Substance Isolation (BSI) procedure as per standards and requirements.</li> <li>• Execute how to prepare the ambulance with the required medical equipment, supplies, medications, and other items as per the medical emergency.</li> <li>• Identify various body parts/organs including organs that can be donated using 3D models/ human organ system.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV aids, mick	
<b>Tools, Equipment and Other Requirements</b>	
3D models of human body and accessory organs, model human skeletal system, organ specimen.	

## Module 5: Size up the scene at the site

Mapped to: HSS/ N 2302, v1.0

### Terminal Outcomes:

- Perform safety precautions are taken at the scene of the emergency.
- Identify potential hazards at scene.
- Common mechanisms of injury.

<b>Duration: 05:00</b>	<b>Duration: 05:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain all safety precautions are taken at the scene of the emergency.</li> <li>• Explain how to introduce oneself to patient(s) / attendant and seek confidence of casualty/attendant, as applicable.</li> <li>• Discuss how to reassure the patient(s), relatives and bystanders who are in stressful situations by communicating effectively and working in a confident and efficient manner.</li> <li>• Explain how to obtain information regarding the incident through accurate and complete scene assessment and document it accordingly.</li> <li>• Discuss about the work to optimize and save time while avoiding mishandling of patient(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate safety precautions are taken at the scene of the emergency.</li> <li>• Identify potential hazards at scene.</li> <li>• Common mechanisms of injury/nature of illness.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, B	
<b>Tools, Equipment and Other Requirements</b>	
Sample formats of feedback forms, Sample formats of reports and records	

## Module 6: Assessment of causality at the site

Mapped to: HSS/ N 2304, v1.0

### Terminal Outcomes:

- Clinical Evaluation of patient on site.
- Triaging of the patients.

<b>Duration: 07:00</b>	<b>Duration: 06:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe how to maintain patient privacy.</li> <li>• Discuss about position patient comfortably considering patient safety and avoiding further injury/damage.</li> <li>• Explain Patient’s level of consciousness, responsiveness and altered sensorium including skin color and temperature.</li> <li>• Calm and reassure the patient.</li> <li>• Describe the importance of consent taking from the patient.</li> <li>• Minimize any unnecessary discomfort and encourage the patient to participate as fully as possible in the process.</li> <li>• Check and record vital signs of patients.</li> <li>• Obtain and record the chief complaint of the patient in the prescribed format for COVID emergencies.</li> <li>• Learn about routes of Drug Administration.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain patient privacy.</li> <li>• Perform position patient comfortably considering patient safety and avoiding further injury/damage.</li> <li>• Evaluate Patient’s level of consciousness, responsiveness and altered sensorium including skin color and temperature.</li> <li>• Calm and reassure the patient.</li> <li>• Obtain informed consent of the patient for the assessment process, unless impossible because of their condition</li> <li>• Minimize any unnecessary discomfort and encourage the patient to participate as fully as possible in the process.</li> <li>• Record vital signs of patients.</li> <li>• Recording and maintaining the documentation required for COVID patient including data entry as per guidelines.</li> <li>• Explain the method of documentations and their retrieval.</li> <li>• Assist the nurse or doctor in sample collection of COVID patient.</li> <li>• Identify any life-threatening or high-risk conditions and alert the emergency centre/ healthcare provider immediately.</li> <li>• Provide accurate and clear information to healthcare provider.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Case studies and demonstrative videos on teamwork, group dynamics	

**Mapped to: HSS/ N 2305, v1.0**

**Terminal Outcomes:**

- Triage of patients at site
- Taking patients vitals on site.
- Donning and Doffing of PPE

<b>Duration: 03:00</b>	<b>Duration: 05:00</b>
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Coordinate for setting up of separate areas for triage, treatment, and transport.</li> <li>• Use appropriate personal protective equipment while conducting initial triage.</li> <li>• Conduct initial triage of patients by using defined methods and protocols.</li> <li>• Assess whether the patient requires immediate lifesaving intervention or whether they could wait.</li> <li>• Record the vital signs of patients.</li> <li>• Identify a high-risk case and tag as per orders.</li> <li>• Extract patients from the casualty area based on initial triage to designated treatment areas.</li> <li>• Re-triage patients extracted to the triage and treatment areas.</li> <li>• Contact and alert healthcare facilities in advance of possible arrival of multiple patients.</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Perform the triage management.</li> <li>• Practice PPE donning and doffing.</li> <li>• Perform Vitals measurements in the lab.</li> <li>• Sequencing the high-risk case based on color coding</li> </ul>
<p><b>Classroom Aids:</b></p> <p>Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.</p>	
<p><b>Tools, Equipment and Other Requirements</b></p> <p>Manikins, crutches, canes, walker, wheelchair, stretcher, patient bed</p>	

