

Qualification Pack



Transplant Coordinator

QP Code: HSS/Q8704

Version: 3.0

NSQF Level: 6

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HSS/Q8704: Transplant Coordinator

Brief Job Description

The individual would undertake grief counselling of family members of the deceased. They also coordinate live and deceased organ and tissue donation, retrieval, storage, transport for transplantation and engages in organ donation awareness related initiatives. Individuals would keep oneself abreast of the latest technologies and future opportunities of broadening the scope of work in context of emerging era of 3D bioprinting in organ transplantation, drone technologies in human organ transportation and other advancements.

Personal Attributes

This job requires individual to have empathy, patience, confidence, maturity, compassion, patient centricity, good communication skills and a good command over English, Hindi language or any other local language. The person should be highly ethical and must ensure confidentiality, discretion and integrity at work.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N8719: Orientation to organ donation, transplantation and transportation](#)
2. [HSS/N8709: Coordinate operations related to living organ or tissue donation](#)
3. [HSS/N8710: Coordinate operations related to deceased organ or tissue donation](#)
4. [HSS/N8711: Support family members in the bereavement process](#)
5. [HSS/N8712: Create awareness related to organ or tissue donation](#)
6. [HSS/N9620: Comply with infection control and biomedical waste disposal policies](#)
7. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling

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Country	India
NSQF Level	6
Credits	19
Aligned to NCO/ISCO/ISIC Code	NCO/2015/2635
Minimum Educational Qualification & Experience	Completed 4 year UG program ((Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS)/Graduate (Nursing/ Allied Health Professionals)/BDS/life sciences)) with NA of experience or Equivalent OR Completed 3 year UG degree with 1.5 years of experience Experience in healthcare sector
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	08/05/2028
NSQC Approval Date	08/05/2025
Version	3.0
Reference code on NQR	QG-06-HE-00666-2025-V2-HSSC
NQR Version	2

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HSS/N8719: Orientation to organ donation, transplantation and transportation

Description

The individual would undertake grief counselling of family members of the deceased. They also coordinate live and deceased organ and tissue donation, retrieval, storage, transport for transplantation and engages in organ donation awareness related initiatives

Scope

The scope covers the following :

- Interpret the relevant legislation, standards, policies, and procedures related to the transplant sector.
- Identify the key ethical issues related to organ donation.
- Keep abreast of the recent developments in the transplant sector globally.

Elements and Performance Criteria

• Interpret the relevant legislation, standards, policies, and procedures related to the transplant sector

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

- PC1.** Establish networking with organizations (private, public, voluntary) working in the field of transplantation in India and abroad.
- PC2.** Interpret the key elements of the Transplantation of Human Organs and Tissues Act (THOTA).
- PC3.** Discuss the process of organ donation and registration with the potential donors
- PC4.** Implement the Opt-in and opt- out strategy of voluntary donation
- PC5.** Explain the facts, benefits, risks and the economic aspects associated with organ donation and transplantation to donors and recipients
- PC6.** Analyze the steps of transplantation and the concept of auto transplantation, allotransplantation, and xenotransplantation etc
- PC7.** Coordinate with stakeholders (such as traffic police and airport health authorities) to create green channels or pathways for organ transportation

• Identify the key ethical issues related to organ donation

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

- PC8.** Discuss the ethical challenges (both continuing and emerging) related to live/ deceased donor organ allocation and the ways to address them
- PC9.** Explain the significance of Donor pledge and the importance of maintaining their confidentiality, privacy, and security of health information
- PC10.** Discuss ways to access Indian Transplant Registry
- PC11.** List rights of the patient with respect to organ donation and transplantation and factors that promote client autonomy
- PC12.** Discuss the importance of following Rules and regulations of an organ donation unit
- PC13.** Explain the medico-legal aspects of live/ deceased donor transplant

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- PC14.** Identify the relevant local and regional legislative issues surrounding organ donation and transplantation
- PC15.** List the constituents of the authorization committee
- PC16.** Explain the process of compliance with current professional credentialing requirements, at the institutional, state, regional and national level
- *Keep abreast of the recent developments in the transplant sector globally*

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

- PC17.** Appreciate anticipated shift of role of Transplant team in the context of 3D bioprinting for organ/tissue transplantation
- PC18.** Appreciate anticipated shift of role of Transplant team in future era of using Drone technology in human organ delivery/transportation
- PC19.** Familiarize yourself and team on advancements in transplantation of human organs

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the basic structure and function of healthcare delivery system in India with respect to various levels, patient care, and set-ups.
- KU2.** organizations (private, public, voluntary) working in the field of transplantation in India and abroad
- KU3.** Establish networking with these organizations
- KU4.** the relevant legislation, standards, policies, and procedures followed in healthcare organization
- KU5.** the key ethical issues related to organ donation
- KU6.** the Transplantation of Human Organs and Tissues Act (THOTA).
- KU7.** the key roles and responsibilities of a Transplant Coordinator in the current era of traditional organ donation/transplantation/transportation
- KU8.** the foundational concepts related to organ donation and transplantation
- KU9.** the recent developments in the transplant sector globally
- KU10.** the shift of role of Transplant Coordinator in the context of 3D bioprinting for organ/tissue transplantation
- KU11.** the future era of using Drone technology in human organ delivery/transportation

Generic Skills (GS)

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

- GS1.** undertake formal & informal writing for inter- and intra-department communication including documentation and report writing
- GS2.** read and interpret general organ/tissue donation and transplantation related terminology, concepts or literature
- GS3.** communicate the information effectively during interactions
- GS4.** respect the rights of the patient and live donor

