



Medical Records Assistant

QP Code: HSS/Q5501

Version: 4.0

NSQF Level: 4

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HSS/Q5501: Medical Records Assistant

Brief Job Description

The individual compiles, processes, and maintains medical records of patients in a manner which meets the medical, administrative, ethical, legal, and regulatory requirements of the health care system following its latest coding systems and standards.

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5508: Maintain medical records for necessary compliances](#)
2. [HSS/N5509: Store medical records and maintain their confidentiality](#)
3. [HSS/N5501: Review patients records for completeness](#)
4. [HSS/N5502: Maintain diseases registries and clinical database](#)
5. [HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others](#)
6. [HSS/N9624: Maintain a safe and secure working environment](#)
7. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Health Informatics
Country	India
NSQF Level	4

Credits	30
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5322.9900
Minimum Educational Qualification & Experience	12th grade Pass (with Science) OR 10th grade pass with 3 Years of experience OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	4.0

HSS/N5508: Maintain medical records for necessary compliances

Description

This OS unit is about the maintenance of medical records for necessary compliances as per the organizational policies and procedures

Scope

The scope covers the following :

- Assign standard codes and maintain disease registries and clinical database

Elements and Performance Criteria

Maintain the medical records for statutory, statistical and medico-legal compliances

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

- PC1.** maintain updated data for birth and death rates in the hospital
- PC2.** provide the updated data to municipal corporations of respective areas/ districts for registration
- PC3.** maintain updated data for communicable diseases/endemic diseases
- PC4.** provide updated data to government agencies as and when required
- PC5.** maintain updated and complete records of in-patient and out-patient departments (IPD and OPD)
- PC6.** keep track of surgeries, transplant, etc. and update relevant records
- PC7.** maintain the periodic statistics of health-related data
- PC8.**
 - maintain the record of medico
 - legal cases as per organizational protocols
- PC9.** maintain the records for required duration as per organizational requirements and guidelines
- PC10.** retrieve the records as and when the requirement arises
- PC11.** track the database management, statistical analysis & interpretation
- PC12.** maintain statutory compliance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislations, standards, policies, and procedures followed by the provider
- KU2.** importance of maintaining patients confidentiality
- KU3.** how to dress appropriately as per the guidelines of the healthcare provider
- KU4.** established protocols for keeping and maintaining medical records as per organizations policy
- KU5.** basic structure and functions of the healthcare system in the country
- KU6.** basic structure and functions of healthcare facilities available at various levels eg. hospice care, clinics

- KU7.** how to ensure that the medical data collected for births and deaths is accurate and all demographic and basic details are complete
- KU8.** process to provide the birth and death data to municipal corporation/ government bodies for maintaining the census and providing the registries to the concerned persons relatives
- KU9.** how to record, access and provide data related to endemic and communicable diseases such as Dengue, Malaria, Hepatitis, Bird flu, Swine flu, HIV etc. respectively with demographic details to Government bodies for maintaining the report and statistics
- KU10.** how to prepare the statistics for number of the Out-patient department (OPD) case, number of the surgeries performed, number of transplants, number of the Medical termination of pregnancy (MTP) cases, number of Medicolegal cases, details of attending physicians and surgeon, number of births, number of Infant and maternal mortality rates (IMR and MMR), Mortality Rates, duration of patient stay in the hospital
- KU11.** common medical terminologies and abbreviations used
- KU12.** laws related to medico legal record keeping
- KU13.** how to record different type of cases separately
- KU14.** duration of retaining the medical record as per the organizational protocols and policies
- KU15.** how to maintain the patients records in Hospital Information and Management System (HIMS)
- KU16.** the concept of statistics biostatistics, and medical statistics
- KU17.** the application of basic terminologies related to biostatistics during the analysis of various medical records
- KU18.** graphical presentations, tabulations
- KU19.** the importance of creating statistical data points in the hospital
- KU20.** the process of maintaining the record of inpatient and out-patient department (OPD) regularly
- KU21.** the process of recording the statistical analysis appropriately
- KU22.** data analytic tools and their methods.