## Module 8: Cardiovascular Emergency

Mapped to: HSS/N2306, v1.0

### Terminal Outcomes:

- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required.
- Respond to institutional emergencies appropriately.

<b>Duration: 13:00</b>	<b>Duration: 15:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify the symptoms of hypertensive emergency, angina, cardiac arrest, and myocardial infarction.</li> <li>• Learn about CPR, compressions as per COVID protocols.</li> <li>• Learn about CPR Ventilation as per COVID protocols</li> <li>• Learn about CPR Breathing as per COVID Protocols</li> <li>• Monitor and evaluate the individual's respiratory function for the effectiveness of compressions and ventilation.</li> <li>• Cease the application of CPR when the individual regains airway and circulation.</li> </ul>	<ul style="list-style-type: none"> <li>• Position the individual in an appropriate position to enable continued care according to condition.</li> <li>• Proper position to the patient with MI and Angina.</li> <li>• Perform Cardiopulmonary Resuscitation (CPR) or chest compressions, ventilation and breathing as applicable, wherever required as per COVID protocols.</li> <li>• Monitor and evaluate the individual's respiratory function for the effectiveness of compressions and ventilation.</li> <li>• Perform and practice lifesaving procedure in the lab.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints.	

## Module 9: Cerebrovascular Emergencies

Mapped to: HSS/ N 2307, v1.0

### Terminal Outcomes:

- Identify cerebrovascular emergencies.
- Emergency management of cerebrovascular emergencies.

<b>Duration: 09:00</b>	<b>Duration: 16:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Provide emergency medical care to a patient experiencing symptoms of a stroke.</li> <li>• Assess patient as per standardized pre-hospital stroke scale (such as the Cincinnati pre-hospital stroke scale).</li> <li>• Determine the time of onset of symptoms of possible arrival of multiple patients.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform emergency procedures in the lab setup.</li> <li>• Practice various evaluative measurement scales</li> <li>• Practice symptomatic care of stroke patient</li> <li>• Practice manage airway, breathing, and circulation.</li> <li>• Check patient's level of consciousness.</li> <li>• Check Blood pressure, heart rate, and respiratory rate of patient"</li> <li>• Carry out first triage of potential stroke victims.</li> <li>• Transport of the patient to the nearest hospital equipped to handle strokes".</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Discussions, Flip Charts, Video Demonstration	

## Module 10: Respiratory Emergency

Mapped to: HSS/N2318, v1.0

### Terminal Outcomes:

- Management of Airway
- Emergency management of choking
- Emergency management of respiratory distress.

<b>Duration: 10:00</b>	<b>Duration: 11:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify the characteristics of normal breathing, abnormal breath sounds, irregular breathing patterns and the signs of abnormal breathing.</li> <li>• Evaluate the need for emergency medical care for the patient with respiratory distress &amp; provide the emergency medical care accordingly.</li> <li>• Learn about CPR Breathing as per COVID Protocols</li> <li>• Monitor and evaluate the individual's respiratory function for the effectiveness of compressions and ventilation.</li> <li>• Cease the application of CPR when the individual regains airway and circulation.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate airway management.</li> <li>• Demonstrate the use of nebulizer.</li> <li>• Demonstrate first aid management.</li> <li>• Demonstrate abdominal thrust in case of choking.</li> <li>• Demonstrate the use of nebulizer mask.</li> <li>• Demonstrate the use of Inhaler.</li> <li>• Demonstrate the emergency medical care for breathing difficulty.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Nebulizer mask, Ambu bag, Nebulizer machine, Inhaler, Face mask, Venturi mask	

## Module 11: Working of basic medical equipment.

### Mapped to: Bridge Module

#### Terminal Outcomes:

- Explain the working of basic equipment (Oxygen Concentrator, Oxygen Cylinder, Nebulizer, ECG and Pulse oximeter, Steam Inhalation, Suction Apparatus)