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- GS5.** utilize appropriate Information, Education and Communication (IEC) material such as visualaids, slides, electronic presentation, hand-outs
- GS6.** make decisions to ensure ethical living organ donation and transplantation
- GS7.** maintain patient's and live donor's confidentiality
- GS8.** adopt a communication style to reflect gender, cultural, religious sensitivities
- GS9.** respect personal space
- GS10.** be compassionate with patient and their families
- GS11.** build interpersonal relationships that foster inter- and intra-departmental unity
- GS12.** address conflict and manage it effectively
- GS13.** give appropriate solutions to patient's problems
- GS14.** make efforts to understand the state of mind and behavior of the patient and the live donor
- GS15.** gather the information by analyzing the patient/live donor to update the transplant team about further course of action
- GS16.** avoid using jargon, slang or acronyms when communicating with a patient, unless it is required
- GS17.** utilize appropriate mechanism to identify and troubleshoot fraud cases

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Interpret the relevant legislation, standards, policies, and procedures related to the transplant sector	18	10	10	20
PC1. Establish networking with organizations (private, public, voluntary) working in the field of transplantation in India and abroad.	-	-	-	-
PC2. Interpret the key elements of the Transplantation of Human Organs and Tissues Act (THOTA).	-	-	-	-
PC3. Discuss the process of organ donation and registration with the potential donors	-	-	-	-
PC4. Implement the Opt-in and opt- out strategy of voluntary donation	-	-	-	-
PC5. Explain the facts, benefits, risks and the economic aspects associated with organ donation and transplantation to donors and recipients	-	-	-	-
PC6. Analyze the steps of transplantation and the concept of auto transplantation, allotransplantation, and xenotransplantation etc	-	-	-	-
PC7. Coordinate with stakeholders (such as traffic police and airport health authorities) to create green channels or pathways for organ transportation	-	-	-	-
Identify the key ethical issues related to organ donation	22	20	5	25
PC8. Discuss the ethical challenges (both continuing and emerging) related to live/ deceased donor organ allocation and the ways to address them	-	-	-	-
PC9. Explain the significance of Donor pledge and the importance of maintaining their confidentiality, privacy, and security of health information	-	-	-	-
PC10. Discuss ways to access Indian Transplant Registry	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. List rights of the patient with respect to organ donation and transplantation and factors that promote client autonomy	-	-	-	-
PC12. Discuss the importance of following Rules and regulations of an organ donation unit	-	-	-	-
PC13. Explain the medico-legal aspects of live/deceased donor transplant	-	-	-	-
PC14. Identify the relevant local and regional legislative issues surrounding organ donation and transplantation	-	-	-	-
PC15. List the constituents of the authorization committee	-	-	-	-
PC16. Explain the process of compliance with current professional credentialing requirements, at the institutional, state, regional and national level	-	-	-	-
• <i>Keep abreast of the recent developments in the transplant sector globally</i>	20	10	10	20
PC17. Appreciate anticipated shift of role of Transplant team in the context of 3D bioprinting for organ/tissue transplantation	-	-	-	-
PC18. Appreciate anticipated shift of role of Transplant team in future era of using Drone technology in human organ delivery/transportation	-	-	-	-
PC19. Familiarize yourself and team on advancements in transplantation of human organs	-	-	-	-
NOS Total	60	40	25	65

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8719
NOS Name	Orientation to organ donation, transplantation and transportation
Sector	Healthcare
Sub-Sector	
Occupation	Counselling, Social Work, Community Health Services
NSQF Level	6
Credits	3
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

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HSS/N8709: Coordinate operations related to living organ or tissue donation

Description

This OS unit is about facilitation of pre-transplant evaluation of the patient and assessment of potential live organ/ tissue donor to prepare them for transplantation in collaboration with the medical team. This also covers, follow up with live donor and post-transplant care of the recipient.

Scope

The scope covers the following :

- Pre- transplantation procedures
- Care of living organ or tissue
- Post-transplantation procedures and follow up with live donor

Elements and Performance Criteria

Pre- transplantation procedures

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

- PC1.** ensure compliance with legal requirements as per the Transplantation of Human Organs and Tissues Act and its subsequent amendments
- PC2.** assess if the patient's family requires social support
- PC3.** address the concerns raised by the patient, live donor and families
- PC4.** evaluate suitability of patient and potential live donor for transplant
- PC5.** facilitate complete medical workup including HLA typing/DNA profiling, cross matching and psychosocial evaluation
- PC6.** collate findings and recommendations to be presented at multi-disciplinary transplant team meeting
- PC7.** facilitate care of live donor and patient pre-operatively
- PC8.** guide the live donor and patient about clinical protocols
- PC9.** explain the families about any unforeseen circumstances where the transplantation might not be possible
- PC10.** ensure consent or authorisation for donation is in accordance with national/ state regulations
- PC11.** advise the patient and family members about short and long-term complications after the transplantation
- PC12.** apprise the patient and family of the financial aspects of transplantation such as approximate cost of immunosuppression
- PC13.** guide the recipient about complications during transplantation such as chances of infection, potential of rejection, post-transplant and graft survival
- PC14.** advise the patient regarding the lifestyle modifications required, maintaining compliance to medication
- PC15.** facilitate preoperative procedures necessary for transplantation such as dialysis, final crossmatch

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- PC16.** update concerned staff of appropriate departments regarding the transplant
- PC17.** assist the medical team in donor selection according to agreed principles and/or national regulations for organ or tissue donation and subsequent procedures
- PC18.** obtain the donor's medical and behavioral history from appropriate relatives or other individuals
- PC19.** assist in examining donor-recipient pairing