Generic Skills (GS)

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

- GS1.** write medical reports 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 while maintaining a professional attitude
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** code files based on notes accompanying the document
- GS7.** classify and file reports for the ease of retrieval by records
- GS8.** arrange the file management area for easy access and efficiency
- GS9.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS10.** maintain patients confidentiality
- GS11.** address issues of lost files by checking at probable locations

- GS12.** analyze medical records and diagnoses, and then decide how best to code them in a patients medical records
- GS13.** evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain the medical records for statutory, statistical and medico-legal compliances</i>	135	30	60	120
PC1. maintain updated data for birth and death rates in the hospital	-	-	-	-
PC2. provide the updated data to municipal corporations of respective areas/ districts for registration	-	-	-	-
PC3. maintain updated data for communicable diseases/endemic diseases	-	-	-	-
PC4. provide updated data to government agencies as and when required	-	-	-	-
PC5. maintain updated and complete records of in-patient and out-patient departments (IPD and OPD)	-	-	-	-
PC6. keep track of surgeries, transplant, etc. and update relevant records	-	-	-	-
PC7. maintain the periodic statistics of health-related data	-	-	-	-
PC8. - maintain the record of medico - legal cases as per organizational protocols	-	-	-	-
PC9. maintain the records for required duration as per organizational requirements and guidelines	-	-	-	-
PC10. retrieve the records as and when the requirement arises	-	-	-	-
PC11. track the database management, statistical analysis & interpretation	-	-	-	-
PC12. maintain statutory compliance	-	-	-	-
NOS Total	135	30	60	120

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5508
NOS Name	Maintain medical records for necessary compliances
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	5.5
Version	3.0
Next Review Date	NA

HSS/N5509: Store medical records and maintain their confidentiality

Description

This OS unit is about the storage of medical records in record room and maintenance of their confidentiality.

Scope

The scope covers the following :

- Storage and retention of medical records
- Maintain confidentiality

Elements and Performance Criteria

Storage and retention of medical records

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

- PC1.** review the medical records for completeness and maintain them as per the organization protocol
- PC2.** store current and past records safely and securely as per organizational policy
- PC3.** retain all important documents (e.g., nurses notes, health care provider notes, diagnostic test reports) etc., for a time specified in the organizational policies
- PC4.** dispose of medical records as per Standard Operating Procedure (SOPs)

Maintain confidentiality

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

- PC5.** take written consent of authorized officer or follow organizational policy for sharing any patient related information to others
- PC6.** ensure that medical records are kept secured and treated confidential
- PC7.** key components of the HIPAA Privacy Rule and Security Rule, outlining the types of information they protect and the safeguards they mandate
- PC8.** the fundamental functions of the medical records departments
- PC9.** filing and retrieval procedures in the medical records room

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislations, standards, policies, and procedures followed by the provider
- KU2.** importance of maintaining patients confidentiality
- KU3.** how to dress appropriately as per the guidelines of the healthcare provider
- KU4.** how to follow established protocols as defined in organizations policy while keeping and maintaining the medical records
- KU5.** basic structure and function of the healthcare system in the country
- KU6.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics

- KU7.** process of releasing any information related to patient records as per organizational policies
- KU8.** how to use correct code
- KU9.** how to check and address incomplete data
- KU10.** storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant
- KU11.** how to preserve the records and protect them from insects, termites and prevent them from being exposed to heat, fire, dampness and dust
- KU12.** medical records issuance procedures and how to check related authorization
- KU13.** common purpose for which medical records may be sought by various people
- KU14.** measures to ensure maximum security against loss, tampering and from use by any unauthorized individual of medical records
- KU15.** how to ensure that only authorized persons enter in the medical records department or access to patient medical records out of the department;
- KU16.** how to ensure that patients or their relatives doesn't carry the patient files or keep them in their possessions
- KU17.** what constitutes breach of confidentiality in relation to patient medical records
- KU18.** likely implications of disclosure of any information to unauthorized persons
- KU19.** how to maintain the patients records in HIMIS
- KU20.** process of maintaining the records properly in shelves in numeric order to facilitate easy retrieval when required.
- KU21.** filing and retrieval procedures in the medical records room
- KU22.** special care to be taken to reserve the safety of records and protect them from insects and termites and prevent them from being exposed to heat, fire, dampness and dust
- KU23.** process of obtaining written consent from the person requesting the file/s other than patient appointment
- KU24.** key components of the HIPAA Privacy Rule and Security Rule,

