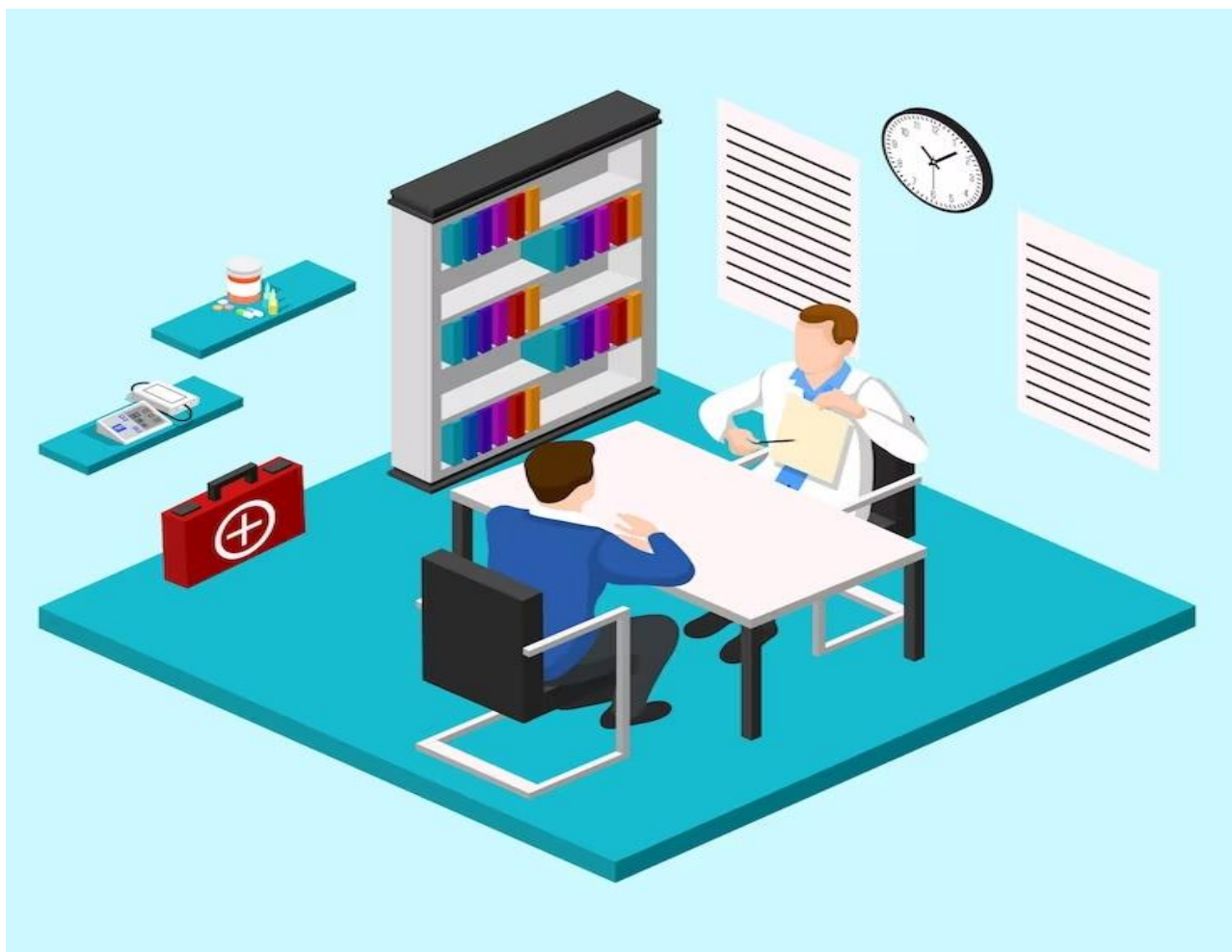




Model Curriculum

QP Name: Medical Records Assistant

QP Code: HSS/Q5501

QP Version: 4.0

NSQF Level: 4

Model Curriculum Version: 1.0

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

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Training Parameters

Sector	Healthcare
Sub-Sector	Allied Health and Paramedics
Occupation	Non-Direct Care
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3252.0101
Minimum Educational Qualification And Experience	12th Grade Pass with Science or 10th Grade Pass with 3 years relevant experience or Previous relevant Qualification of NSQF Level 3.5 and with 1.5-year relevant experience or Previous relevant qualification of NSQF Level 3 with 3 years of relevant experience
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	12/03/2026
Next Review Date	12/03/2029
NSQC Approval Date	12/03/2026
QP Version	4.0
Model Curriculum Creation Date	12/03/2026
Model Curriculum Valid Up to Date	12/09/2029
Minimum Duration of the Course	900 Hrs.
Maximum Duration of the Course	900Hrs.

Program Overview

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

Training Outcomes

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

- Review records for completeness, accuracy, and compliance with regulations.
- Ensure that the security and confidentiality of medical records is maintained.
- Discuss the process of identification, compile, abstract, and code patient data, using standard classification systems.
- Plan, develop, maintain, or operate a variety of health record indexes or storage and retrieval systems to collect, classify, store, or analyze information.
- Discuss the process to prepare statistical reports, narrative reports, or graphic presentations of information for use by hospital staff, researchers, or other users.
- Assisting in managing the department or supervising clerical workers or controlling activities of personnel in the medical records department.
- Understand professional etiquette, personal attributes and interpersonal relationships with others.

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
HSS/N5501: Review patients record for completeness	80:00	60:00	100:00	00:00	240:00