Care of living organ or tissue

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

- PC20.** coordinate with the medical team for organ or tissue donation and subsequent procedures like transport, storage and donation etc.
- PC21.** guide the retrieval team on safety and quality assurance for organs, tissues and cells
- PC22.** maintain record of documents related to consent and authorization according to state and national regulations
- PC23.** provide care when donors are sub-optimal
- PC24.** ensure that the storage of living organ/ tissue for donation and transplantation is as per the national/state guidelines
- PC25.** ensure that the transport for transplantation of living organ/ tissue for donation is as per the national/state guidelines

Post-transplantation procedures and follow up with live donor

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

- PC26.** organize routine patient visits within structured appointment schedules
- PC27.** shuffle or reschedule appointments to deal with priority cases, emergencies and unusual time-consuming investigations
- PC28.** advise the live donor and family about immediate post-surgical care such as wound care, activity limitations, pain management
- PC29.** follow up with transplant recipient and live donor for any surgical, medical, and psychosocial issues
- PC30.** report any surgical, medical, and psychosocial complaints of transplant recipient and live donor to the attending physician/clinician/ surgeon
- PC31.** report the required data (transplant and post-transplant) to state regulatory body
- PC32.** maintain registry of transplant outcomes according to one's own scope of work

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the relevant legislation, standards, policy, procedures and safeguards followed in hospitals and laboratories
- KU2.** the role and importance of transplant coordinator
- KU3.** the healthcare organization's human resource a policies and goals
- KU4.** importance of long-term follow up
- KU5.** basics of human anatomy and physiology
- KU6.** basics of organ/ tissue transplantation

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- KU7.** end-stage organ failure and its etiology
- KU8.** history of transplantation
- KU9.** ethics of organ/ tissue donation and transplantation
- KU10.** Transplantation of Human Organs & Tissues Act 1994, amendments, corresponding rules and related documentation
- KU11.** the Indian Transplant Registry
- KU12.** the objectives of the National Transplant Registry
- KU13.** various forms and formats of the Transplantation of Human Organs and Tissues Act
- KU14.** composition of the authorization committees (hospital based, state/ district level authorization committees)
- KU15.** evaluation protocols for potential transplant candidates
- KU16.** principles of being an effective counselor
- KU17.** importance of attributes such as empathy, patience, tolerance, integrity, ethics etc
- KU18.** risks of transplantation and live donation
- KU19.** benefits of transplantation and live donation
- KU20.** defined quality parameters for organ or tissue donation
- KU21.** indications and contraindications of live donation and transplantation
- KU22.** transplant procedure and live donor surgical procedure
- KU23.** short-term and long-term complications, patient and graft survival
- KU24.** the importance of regularizing follow-up visits and laboratory investigations
- KU25.** the roles of multi-disciplinary transplant team
- KU26.** the circumstances in which transplantation might not be possible
- KU27.** process of obtaining consent for using the donated tissue/ organ for research and education

Generic Skills (GS)

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

- GS1.** undertake formal & informal writing for inter- and intra-department communication including documentation and report writing
- GS2.** read and interpret general organ/tissue donation and transplantation related terminology, concepts or literature
- GS3.** read and interpret internal communications correctly
- GS4.** communicate the information effectively during interactions
- GS5.** respect the rights of the patient and live donor
- GS6.** utilize appropriate Information, Education and Communication (IEC) material such as visual aids, slides, electronic presentation, hand-outs
- GS7.** make decisions to ensure ethical living organ donation and transplantation
- GS8.** maintain patient's and live donor's confidentiality
- GS9.** adopt a communication style to reflect gender, cultural, religious sensitivities
- GS10.** respect personal space
- GS11.** be compassionate with patient and their families

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- GS12.** build interpersonal relationships that foster inter- and intra-departmental unity
- GS13.** address conflict and manage it effectively
- GS14.** give appropriate solutions to patient's problems
- GS15.** make efforts to understand the state of mind and behavior of the patient and the live donor
- GS16.** gather the information by analyzing the patient/live donor to update the transplant team about further course of action
- GS17.** avoid using jargon, slang or acronyms when communicating with a patient, unless it is required
- GS18.** utilize appropriate mechanism to identify and troubleshoot fraud cases