Generic Skills (GS)

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

- GS1.** write medical reports clearly and concisely and in a proper format
- GS2.** use effective written communication strategies
- GS3.** read and correctly interpret written sentences and paragraphs in work related documents
- GS4.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** code files based on notes accompanying the document
- GS7.** classify and file reports for the ease of retrieval by records
- GS8.** arrange records properly in shelves in numeric order to facilitate easy retrieval when required
- GS9.** develop specific goals and plans to priorities, organize, and accomplish work
- GS10.** maintain patients confidentiality

- GS11.** address lost file issues by checking at probable locations
- GS12.** retrieve required patients information from the database by running effective queries
- GS13.** analyse medical records and diagnoses, and then decide how best to code them in a patients medical records
- GS14.** evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
- GS15.** demonstrate the ability to adapt to rapidly changing situations, e.g.: responds appropriately to critical situations, retains composure in stressful situations, applies existing skills to new situations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Storage and retention of medical records</i>	42	10	20	40
PC1. review the medical records for completeness and maintain them as per the organization protocol	-	-	-	-
PC2. store current and past records safely and securely as per organizational policy	-	-	-	-
PC3. retain all important documents (e.g., nurses notes, health care provider notes, diagnostic test reports) etc., for a time specified in the organizational policies	-	-	-	-
PC4. dispose of medical records as per Standard Operating Procedure (SOPs)	-	-	-	-
<i>Maintain confidentiality</i>	42	10	10	39
PC5. take written consent of authorized officer or follow organizational policy for sharing any patient related information to others	-	-	-	-
PC6. ensure that medical records are kept secured and treated confidential	-	-	-	-
PC7. key components of the HIPAA Privacy Rule and Security Rule, outlining the types of information they protect and the safeguards they mandate	-	-	-	-
PC8. the fundamental functions of the medical records departments	-	-	-	-
PC9. filing and retrieval procedures in the medical records room	-	-	-	-
NOS Total	84	20	30	80

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5509
NOS Name	Store medical records and maintain their confidentiality
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	6
Version	3.0
Next Review Date	NA

HSS/N5501: Review patients records for completeness

Description

This OS unit is about reviewing patients health-related data/records for timeliness, completeness and appropriateness. It also includes organizing and evaluating the record of observations, medical or surgical interventions and treatment outcomes for completeness and accuracy.

Scope

The scope covers the following :

- Assess completeness of patient's medical records

Elements and Performance Criteria

Assess completeness of patient's medical records

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

- PC1.** collect the patients health related data from concerned department such as inpatient admission sheet, discharge summary, case history, physician progress notes, consultation notes, operation and procedure notes, diagnostic test reports, etc.
- PC2.** check that all patient related documents are authentic and complete with presence of all the necessary information as per organizational policies
- PC3.** complete the forms and files by seeking relevant information from the concerned department in case of incomplete documentation
- PC4.** recording the data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment in the Hospital Information Management System (HIMS).
- PC5.** update the disease registries and clinical database and importance of collecting, maintaining, storing, and retrieval medical records to the hospital staff .
- PC6.** to ensure the completeness and accuracy of the medical records.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislations, standards, policies, and procedures followed by the provider
- KU2.** importance of maintaining patients confidentiality
- KU3.** how to dress appropriately as per the guidelines of the organization
- KU4.** established protocols for keeping and maintaining medical records as per organizations policy
- KU5.** basic structure and functions of the healthcare system in the country
- KU6.** basic structure and functions of healthcare facilities available at various levels e.g. hospice care, clinics
- KU7.** how to collect health information
- KU8.** medical terminology and their usage covering full range of general medical, surgical, pharmaceutical, hospital terms, medical abstracts, and abbreviations