Module 1: Introduction to the healthcare system	10:00	05:00	20:00	00:00	35:00
Module 2: Introduction to Human body-structure and functions	10:00	05:00	20:00	00:00	35:00
Module 3: Introduction to medical records	20:00	15:00	20:00	00:00	55:00
Module 4: Role of the medical record assistant	20:00	15:00	20:00	00:00	55:00
Module 5: Medical Record Collection and Quality Check	20:00	20:00	20:00	00:00	60:00
HSS/N5502: Maintain diseases registries and clinical database	75:00	75:00	90:00	00:00	240:00

Module 6: Basic computer knowledge	20:00	20:00	20:00	00:00	60:00
Module 7: Software for medical records management	20:00	20:00	20:00	00:00	60:00
Module 8: Medical Coding: International Classification of Disease (ICD) and International Classification of Functioning, Disability and Health (ICF).	20:00	20:00	30:00	00:00	70:00
Module 9: Introduction to Statistics	15:00	15:00	20:00	00:00	50:00
HSS/N5508: Maintain medical records for necessary compliances	45:00	40:00	80:00	00:00	165:00
Module 10: Database management, statistical analysis & interpretation	25:00	20:00	40:00	00:00	85:00
Module 11: Statutory Compliance	20:00	20:00	40:00	00:00	80:00
HSS/N5509: Store medical records and maintain their confidentiality	85:00	70:00	25:00	00:00	180:00
Module 12: Retention, Preservation and Destruction of Medical Records	30:00	25:00	10:00	00:00	65:00
Module 13: Confidentiality, Consent, Reporting & Documentation	30:00	25:00	10:00	00:00	65:00
Module 14: Medical record room operations & management	25:00	20:00	05:00	00:00	50:00
HSS/N9615: Maintain interpersonal relationship with client, colleagues, and others	05:00	10:00	00:00	00:00	15:00
Module 15: Maintain interpersonal relationships with colleagues and others	05:00	10:00	00:00	00:00	15:00
HSS/N9624: Maintain a safe and secure working environment	05:00	05:00	20:00	00:00	30:00
Module 16: Safety, Emergency Medical response & First Aid	05:00	05:00	20:00	00:00	30:00

Total	295:00	260:00	315:00	00:00	870:00
Module 17: Employability Skills (30 hours)	30:00	00:00	00:00	00:00	30:00
Total	325:00	260:00	315:00	00:00	900:00

Module Details

Module 1: Introduction to the healthcare system

Mapped to: HSS/N5501

Terminal Outcomes:

- Describe the basic structure and function of healthcare delivery system in India.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
Introduction to healthcare delivery system - Identify the healthcare delivery system in India. - Differentiate the various types of healthcare organization based on objective, size or scope of service/s offered. - Discuss different types of hospital departments and comprehensive services offered. - Discuss in detail the functioning of the Medical Records Department and related professionals in the department - Discuss different types of departments related to support services and comprehensive services offered such as Kitchen, Mortuary, CSSD, Nursing Station, Store, Medical Store etc. - List the appropriate use of related medical terminology in daily activities with colleagues and work area. - Discuss hospital policies and procedures of healthcare organization.	- Visit to various departments of the hospital for field assignment. - Prepare a chart on Medical Records Department and related professionals in the department
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster,	
Tools, Equipment and Other Requirements	
Visit to various healthcare settings for field assignment	

Module 2: Introduction to Human body- structure and functions

Mapped to: HSS/N5501

Terminal Outcomes:

- Describe basic structure and function of the human body.

Duration: 10:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
Overview of the Human Body - Basic understanding of the major systems of the human body (e.g., respiratory, circulatory, musculoskeletal, nervous, digestive, reproductive, genitourinary and endocrine) and their primary functions. - Understand basic anatomy and physiology of body systems.	- Identify various body parts/organs using 3D models of human organ system. - Demonstrate body positions
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen.	

Module 3: Introduction to medical records

Mapped to: HSS/N5501

Terminal Outcomes:

- Explain various types of medical records.
- Demonstrate the use of Hospital Information Management System (HMIS)
- Explain various types of medical records and diagnostic procedures.

Duration: 20:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Understand the concept and purpose of medical health records. • Identify the components and various types of documents within a medical record, including different types of clinical notes. • Differentiate between medical records, health records, and medical charts. • Gain familiarity with software tools used for effective medical record management. • Describe the procedures for maintaining medical records in both paper-based and electronic formats. • Explain documentation processes within Health Information Management Systems (HIMS), Electronic Medical Records (EMR), and Electronic Health Records (EHR) in accordance with organizational policies. • Recognize and list the medical coding systems commonly used in healthcare settings. • Understand the steps involved in entering test and diagnostic records into digital systems. • Learn best practices for ensuring the confidentiality and security of clinical and diagnostic information.	• Identify various medical health records in a skill lab. • Demonstrate the use of HIMS in the process of documentation. • Demonstrate the process of maintaining records in electronic form. • Identify various medical laboratory tests and diagnostic procedures.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Power point presentation	
Tools, Equipment and Other Requirements	
Sample copies of various medical records available in the hospital, Charts and e-modules of various lab and diagnostic procedures	

Module 4: Role of the medical record assistant

Mapped to: HSS/N5501

Terminal Outcomes:

- Describe the key roles and responsibilities of a Medical Records Assistant.

Duration: 20:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Discuss the role and responsibilities of Medical Records Assistant (MRA) in a healthcare setting. - Explain the importance of maintaining the security and confidentiality of medical records. - Explain the points to ensure the completeness and accuracy of the medical records. - Explain the retrieval process of the medical records. - Describe the steps on how to repair the transcripts of medical reports. - Discuss 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. - Discuss 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). - Discuss the process of identification of patient data using the standard classification systems. - Describe the process of compiling the abstract and coding the patient data using the standard classification systems. - Discuss the process of preparing statistical and narrative reports, and infographics for use by the hospital staff, researchers, or other users. - Describe how to collect the medical care and census data for statistical reports on diseases treated, surgery performed, or the use of hospital beds. - Explain the purpose of disease registries, birth and death registries - Describe the process to update the disease registries and clinical database. - Discuss the importance of collecting, maintaining, storing, and retrieval medical records to the hospital staff and	- Prepare a chart depicting roles and responsibilities of a Medical Records Assistant - Demonstrate steps involved in the maintaining, storing and retrieval of patient's records.

public.	
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Various patients' records sample, E-modules depicting sanitization, infection control and waste disposal practices	

Module 5: Medical Record Collection and Quality Check

Mapped to: HSS/N5501,

Terminal Outcomes:

- Demonstrate the method of receiving and reviewing patient records.