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pre- transplantation procedures</i>	18	10	5	10
PC1. ensure compliance with legal requirements as per the Transplantation of Human Organs and Tissues Act and its subsequent amendments	-	-	-	-
PC2. assess if the patient's family requires social support	-	-	-	-
PC3. address the concerns raised by the patient, live donor and families	-	-	-	-
PC4. evaluate suitability of patient and potential live donor for transplant	-	-	-	-
PC5. facilitate complete medical workup including HLA typing/DNA profiling, cross matching and psychosocial evaluation	-	-	-	-
PC6. collate findings and recommendations to be presented at multi-disciplinary transplant team meeting	-	-	-	-
PC7. facilitate care of live donor and patient pre-operatively	-	-	-	-
PC8. guide the live donor and patient about clinical protocols	-	-	-	-
PC9. explain the families about any unforeseen circumstances where the transplantation might not be possible	-	-	-	-
PC10. ensure consent or authorisation for donation is in accordance with national/ state regulations	-	-	-	-
PC11. advise the patient and family members about short and long-term complications after the transplantation	-	-	-	-
PC12. apprise the patient and family of the financial aspects of transplantation such as approximate cost of immunosuppression	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. guide the recipient about complications during transplantation such as chances of infection, potential of rejection, post-transplant and graft survival	-	-	-	-
PC14. advise the patient regarding the lifestyle modifications required, maintaining compliance to medication	-	-	-	-
PC15. facilitate preoperative procedures necessary for transplantation such as dialysis, final crossmatch	-	-	-	-
PC16. update concerned staff of appropriate departments regarding the transplant	-	-	-	-
PC17. assist the medical team in donor selection according to agreed principles and/or national regulations for organ or tissue donation and subsequent procedures	-	-	-	-
PC18. obtain the donor's medical and behavioral history from appropriate relatives or other individuals	-	-	-	-
PC19. assist in examining donor-recipient pairing	-	-	-	-
<i>Care of living organ or tissue</i>	20	10	5	10
PC20. coordinate with the medical team for organ or tissue donation and subsequent procedures like transport, storage and donation etc.	-	-	-	-
PC21. guide the retrieval team on safety and quality assurance for organs, tissues and cells	-	-	-	-
PC22. maintain record of documents related to consent and authorization according to state and national regulations	-	-	-	-
PC23. provide care when donors are sub-optimal	-	-	-	-
PC24. ensure that the storage of living organ/ tissue for donation and transplantation is as per the national/state guidelines	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. ensure that the transport for transplantation of living organ/ tissue for donation is as per the national/state guidelines	-	-	-	-
<i>Post-transplantation procedures and follow up with live donor</i>	18	10	5	10
PC26. organize routine patient visits within structured appointment schedules	-	-	-	-
PC27. shuffle or reschedule appointments to deal with priority cases, emergencies and unusual time-consuming investigations	-	-	-	-
PC28. advise the live donor and family about immediate post-surgical care such as wound care, activity limitations, pain management	-	-	-	-
PC29. follow up with transplant recipient and live donor for any surgical, medical, and psychosocial issues	-	-	-	-
PC30. report any surgical, medical, and psychosocial complaints of transplant recipient and live donor to the attending physician/clinician/surgeon	-	-	-	-
PC31. report the required data (transplant and post-transplant) to state regulatory body	-	-	-	-
PC32. maintain registry of transplant outcomes according to one's own scope of work	-	-	-	-
NOS Total	56	30	15	30

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8709
NOS Name	Coordinate operations related to living organ or tissue donation
Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling
NSQF Level	6
Credits	3.5
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

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HSS/N8710: Coordinate operations related to deceased organ or tissue donation

Description

This unit deals in detail with the requirement of an individual to coordinate deceased organ/tissue donation, retrieval, storage, transportation for transplantation in collaboration with the medical team. The unit also talks about wait list management and tissue/ organ allocation

Scope

The scope covers the following :

- Coordinate deceased organ or tissue donation, retrieval, storage and transport
- Manage wait lists of organ or tissue donation
- Assist in organ or tissue donation in medico legal cases (MLCs)

Elements and Performance Criteria

Coordinating deceased organ or tissue donation, retrieval, storage and transport

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

- PC1.** coordinate with organ allocating agency and retrieval teams for multi-organ retrieval
- PC2.** facilitate organ transportation by road and air green corridor
- PC3.** coordinate with the retrieval team for timely transplantation of tissues or organs such as cornea, heart valve (homograft), bone and skin etc
- PC4.** assist the medical team in identifying recipient as per organ allocation list by state regulatory body and medical team
- PC5.** coordinate with the transplantation team regarding pre-transplant preparations of the recipient such as laboratory reports, other necessary paperwork
- PC6.** schedule and intimate operation theatre timing to retrieval teams
- PC7.** update staff on appropriate departments regarding the transplant (for e.g. blood bank)
- PC8.** ensure that the dignity of the body is preserved after the retrieval process during handing over
- PC9.** ensure that the deceased donor's and recipient's confidentiality is maintained
- PC10.** update the retrieval teams and transplant teams about further course of action in case of delays

Manage wait lists of organ or tissue donation

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

- PC11.** review the patient wait lists available with the hospital, in consultation with the transplantation team
- PC12.** list the patients as per hospital-based criteria/policy
- PC13.** maintain patient's information in state wait list registries
- PC14.** share deceased donor data to the related authorities in the hospital/ government institutions
- PC15.** maintain hospital information and required data in national registry

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PC16. record transplant outcome data in the hospital transplant registry

PC17. update all documentation related to organ and tissue donation

Assist in organ or tissue donation in medico legal cases (MLCs)

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

PC18. identify forms used in organ donation in medico-legal cases such as approval forms received from the legal bodies

PC19. support the police, forensic medicine specialists in completion of paperwork in medico- legal cases

PC20. support families during post-mortem and handing over of the body by the police

PC21. examine the needs of donor family in medico-legal cases

PC22. look after the needs and concerns of the donor family in medico-legal cases such as delay in inquest and post-mortem

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation, standards, policy, procedures and safeguards followed in hospitals and laboratories

KU2. the role and importance of transplant coordinator

KU3. healthcare organization's human resource policy and goals

KU4. responsibilities of donor hospital

KU5. various requirement, eligibility and protocols for donation and retrieval

KU6. retrieval techniques and storage of various organs such as cornea, heart valve (homograft), bone, skin etc.