- KU9.** basic structure and function of the body system
- KU10.** various bodily processes such as maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure; protection from infection, active and passive physical activities
- KU11.** how to check medical records for required data
- KU12.** correlation of laboratory test results, procedures, and treatments with diagnosis
- KU13.** when to seek the help of nurse or concerned doctor
- KU14.** HIMS: computerized data entry and information processing systems
- KU15.** data collection methods for basic health care and research information
- KU16.** the retrieval process of the medical records
- KU17.** the importance of maintaining the security and confidentiality of medical records
- KU18.** the steps on how to repair the transcripts of medical reports
- KU19.** the codes and diagnoses with conflicting, missing, or unclear information with the doctors or others, or by participating in the coding team's regular meetings
- KU20.** the process of recording the data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment in the Hospital Information Management System (HIMS).
- KU21.** the process of identification of patient data using the standard classification systems
- KU22.** documentation processes within Health Information Management Systems (HIMS), Electronic Medical Records (EMR), and Electronic Health Records (EHR) in accordance with organizational policies.
- KU23.** the medical coding systems commonly used in healthcare settings.
- KU24.** ensuring the confidentiality and security of clinical and diagnostic information
- KU25.** the steps of collections of discharge notes/ discharge file from the concerned authority
- KU26.** the process to prepare a sample checklist of documents required to ensure completeness of documentation process
- KU27.** the process of application of appropriate tools/software to review the documents received

Generic Skills (GS)

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

- GS1.** write medical reports clearly and concisely 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 while maintaining a professional attitude
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** code files based on notes accompanying the document
- GS7.** classify and file reports for the ease of retrieval by records
- GS8.** arrange the file management area for easy access and efficiency
- GS9.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS10.** maintain confidentiality of patients data and reports

- GS11.** address lost file issues by checking probable locations and contacting concerned individuals
- GS12.** analyze medical records and diagnoses, to decide how best to code them in a patients medical records
- GS13.** evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess completeness of patient's medical records</i>	40	50	30	50
PC1. collect the patients health related data from concerned department such as inpatient admission sheet, discharge summary, case history, physician progress notes, consultation notes, operation and procedure notes, diagnostic test reports, etc.	-	-	-	-
PC2. check that all patient related documents are authenticate and complete with presence of all the necessary information as per organizational policies	-	-	-	-
PC3. complete the forms and files by seeking relevant information from the concerned department in case of incomplete documentation	-	-	-	-
PC4. recording the data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment in the Hospital Information Management System (HIMS).	-	-	-	-
PC5. update the disease registries and clinical database and importance of collecting, maintaining, storing, and retrieval medical records to the hospital staff .	-	-	-	-
PC6. to ensure the completeness and accuracy of the medical records.	-	-	-	-
NOS Total	40	50	30	50

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5501
NOS Name	Review patients records for completeness
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	8
Version	4.0
Next Review Date	NA

HSS/N5502: Maintain diseases registries and clinical database

Description

This OS unit describes the skills and knowledge required by a medical records assistant to maintain the disease registry and clinical database appropriately.