<b>Duration: 10:00</b>	<b>Duration: 11:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Use instruments effectively in daily practice.</li> <li>• Recognize different types of oxygen cylinder.</li> <li>• Learn to operate oxygen cylinder.</li> <li>• Basic function of flow meter and humidifier</li> <li>• Identify the leak in the cylinder.</li> <li>• Steam Inhalation.</li> <li>• Suction apparatus operation and its pipeline management.</li> <li>• Fire Safety Protocols.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognize different types of oxygen cylinder.</li> <li>• Learn to operate oxygen cylinder.</li> <li>• Basic function of flow meter and humidifier</li> <li>• Identify the leak in the cylinder.</li> <li>• Demonstrate the method of oxygen control flow rate from the cylinder.</li> <li>• Demonstrate the use of face mask, nasal cannula and nasal prongs and Nebulizer mask.</li> <li>• Demonstrate the method of operating oxygen concentrator.</li> <li>• Demonstrate the method to adjust oxygen flow rate in concentrator.</li> <li>• Safety precautions under oxygen delivery.</li> <li>• Demonstrate the proper use of nebulizer.</li> <li>• Demonstrate the method of cleaning of equipment and their attachments.</li> <li>• Demonstrate the use of finger pulse oximeter.</li> <li>• Demonstrate the procedure of ECG recording.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Oxygen cylinder, Concentrator, pulse oximeter, spirometer, steam inhaler, suction apparatus, nebulizer etc	



## Module 12: Patient Transportation

### Mapped to: HSS/N2322, v1.0

#### Terminal Outcomes:

- Transport of patient to a Health Care Facility.
- Documentations enroute transfers.
- Use of stretcher, spine board, wheelchair.

<i>Duration: 03:00</i>	<i>Duration: 07:00</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Stock the ambulance with essential medical and non- medical equipment/consumables as per organizational policies and procedures</li> <li>• Check if minimum staffing is maintained for an ambulance as per policies.</li> <li>• Conduct daily inspections of the ambulance vehicle in terms of supply, cleaning and sterilization of equipment, their maintenance and working condition.</li> <li>• Maintain record of inspection done and escalate concerns.</li> <li>• Ensure readiness for usage of safety protocols and seat belts.</li> <li>• Transport the patient to the nearest provider institute in adherence with the legal regulation.</li> <li>• Adhere to the rules and regulations related to the usage of ground and air transport.</li> <li>• Adhere safety norms for patient during transportation.</li> <li>• Provide pre-arrival information to the receiving hospital.</li> <li>• Escalate concerns to appropriate authority in situations where transport is a problem and alternative steps and measures to be taken.</li> <li>• Take alternative steps and measures as directed by concerned authority and update and record it.</li> <li>• Provide a verbal report to the medical staff on the condition of the patient and initial findings.</li> <li>• Complete the Patient Care Report (PCR) and hand it over to the medical staff.</li> <li>• Hand over the consent form signed by the patient or a relative.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare the ambulance compartment for emergency readiness.</li> <li>• Install list of documents required at the time of emergency.</li> <li>• Practice patient shifting from ambulance to the hospital.</li> <li>• Demonstrate the way of connecting to the nearest hospitals during emergency.</li> <li>• Demonstrate the use of stretcher, spine board, wheelchair for shifting the patient.</li> <li>• Practice record management post patient shifting to the medical facility.</li> <li>• Demonstrate the steps involved in collecting, transporting soiled linen and other clothing.</li> <li>• List various changes in a patient's condition that are critical and should be reported while handing over the patient to a medical facility.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
<b>Tools, Equipment and Other Requirements</b>	
Scoop Stretcher, Spine Board, Ambulance Stretcher Wheelchair	