Duration: 20:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the steps of collections of discharge notes/ discharge file from the concerned authority. • List the steps of collating the patient's health information by cross-verifying with the concerned authority. • Discuss the process to prepare a sample checklist of documents required to ensure completeness of documentation process. • Discuss the process of examining the patient's initial medical charts for completion. • Describe the process of procuring information from the concerned person if the records are found to be incomplete. • Discuss the process of confirming that all related forms are properly identified and authenticated by competent authority. • Discuss the process of reviewing the inpatient admission sheet, discharge summary, consent form, physician progress notes, consultation notes, operation and procedural notes, etc. • Describe the process of application of appropriate tools/software to review the documents received.	• Prepare a sample checklist of documents required to ensure completeness of documentation process. • Demonstrate the method of taking information from the patient by asking questions or interviewing them. • Demonstrate the use of application of appropriate tools/software to review the documents received.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, Power point presentation	
Tools, Equipment and Other Requirements	
Sample copies of various medical records available in the hospital	

Module 6: Basic computer knowledge

Mapped to: HSS/N5502,

Terminal Outcomes:

- Demonstrate the use of computers and internet operations.
- Apply basic computer knowledge in performing various activities

Duration: 20:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the application of computers • Explain the concepts of computers such as block diagram, input and output devices and storage devices. • Discuss various operating systems and their functions • Discuss the application of latest non-pirated version of software such as Windows and its utilities • Explain various basic operations of Microsoft office 2000 – MS Word, MS Excel, PowerPoint Presentation.	• Demonstrate the use of browser functionsto surf on the Internet, send emails. • Demonstrate the use of window, word, excel etc.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
Tools, Equipment and Other Requirements	
Computer, keyboard, mouse, CPU, printer etc	

Module 7: Software for medical records management

Mapped to: HSS/N5502

Terminal Outcomes:

- Use of HIMS software.
- Use of medical tools as per latest technology.

Duration: 20:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss about identification and comparing commonly used software solutions for medical records management. • Discuss the process to evaluate and select suitable medical records software based on the specific needs of a healthcare organization. • Discuss the importance of verifying the authenticity and licensing of medical record tools to ensure compliance and avoid electronic hazards. • Understand the importance of regular data backup and demonstrate the procedure for creating and maintaining backup files. • Apply the software tools effectively in accordance with the developer's usage guidelines and best practices. • Discuss the process to troubleshoot common software issues using established standard operating procedures (SOPs). • Explain the process to report software-related problems or concerns promptly to the designated authority for resolution.	• Demonstrate the use of HIMS software. • Demonstrate the use of medical tools as per latest technology for eg (electronic health record)
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
HIMS software	

Module 8: Medical Coding: International Classification of Disease (ICD) and International Classification of Functioning, Disability and Health (ICF).

Mapped to: HSS/N5502

Terminal Outcomes:

- Prepare a chart on ICD classification.
- Prepare a chart on various diseases terminology and abbreviations.
- Prepare a chart on ICD and ICF codes.
- Demonstrate the process of referring, allotting and discarding medical codes.
- Demonstrate the process of identification of the uncoded medical records.

Duration: 20:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the concept of International Classification of Diseases (ICD). • Discuss the various medical diseases, terminologies and abbreviations. • Describe the purpose and uses of the ICD classification. • Describe how to between the two types of medical coding system i.e. ICD International Classification of Diseases) and Disability and Health). • Enumerate the various ICD codes available. • Explain the ICD codes in detail. • Explain how to refer to the manuals and guidelines for using coding, whenever required. • Describe the process of referring, allotting and discarding medical codes. • Explain how to find the main term in the alphabetic index. • Describe the process of referring to the notes, modifiers, and sub terms under the main term. • Discuss the process of identification of the terms, symbols, etc. which may further qualify the code. • Explain the process of identification of uncoded medical records • Describe the process of assigning the code accurately • Discuss the process of identification of discrepancies in information and seek clarification from the doctor regarding the diagnosis before applying the code. • Determine that the discharged inpatient medical records are coded daily against the discharge census.	• Prepare a chart on ICD classification. • Prepare a chart on various diseases terminology and abbreviations. • Prepare a chart on ICD and ICF codes. • Demonstrate the process of referring, allotting and discarding medical codes. • Demonstrate the process of identification of the uncoded medical records.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	

Record file cabinet, Mobile trolley, Sample Pass to Register to issue documents, OPD folder, OPD Clinic Records forms, OPD New Registration forms, Paper Clips Triangular 30 mm, Sample Softwares of Medical Records Data Management, Sample forms and formats

Module 9: Introduction to Statistics.