Scope

The scope covers the following :

- Assign standard codes and maintain records of disease registries and clinical database

Elements and Performance Criteria

assign standard codes and maintain records of disease registries and clinical database

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

- PC1.** identify standard codes related to disease, operation and /or procedure using latest International Classification of Disease (ICD) and international classification of functioning coding guidelines
- PC2.** assign codes to all medical documents as per the organizational policies
- PC3.** maintain the record of all relevant clinical data in Hospital Information and Management System (HIMS)
- PC4.** maintain disease registers analysing from clinical database that how many patients were diagnosed or undergone treatment for different diseases e.g. heart disease patients, cancer patient, etc.
- PC5.** maintain HIMS software , medical tools as per latest technology
- PC6.** use of computers and internet operations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislations, standards, policies, and procedures followed by the provider
- KU2.** importance of maintaining patients confidentiality
- KU3.** how to dress appropriately as per the guidelines of the healthcare provider
- KU4.** established protocols for keeping and maintaining medical records as per organizations policy
- KU5.** basic structure and functions of the healthcare system in the country
- KU6.** basic structure and functions of healthcare facilities available at various levels eg. hospice care, clinics
- KU7.** latest ICD and ICF codes and guidelines
- KU8.** government policies on maintenance and retrieval of medical records
- KU9.** medical diseases, terminologies and abbreviations
- KU10.** how to accurately assign correct code to a particular disease
- KU11.** how to identify records that are not coded

- KU12.** how to compare the final diagnosis of the inpatient admission sheet to the one recorded on the discharge summary, history and physical and progress report, in addition to the operative and pathology reports
- KU13.** what to do when there are discrepancies in information
- KU14.** how to maintain the patient records in Hospital Information Management System (HIMS)
- KU15.** how to use alphabetic index in medical records
- KU16.** how to refer to the notes, modifiers, and sub terms under the main term
- KU17.** how to follow any cross-reference instructions
- KU18.** how to read instructions, terms, symbols, etc. which may further qualify the code
- KU19.** basic structure and function of the body system
- KU20.** measures for protection from infection
- KU21.** basic operations of Microsoft office 2000 MS Word, MS Excel, PowerPoint Presentation
- KU22.** the process to troubleshoot common software issues using established standard operating procedures (SOPs)
- KU23.** the process of referring, allotting and discarding medical codes
- KU24.** various diseases terminology and abbreviations

Generic Skills (GS)

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

- GS1.** use effective written communication protocols
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** communicate with the concerned person if the information provided or the medical records are not complete
- GS5.** code files based on notes accompanying the document
- GS6.** classify and file reports for the ease of retrieval by records
- GS7.** arrange the file management area for easy access and efficiency
- GS8.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS9.** maintain the confidentiality of patients records and reports
- GS10.** address issues of lost files by checking at probable locations
- GS11.** analyse medical records and diagnosis, and then decide how best to code them in a patients medical records
- GS12.** evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>assign standard codes and maintain records of disease registries and clinical database</i>	48	60	30	40
PC1. identify standard codes related to disease, operation and /or procedure using latest International Classification of Disease (ICD) and international classification of functioning coding guidelines	-	-	-	-
PC2. assign codes to all medical documents as per the organizational policies	-	-	-	-
PC3. maintain the record of all relevant clinical data in Hospital Information and Management System (HIMS)	-	-	-	-
PC4. maintain disease registers analysing from clinical database that how many patients were diagnosed or undergone treatment for different diseases e.g. heart disease patients, cancer patient, etc.	-	-	-	-
PC5. maintain HIMS software , medical tools as per latest technology	-	-	-	-
PC6. use of computers and internet operations	-	-	-	-
NOS Total	48	60	30	40

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5502
NOS Name	Maintain diseases registries and clinical database
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	8
Version	4.0
Next Review Date	NA

HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others

Description

This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.

Scope

The scope covers the following :

- Communicating and maintaining professional behavior with co-workers and patients & their families
- Working with other people to meet requirements
- Establishing and managing requirements, planning and organizing work, ensuring accomplishment of the requirements

Elements and Performance Criteria

Communicating & maintaining professional behavior with co-workers and patients & their families

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

- PC1.** communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them
- PC2.** utilize all training and information at ones disposal to provide relevant information to the individual
- PC3.** confirm that the needs of the individual have been met
- PC4.** respond to queries and information needs of all individuals
- PC5.** adhere to guidelines provided by ones organization or regulatory body relating to confidentiality
- PC6.** respect the individuals need for privacy
- PC7.** maintain any records required at the end of the interaction