KU7. role of transplant coordinator in Operation Theatre

KU8. various perfusion fluids crucial for preservation of organs

KU9. parameters of quality packing of retrieved organs

KU10. appropriate clinical protocols for transplantation

KU11. the logistics required for air and road transport of organs

KU12. principles of cold storage preservation

KU13. state, regional and national organ allocation policies

KU14. legal formalities in organ donation

KU15. various application, consent forms required for donation

KU16. the concept of whole body donation and its process

KU17. registration process for whole body donation

KU18. the concept of End of Life Care in India and other countries

KU19. the concept of Living Wills and Advance Directives

KU20. the Maastricht classification of Donation after Circulatory Death (DCD)

KU21. the concept of Donation after Circulatory Death (DCD) in various countries

KU22. the importance and process of networking with NGOs and medical colleges for whole body donation

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KU23. role of police in organ donation in medico legal cases

KU24. role of forensic medicine specialists in organ donation in medico legal cases

Generic Skills (GS)

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

- GS1.** undertake formal & informal writing for inter- and intra-department communication including documentation and report writing
- GS2.** record and maintain patient data on required systems
- GS3.** read and interpret general organ/tissue donation and transplantation related terminology, concepts or literature
- GS4.** be updated about the recent developments and advancements involving organ/tissue donation and transplantation
- GS5.** read and interpret internal communications correctly
- GS6.** liaise with state/regional/national organ allocation authority or legal reinforcement bodies for donation involving MLC
- GS7.** communicate effectively to address the concerns raised by medical teams, hospital staff, police, forensic medicine specialists, donor families, recipient patients & their families
- GS8.** set goals and timelines with clearly defined key performance indicators and communicate them effectively to all relevant persons
- GS9.** utilize appropriate IEC material such as visual aids, slides, electronic presentation, hand-outs
- GS10.** make decisions to ensure ethical deceased organ donation and transplantation
- GS11.** respect the rights of the donor family
- GS12.** show compassion to donor families, potential recipients and families
- GS13.** build interpersonal relationships that foster inter- and intra-departmental unity
- GS14.** address conflict and manage it effectively, identify appropriate solutions to problems arising from coordination with multiple retrieval teams
- GS15.** analyze the needs of the retrieval and transplant teams during the deceased donation process

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinating deceased organ or tissue donation, retrieval, storage and transport</i>	15	6	10	21
PC1. coordinate with organ allocating agency and retrieval teams for multi-organ retrieval	-	-	-	-
PC2. facilitate organ transportation by road and air green corridor	-	-	-	-
PC3. coordinate with the retrieval team for timely transplantation of tissues or organs such as cornea, heart valve (homograft), bone and skin etc	-	-	-	-
PC4. assist the medical team in identifying recipient as per organ allocation list by state regulatory body and medical team	-	-	-	-
PC5. coordinate with the transplantation team regarding pre-transplant preparations of the recipient such as laboratory reports, other necessary paperwork	-	-	-	-
PC6. schedule and intimate operation theatre timing to retrieval teams	-	-	-	-
PC7. update staff on appropriate departments regarding the transplant (for e.g. blood bank)	-	-	-	-
PC8. ensure that the dignity of the body is preserved after the retrieval process during handing over	-	-	-	-
PC9. ensure that the deceased donor's and recipient's confidentiality is maintained	-	-	-	-
PC10. update the retrieval teams and transplant teams about further course of action in case of delays	-	-	-	-
<i>Manage wait lists of organ or tissue donation</i>	28	10	10	30
PC11. review the patient wait lists available with the hospital, in consultation with the transplantation team	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. list the patients as per hospital-based criteria/policy	-	-	-	-
PC13. maintain patient's information in state wait list registries	-	-	-	-
PC14. share deceased donor data to the related authorities in the hospital/ government institutions	-	-	-	-
PC15. maintain hospital information and required data in national registry	-	-	-	-
PC16. record transplant outcome data in the hospital transplant registry	-	-	-	-
PC17. update all documentation related to organ and tissue donation	-	-	-	-
<i>Assist in organ or tissue donation in medico legal cases (MLCs)</i>	23	10	10	30
PC18. identify forms used in organ donation in medico-legal cases such as approval forms received from the legal bodies	-	-	-	-
PC19. support the police, forensic medicine specialists in completion of paperwork in medico-legal cases	-	-	-	-
PC20. support families during post-mortem and handing over of the body by the police	-	-	-	-
PC21. examine the needs of donor family in medico-legal cases	-	-	-	-
PC22. look after the needs and concerns of the donor family in medico-legal cases such as delay in inquest and post-mortem	-	-	-	-
NOS Total	66	26	30	81

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8710
NOS Name	Coordinate operations related to deceased organ or tissue donation
Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling
NSQF Level	6
Credits	6.5
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

HSS/N8711: Support family members in the bereavement process

Description

This unit covers in detail about grief counselling and approaching families for obtaining consent for deceased organ/ tissue donation, supporting families and following up after organ/ tissue donation. This unit also deals in assisting the medical team in brain-stem death identification and certification, donor assessment and management.

Scope

The scope covers the following :

- Assist the medical team in brain- stem death identification and certification
- Undertake grief counselling
- Obtain consent for organ or tissue donation
- Donor assessment and management
- Follow up with the family

Elements and Performance Criteria

Assist the medical team in brain- stem death identification and certification

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

- PC1.** identify clinical triggers for timely referrals of potential donors under supervision
- PC2.** coordinate with brain-stem death certification panel as per protocols
- PC3.** assist in completing the legal forms and other formalities as per state guidelines on brain-stem death certification

Undertake grief counselling

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

- PC4.** identify the decision maker of the family to provide counselling
- PC5.** assess family dynamics, socio-cultural and religious sensitivities to acknowledge the uniqueness of each family situation
- PC6.** provide grief counselling to potential deceased donor families
- PC7.** communicate in a way that reflects cultural, religious, PwD and gender sensitivity and modify the communication pattern as and when necessary
- PC8.** explain the benefits of donation and transplant to the recipient/ donor emphasizing how it can bring a sense of healing to the donor family
- PC9.** provide quality care to the family, regardless of the donation decision