<b>Mandatory Duration:</b> 576:00	<b>Recommended Duration:</b> 00:00
<b>Module Name: On-the-Job Training</b>	
<b>Location: On Site</b>	
<b>Terminal Outcomes</b>	
<ul style="list-style-type: none"> <li>• Follow covid appropriate behavior (frequent handwashing and sanitization).</li> <li>• Orientation to different departments in Hospital</li> <li>• Learn about COVID specific care facilities, portals, and resources for latest updates about COVID protocols.</li> <li>• Identify different types of medical instruments and equipment and its components, circuit, cables, connectors, PCB, etc. and the tool kit to be used for its repair and maintenance.</li> <li>• Orientation to Cold chain management of COVID vaccine</li> <li>• Clinical use and principle of operation of different types and models: of Ventilator, BIPAP and CPAP, Oxygen Equipment (Concentrator &amp; Cylinder), Digital Thermometer, Flowmeter, Humidifier, Pulse Oximeter, Multipara Monitor, Nebulizer, BP Instrument, ECG machine, Spirometer, Suction Apparatus and its pipelines and Steam Inhaler</li> <li>• Demonstrate spillage management with 1% hypochlorite solution.</li> <li>• Demonstrate donning and doffing off PPE.</li> <li>• Prepare the ambulance compartment for emergency readiness.</li> <li>• Install list of documents required at the time of emergency.</li> <li>• Practice patient shifting from ambulance to the hospital.</li> <li>• Demonstrate the way of connecting to the nearest hospitals during emergency.</li> <li>• Demonstrate the use of stretcher, spine board, wheelchair for shifting the patient.</li> <li>• Practice record management post patient shifting to the medical facility.</li> <li>• Recognize different types of oxygen cylinder.</li> <li>• Learn to operate oxygen cylinder.</li> <li>• Basic function of flow meter and humidifier</li> <li>• Identify the leak in the cylinder.</li> <li>• Demonstrate the method of oxygen control flow rate from the cylinder.</li> <li>• Demonstrate the use of face mask, nasal cannula and nasal prongs and Nebulizer mask.</li> <li>• Demonstrate the method of operating oxygen concentrator.</li> <li>• Demonstrate the method to adjust oxygen flow rate in concentrator.</li> <li>• Safety precautions under oxygen delivery area</li> <li>• Demonstrate the proper use of nebulizer.</li> <li>• Demonstrate the method of cleaning of equipment and their attachments.</li> <li>• Demonstrate the use of finger pulse oximeter.</li> <li>• Demonstrate the procedure of ECG recording.</li> </ul>	

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
MD	Emergency Medicine	1		0		
Medical Graduate	MBBS, BAMS, BHMS	2		0		1 year of working experience in Emergency Department is mandatory
M.Sc.	Nursing	3		0		2 year of working experience in Emergency Department is mandatory
B.Sc.	(Nursing/ BSc Emergency Medical Services/BSc-critical care/BSc Trauma & Disaster Management)	4		0		3 year of experience working in Emergency Department is mandatory
NA	Medical Assistants in Armed forces	6		0		4 year of working experience in Emergency Department is mandatory and Certificate from Armed forces is mandatory

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "COVID Frontline Worker (Emergency Care Support)" mapped to QP: "HSS/Q2303 v1.0" with minimum score of 80%.	Recommended that the Trainer is certified for the Job. Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601" with minimum score of 80%.

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
MD	Emergency Medicine	3		0		
Medical Graduate	MBBS, BAMS, BHMS	4		0		
M.Sc.	Nursing	4		0		
B.Sc.	(Nursing/ BSc Emergency Medical Services/BSc-critical care/BSc Trauma & Disaster Management)	7		0		
NA	Medical Assistants in Armed forces	7		0		

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "COVID Frontline Worker (Emergency Care Support)" mapped to QP: "HSS/Q2303 v1.0" with minimum score of 80%.	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701" with minimum score of 80%.

## Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role are set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The On the Job (OJT) training component, which is a mandatory part of the training, done by the candidate at a healthcare organization has to be appropriately captured as per OJT logbook framework. This shall be assessed and would carry the weightage during final assessment done by HSSC as per assessment strategy defined for COVID Frontline Worker (Emergency Care Support).

The following tools would be used for final assessment:

**1. Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

**2. Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects about the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.

**3. Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions.
- iv. Fill in the blanks.
- v. Scenario based Questions.
- vi. Identification Questions

**QA Regarding Assessors:**

Assessors are selected as per the “eligibility criteria” laid down by HSSC for assessing each job role.

The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency-based assessments, assessors guide etc. HSSC conducts “Training of Assessors” program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF.
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments.
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration



## 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>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.



## Acronyms and Abbreviations

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>CPR</b>	Cardiopulmonary Resuscitation