Working with other people to meet requirements

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

- PC8.** integrate ones work with other peoples work effectively
- PC9.** utilize time effectively and pass on essential information to other people on timely basis
- PC10.** work in a way that shows respect for other people
- PC11.** carry out any commitments made to other people
- PC12.** reason out the failure to fulfill commitment
- PC13.** identify any problems with team members and other people and take the initiative to solve these problems

Establishing and managing requirements

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

- PC14.** clearly establish, agree, and record the work requirements

- PC15.** ensure his/her work meets the agreed requirements
- PC16.** treat confidential information correctly
- PC17.** work in line with the organizations procedures and policies and within the limits of his/her job role

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.** the business, mission, and objectives of the organization
- KU4.** the scope of work of the role
- KU5.** the responsibilities and strengths of the team and their importance to the organization
- KU6.** the information that is considered confidential to the organization
- KU7.** effective working relationships with the people external to the team, with which the individual works on a regular basis
- KU8.** procedures in the organization to deal with conflict and poor working relationships
- KU9.** the relevant policies and procedures of the organization
- KU10.** how to communicate effectively (face-to-face, by telephone and in writing)
- KU11.** how to handle stressful or risky situations when communicating with patients and/or other individuals
- KU12.** when to ask for assistance when situations are beyond ones competence and authority
- KU13.** how to maintain confidentiality and to respect an individuals need for privacy
- KU14.** how to ensure that all information provided to individuals is from reliable sources
- KU15.** disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination
- KU16.** the essential information that needs to be shared with other people
- KU17.** the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis
- KU18.** the importance of integrating ones work effectively with others
- KU19.** the types of working relationships that help people to work well together and the types of relationships that need to be avoided
- KU20.** the types of opportunities an individual may seek out to improve relationships with others
- KU21.** how to deal with difficult working relationships with other people to sort out
- KU22.** the importance of asking the appropriate individual for help when required
- KU23.** the importance of planning, prioritizing and organizing, timely work
- KU24.** the importance of clearly establishing work requirement
- KU25.** the importance of being flexible in changing priorities when the importance and urgency comes into play
- KU26.** how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited
- KU27.** the importance of keeping the work area clean and tidy

Generic Skills (GS)

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

- GS1.** write effective communications to share information with the team members and other people outside the team
- GS2.** write at least one local/ official language used in the local community
- GS3.** report progress and results
- GS4.** record problems and resolutions
- GS5.** read and understand work related documents and information shared by different sources
- GS6.** read organizational policies and procedures
- GS7.** communicate essential information to colleagues face-to-face or through telecommunication
- GS8.** speak at least one local language
- GS9.** question others appropriately in order to understand the nature of the request or complaint
- GS10.** report progress and results
- GS11.** interact with other individuals
- GS12.** negotiate requirements and revised agreements for delivering them
- GS13.** make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
- GS14.** plan and organize files and documents
- GS15.** be responsive to problems of the individuals
- GS16.** be available to guide, counsel and help individuals when required
- GS17.** be patient and non-judgmental at all times
- GS18.** communicate effectively with patients and their family, physicians, and other members of the health care team
- GS19.** be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
- GS20.** be sensitive to potential cultural differences
- GS21.** maintain patient confidentiality
- GS22.** respect the rights of the patient(s)
- GS23.** understand problems and suggest an optimum solution after evaluating possible solutions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicating & maintaining professional behavior with co-workers and patients & their families</i>	5	-	-	-
PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them	-	-	-	-
PC2. utilize all training and information at ones disposal to provide relevant information to the individual	-	-	-	-
PC3. confirm that the needs of the individual have been met	-	-	-	-
PC4. respond to queries and information needs of all individuals	-	-	-	-
PC5. adhere to guidelines provided by ones organization or regulatory body relating to confidentiality	-	-	-	-
PC6. respect the individuals need for privacy	-	-	-	-
PC7. maintain any records required at the end of the interaction	-	-	-	-
<i>Working with other people to meet requirements</i>	5	-	-	-
PC8. integrate ones work with other peoples work effectively	-	-	-	-
PC9. utilize time effectively and pass on essential information to other people on timely basis	-	-	-	-
PC10. work in a way that shows respect for other people	-	-	-	-
PC11. carry out any commitments made to other people	-	-	-	-
PC12. reason out the failure to fulfill commitment	-	-	-	-
PC13. identify any problems with team members and other people and take the initiative to solve these problems	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establishing and managing requirements</i>	3	-	-	-
PC14. clearly establish, agree, and record the work requirements	-	-	-	-
PC15. ensure his/her work meets the agreed requirements	-	-	-	-
PC16. treat confidential information correctly	-	-	-	-
PC17. work in line with the organizations procedures and policies and within the limits of his/her job role	-	-	-	-
NOS Total	13	-	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9615
NOS Name	Maintain interpersonal relationship with client, colleagues, and others
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQC Clearance Date	28/07/2022