Obtain consent for organ or tissue donation

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

- PC10.** compile legal forms for donor pledge and seeking family consent
- PC11.** identify legal next of kin for seeking consent
- PC12.** obtain the consent in appropriate form

Qualification Pack

PC13. maintain required documentation for internal or external regulatory bodies as per organizational policies and procedures

Donor assessment and management

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

PC14. screen the potential donor

PC15. assist the medical team in donor assessment

PC16. assist the medical team in management of potential organ donor such as managing pathophysiological changes following brain- stem death

Follow up with the family

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

PC17. plan for a follow up with the donor family including drafting follow- up questionnaire and schedule

PC18. offer care during the bereavement process

PC19. assist the donor family in claiming the insurance

PC20. assist in designing donor recognition kits

PC21. organize donor family felicitation program

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation, standards, policy, procedures and safeguards followed in hospitals and laboratories

KU2. the role and importance of transplant coordinator

KU3. healthcare organization's human resource policy and goals

KU4. the importance of effective and empathetic communication

KU5. importance of long-term follow up

KU6. prescribed documentation for transplant centers and state/regional/national regulatory bodies

KU7. basic human anatomy and physiology

KU8. stages of grief

KU9. challenges in organ/tissue transplantation

KU10. steps to identify a potential donor with the medical team before the patient's death and checking the organ donor register

KU11. the concept of brain-stem death

KU12. clinical triggers for timely referrals of potential donors

KU13. diagnosis and certification of brain-stem death

KU14. about brain-stem death certification panel committee

KU15. the process of approaching the relatives about donation before the patient's cardiac death

KU16. details of the patient's medical history relevant to donation

KU17. the process of coordinating with the medical team to delay withdrawal of treatment for the process of organ retrieval

Qualification Pack

- KU18.** the ethnic and cultural variations among those who are likely to donate or not donate
- KU19.** the difference between correct and incorrect approaches for deceased organ donation
- KU20.** the importance of confidentiality in organ donation
- KU21.** concept of brain-stem death and brain-stem death testing protocol
- KU22.** management of a potential organ donor
- KU23.** Transplantation of Human Organs & Tissues Act 1994 corresponding rules, amendments and related documentation
- KU24.** the approach to disclose about the death to the relatives or family members
- KU25.** ethics of organ donation and transplantation
- KU26.** importance of attributes such as empathy, patience, tolerance, integrity, ethics etc
- KU27.** importance of showing regard towards all genders and PwD
- KU28.** the legal and financial formalities required to complete organ donation process

Generic Skills (GS)

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

- GS1.** undertake formal & informal writing for inter- and intra-department communication including documentation and report writing
- GS2.** record and maintain patient data on required systems
- GS3.** read and interpret general organ/tissue donation and transplantation related terminology, concepts or literature
- GS4.** read and interpret internal communications correctly
- GS5.** communicate the information effectively during interactions
- GS6.** communicate effectively to address the concerns raised by medical teams, hospital staff, police, forensic medicine specialists, donor families, recipient patients & their families
- GS7.** avoid set of scripted statements
- GS8.** show empathy towards PwD
- GS9.** make decisions to ensure ethical deceased organ donation and transplantation
- GS10.** maintain deceased donor and family confidentiality
- GS11.** respect the rights of the deceased donor and family
- GS12.** be compassionate with families of brain dead patients/deceased donors
- GS13.** build interpersonal relationships that foster inter- and intra-departmental unity
- GS14.** analyze behavior of the families of brain dead patients to identify their state of mind
- GS15.** apply the information gathered by analyzing the status of the deceased donor to update the transplant teams about further course of action

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist the medical team in brain- stem death identification and certification</i>	22	10	10	18
PC1. identify clinical triggers for timely referrals of potential donors under supervision	-	-	-	-
PC2. coordinate with brain-stem death certification panel as per protocols	-	-	-	-
PC3. assist in completing the legal forms and other formalities as per state guidelines on brain-stem death certification	-	-	-	-
<i>Undertake grief counselling</i>	22	15	10	10
PC4. identify the decision maker of the family to provide counselling	-	-	-	-
PC5. assess family dynamics, socio-cultural and religious sensitivities to acknowledge the uniqueness of each family situation	-	-	-	-
PC6. provide grief counselling to potential deceased donor families	-	-	-	-
PC7. communicate in a way that reflects cultural, religious, PwD and gender sensitivity and modify the communication pattern as and when necessary	-	-	-	-
PC8. explain the benefits of donation and transplant to the recipient/ donor emphasizing how it can bring a sense of healing to the donor family	-	-	-	-
PC9. provide quality care to the family, regardless of the donation decision	-	-	-	-
<i>Obtain consent for organ or tissue donation</i>	17	15	10	10
PC10. compile legal forms for donor pledge and seeking family consent	-	-	-	-
PC11. identify legal next of kin for seeking consent	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. obtain the consent in appropriate form	-	-	-	-
PC13. maintain required documentation for internal or external regulatory bodies as per organizational policies and procedures	-	-	-	-
<i>Donor assessment and management</i>	15	15	10	10
PC14. screen the potential donor	-	-	-	-
PC15. assist the medical team in donor assessment	-	-	-	-
PC16. assist the medical team in management of potential organ donor such as managing pathophysiological changes following brain- stem death	-	-	-	-
<i>Follow up with the family</i>	17	5	10	10
PC17. plan for a follow up with the donor family including drafting follow- up questionnaire and schedule	-	-	-	-
PC18. offer care during the bereavement process	-	-	-	-
PC19. assist the donor family in claiming the insurance	-	-	-	-
PC20. assist in designing donor recognition kits	-	-	-	-
PC21. organize donor family felicitation program	-	-	-	-
NOS Total	93	60	50	58