HSS/N9624: Maintain a safe and secure working environment

Description

This OS unit is about the ensuring a safe and secure working environment

Scope

The scope covers the following :

- Workplace safety and security

Elements and Performance Criteria

Workplace safety and security

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

- PC1.** identify potential hazards of safe work practices
- PC2.** use various hospital codes for emergency situations
- PC3.** comply with safety, and security procedures within the defined scope of competence and authority
- PC4.** provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work
- PC5.** follow organizations' procedures related to any emergency efficiently
- PC6.** report any identified breaches in health, safety, and security procedures to the designated person
- PC7.** complete any health and safety records accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of health, safety, and security in the workplace
- KU2.** how to identify safety and security hazards
- KU3.** the importance of identifying individual responsibilities in relation to maintaining workplace safety and security requirements
- KU4.** the relevant up-to-date information on safety, and security that applies to the workplace
- KU5.** how to report any emergency
- KU6.** various hospital codes for emergency situations
- KU7.** how to create safety records and maintain them
- KU8.** concept of first aid and BLS
- KU9.** the importance of raising alarm about hazards for safety of others

Generic Skills (GS)

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

- GS1.** read and understand organization policies and procedures
- GS2.** prepare status and progress reports
- GS3.**
 - communicate information (for example, facts, ideas, or messages) in a brief, clear, and
 - organized manner
- GS4.** make decisions pertaining to the area of work
- GS5.** plan for safety of the work environment
- GS6.** identify hazards, evaluate possible solutions and suggest effective solutions
- GS7.** analyze the seriousness of hazards

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Workplace safety and security</i>	10	10	-	10
PC1. identify potential hazards of safe work practices	-	-	-	-
PC2. use various hospital codes for emergency situations	-	-	-	-
PC3. comply with safety, and security procedures within the defined scope of competence and authority	-	-	-	-
PC4. provide Basic Life Support (BLS) and first aid whenever applicable under defined scope of work	-	-	-	-
PC5. follow organizations' procedures related to any emergency efficiently	-	-	-	-
PC6. report any identified breaches in health, safety, and security procedures to the designated person	-	-	-	-
PC7. complete any health and safety records accurately	-	-	-	-
NOS Total	10	10	-	10

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9624
NOS Name	Maintain a safe and secure working environment
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-
PC10. calculate income, expenses, savings etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/ set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.

5. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.

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/N5508.Maintain medical records for necessary compliances	135	30	60	120	345	20
HSS/N5509.Store medical records and maintain their confidentiality	84	20	30	80	214	20
HSS/N5501.Review patients records for completeness	40	50	30	50	170	20
HSS/N5502.Maintain diseases registries and clinical database	48	60	30	40	178	10
HSS/N9615.Maintain interpersonal relationship with client, colleagues, and others	13	-	-	-	13	10
HSS/N9624.Maintain a safe and secure working environment	10	10	-	10	30	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	350	200	150	300	1000	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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.