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8711
NOS Name	Support family members in the bereavement process
Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling
NSQF Level	6
Credits	1.5
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

HSS/N8712: Create awareness related to organ or tissue donation

Description

This unit deals in detail about creating awareness pertaining to organ/tissue donation and transplantation in the healthcare fraternity and community at large

Scope

The scope covers the following :

- carry out awareness activities in the community/public
- carry out awareness activities amongst the hospital staff

Elements and Performance Criteria

carry out awareness activities in the community/public

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

- PC1.** plan outreach programs for the general community with designated team
- PC2.** strategize community campaigns for organ donation awareness such as setting up of camps, kiosks etc
- PC3.** execute community campaigns in collaboration with the transplantation team
- PC4.** analyse need of common public for information, and provide appropriate sessions
- PC5.** organize orientation programs for local civic organizations like NGOs or voluntary organization to educate them about organ and tissue donation
- PC6.** sensitize the community/public about the basic concepts of organ donation & transplantation
- PC7.** address queries related to the evidence, beliefs, arguments, claims and alternate points of view at the community level with respect to organ donation and transplantation
- PC8.** ensure IEC material used are paperless by substituting handouts/ pamphlets/ leaflets with electronic presentation

carry out awareness activities amongst the hospital staff

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

- PC9.** analyse need of hospital staff for information, and provide appropriate sessions
- PC10.** conduct survey of hospital staff to determine Knowledge, Attitude and Practices (KAP) regarding organ donation and transplantation
- PC11.** organize organ donation and transplantation education programs for hospital staff
- PC12.** manage sensitization and refresher programs for hospital staff
- PC13.** organize Continuing Medical/Nursing Education sessions (CME/CNE) on brain- stem death certification, donor management, organ donation and transplantation for critical care and transplant teams
- PC14.** guide the hospital staff how to close the gaps identified from the Knowledge, Attitude and Practices (KAP) analysis
- PC15.** re-use IEC material like presentations and educational videos

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policy, procedures and safeguards followed in hospitals and laboratories
- KU2.** the role and importance of transplant coordinator
- KU3.** healthcare organization's human resource policy and goals
- KU4.** importance of long-term follow up
- KU5.** the importance of effective, clear and empathic communication
- KU6.** the effective use of social media space to create awareness related to organ/tissue donation and transplantation
- KU7.** role of social media in promoting organ donation
- KU8.** the concept of donor pledge
- KU9.** role of media in organ donation and transplantation awareness
- KU10.** legal formalities in organ donation
- KU11.** protocols for conducting surveys
- KU12.** the process of delivering information using visual aids, slides, electronic presentation, hand-outs , and engage with media
- KU13.** importance of outreach programs to spread awareness about organ donation and dispel myths, among the community
- KU14.** various religious/ cultural perspectives to organ donation
- KU15.** the effective methodology of conserving and re-using IEC material
- KU16.** the importance of optimizing material utilization used for awareness related activities
- KU17.** various materials which can be replaced by environment friendly substitutes
- KU18.** importance and process of organizing Continuing Medical Education (CMEs) and Continuing Nursing Education (CNEs) for hospital staff
- KU19.** the process of tackling any negative publicity pertaining to organ donation that might arise

Generic Skills (GS)

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

- GS1.** undertake formal & informal writing for inter- and intra-department communication including documentation and report writing
- GS2.** read and interpret general organ/tissue donation and transplantation related terminology, concepts or literature
- GS3.** record and maintain organ pledging data on required systems
- GS4.** read and interpret internal communications correctly
- GS5.** read, interpret and implement ethical and legal issues surrounding the access and use of information, media, information technology
- GS6.** utilize appropriate IEC material to educate community with various language backgrounds
- GS7.** make decisions to ensure ethical deceased organ donation and transplantation

Qualification Pack

GS8. keep the donor pledges confidential

GS9. build interpersonal relationships that promote organ donation awareness among the general public and media

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>carry out awareness activities in the community/public</i>	17	15	15	10
PC1. plan outreach programs for the general community with designated team	-	-	-	-
PC2. strategize community campaigns for organ donation awareness such as setting up of camps, kiosks etc	-	-	-	-
PC3. execute community campaigns in collaboration with the transplantation team	-	-	-	-
PC4. analyse need of common public for information, and provide appropriate sessions	-	-	-	-
PC5. organize orientation programs for local civic organizations like NGOs or voluntary organization to educate them about organ and tissue donation	-	-	-	-
PC6. sensitize the community/public about the basic concepts of organ donation & transplantation	-	-	-	-
PC7. address queries related to the evidence, beliefs, arguments, claims and alternate points of view at the community level with respect to organ donation and transplantation	-	-	-	-
PC8. ensure IEC material used are paperless by substituting handouts/ pamphlets/ leaflets with electronic presentation	-	-	-	-
<i>carry out awareness activities amongst the hospital staff</i>	17	15	10	10
PC9. analyse need of hospital staff for information, and provide appropriate sessions	-	-	-	-
PC10. conduct survey of hospital staff to determine Knowledge, Attitude and Practices (KAP) regarding organ donation and transplantation	-	-	-	-
PC11. organize organ donation and transplantation education programs for hospital staff	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. manage sensitization and refresher programs for hospital staff	-	-	-	-
PC13. organize Continuing Medical/Nursing Education sessions (CME/CNE) on brain- stem death certification, donor management, organ donation and transplantation for critical care and transplant teams	-	-	-	-
PC14. guide the hospital staff how to close the gaps identified from the Knowledge, Attitude and Practices (KAP) analysis	-	-	-	-
PC15. re-use IEC material like presentations and educational videos	-	-	-	-
NOS Total	34	30	25	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N8712
NOS Name	Create awareness related to organ or tissue donation
Sector	Healthcare
Sub-Sector	Social Work & Community Health
Occupation	Counselling
NSQF Level	6
Credits	1
Version	3.0
Last Reviewed Date	08/05/2025
Next Review Date	08/05/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

HSS/N9620: Comply with infection control and biomedical waste disposal policies

Description

This OS unit is about the safe handling and management of health care waste and following infection control policies

Scope

The scope covers the following :

- Management of Healthcare Waste (Biomedical and General waste)
- Infection control practices

Elements and Performance Criteria

Management of Healthcare Waste (Biomedical and General waste)

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

- PC1.** segregate healthcare waste as per the updated organizational/ state policies
- PC2.** handle, package, label, store, transport and dispose off waste appropriately as per scope of work

Infection control practices

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

- PC3.** follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required
- PC4.** identify infection risks and plan for response appropriately as per organizational policies under scope of work
- PC5.** follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.
- PC6.** follow spill management protocols

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** significance of appropriate waste disposal methods as per organizational policies and procedures
- KU2.** person(s) responsible for health, safety, and security in the organization
- KU3.** ways to handle waste appropriately to reduce the risk of contamination
- KU4.** good personal hygiene practices including hand hygiene
- KU5.** types of bio medical waste
- KU6.** different types of color codes designated for types of wastes
- KU7.** concept of segregation, disposal and treatment of bio medical waste
- KU8.** the hazards and risks associated with the waste disposal

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- KU9.** the required actions and reporting procedures for any accidents and spillages
- KU10.** the requirements of the relevant external agencies involved in the transportation and receiving of waste
- KU11.** the impact of waste on environmental changes
- KU12.** the policies and guidance that clarify scope of practice, accountabilities and the working relationship between oneself and others
- KU13.** management of infection risks at workplace
- KU14.** the path of disease transmission including direct contact and penetrating injuries, risk of acquisition
- KU15.** difference between clean, sterile, and unsterile area
- KU16.** concept of Universal precautions
- KU17.** types of PPE used in healthcare domain such as gloves, gown, goggles etc
- KU18.** correct method of Donning and Doffing of PPE
- KU19.** steps of hand washing according to the updated guidelines
- KU20.** difference between hand rub and hand washing and indications of both
- KU21.** various types of cleaning agents and disinfectants
- KU22.** types of hazardous spills
- KU23.** concept of injection safety
- KU24.** concept of respiratory hygiene

Generic Skills (GS)

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

- GS1.** • read and understand latest guidelines on managing biomedical waste and
• infection control and prevention
- GS2.** communicate effectively with others
- GS3.** report hazards and incidents clearly with the appropriate level of urgency
- GS4.** plan for safety of the work environment
- GS5.** identify risk, evaluate possible solutions and suggest effective solutions
- GS6.** analyse the seriousness of hazards pertaining to hospital waste and related infections
- GS7.** make decisions pertaining to the area of work
- GS8.** • apply, analyze, and evaluate the information gathered from observation, experience,
• reasoning, or communication, as a guide to act

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Management of Healthcare Waste (Biomedical and General waste)</i>	9	7	2	8
PC1. segregate healthcare waste as per the updated organizational/ state policies	-	-	-	-
PC2. handle, package, label, store, transport and dispose off waste appropriately as per scope of work	-	-	-	-
<i>Infection control practices</i>	12	7	3	8
PC3. follow Universal Precautions to avoid contact with patients' bodily fluids, by wearing Personal Protective Equipment (PPE) and maintaining hand hygiene as and when required	-	-	-	-
PC4. identify infection risks and plan for response appropriately as per organizational policies under scope of work	-	-	-	-
PC5. follow incident reporting protocols as per SOPs in incidents such as needle stick injuries etc.	-	-	-	-
PC6. follow spill management protocols	-	-	-	-
NOS Total	21	14	5	16

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9620
NOS Name	Comply with infection control and biomedical waste disposal policies
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
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

Qualification Pack

DGT/VSQ/N0103: Employability Skills (90 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
- Career Development & Goal Setting
- 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 current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC6.** recognize the significance of 21st Century Skills for employment

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- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

Communication Skills

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

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- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

Entrepreneurship

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- 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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services

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- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

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 current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	29/09/2025
Next Review Date	29/09/2028
NSQC Clearance Date	29/09/2025

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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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7. 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/N8719.Orientation to organ donation, transplantation and transportation	60	40	25	65	190	25
HSS/N8709.Coordinate operations related to living organ or tissue donation	56	30	15	30	131	10
HSS/N8710.Coordinate operations related to deceased organ or tissue donation	66	26	30	81	203	20
HSS/N8711.Support family members in the bereavement process	93	60	50	58	261	20
HSS/N8712.Create awareness related to organ or tissue donation	34	30	25	20	109	10
HSS/N9620.Comply with infection control and biomedical waste disposal policies	21	14	5	16	56	5
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
Total	350	230	150	270	1000	100

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Acronyms

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

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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.

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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.