Mapped to: HSS/N5508

Terminal Outcomes:

- Explain the concept of statistics biostatistics, and medical statistics.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the concept of statistics biostatistics, and medical statistics. • Describe the importance of statistics in healthcare. • Describe the application of basic terminologies related to biostatistics during the analysis of various medical records. • Describe various graphical presentations, tabulations and other representations using the knowledge of biostatistics. • Describe the various indicators for different departments and hospitals. • Discuss the importance of creating statistical data points in the hospital	• Demonstrate the process of preparing statistics. • Identify the various indicators of different departments and hospitals.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Record file cabinet, Mobile trolley, Sample Pass to Register to issue documents, OPD folder, OPD Clinic Records forms, OPD New Registration forms, Paper Clips Triangular 30 mm, Sample Software's of Medical Records Data Management, Sample forms and formats	

Module 10: Database management, statistical analysis & interpretation

Mapped to: HSS/N5508

Terminal Outcomes:

- Explain the concept of database management, statistical analysis & interpretation.

Duration: 25:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the various database management measures. • Discuss the process of updating information in the medical records. • Discuss the process of maintaining the record of inpatient and out-patient department (OPD) regularly. • Discuss the process of maintaining disease records. • Discuss the process of maintaining the weekly, monthly and yearly statistics. • Explain the process of recording the statistical analysis appropriately. • Describe data analytic tools and their methods.	• Demonstrate the process of maintaining disease records. • Demonstrate the process of maintaining the weekly, monthly and yearly statistics. • Explain the process of recording the statistical analysis appropriately. • Demonstrate the process of data analytic tools.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Record file cabinet, Mobile trolley, Sample Pass to Register to issue documents, OPD folder, OPD Clinic Records forms, OPD New Registration forms, Paper Clips Triangular 30 mm, Sample Software's of Medical Records Data Management, Sample forms and formats	

Module 11: Statutory Compliance

Mapped to: HSS/N5508

Terminal Outcomes:

- Explain about statutory compliance.

Duration: 20:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain birth and death rate. • Differentiate between incidence and prevalence. • Describe the process of recording data for birth and death rate. • Explain maintenance of data for birth and death rate. • Record the data for communicable diseases/ endemic diseases. • Explain maintenance of data for communicable diseases/ endemic diseases. • Explain the steps to update medical record data to government bodies for preparing census as per the regulations and policies, as and when recommended. • Describe the strategy of compiling various hospital procedures including surgeries, transplant, etc. • Describe the process of updating relevant records such as surgeries, transplant etc. • Describe the process of updating statistics depending on the information gathered for each case. • Explain the process of organizing the record of medico legal cases following organization's protocols.	• Demonstrate the process of maintaining the disease records. • Demonstrate the process of maintaining the weekly, monthly and yearly statistics. • Explain the process of recording the statistical analysis appropriately.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Registers/ softwares for record keeping	

Module 12: Retention, Preservation and Destruction of Medical Records

Mapped to: HSS/N5509,

Terminal Outcomes:

- Demonstrate the process of retention, preservation and destruction of medical records.

Duration: 30:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the process of reviewing all the medical records for completion and accuracy. • Discuss the process of recording the diagnostic and clinical results in the report carefully. • Explain the steps to retain the medical records as per the organization protocol that reflects the clinical care provided to a patient, including provider notes, nurses' notes, diagnostic testing and medication lists. • List the steps to organize old documents for storing purposes. • Describe the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant. • Discuss the process of taking written consent of the authorized person before releasing any patient related information under supervision. • Explain the importance of following procedures for data backup and long-term preservation of patient records. • Discuss the process for destroying any old medical record with the required approval. • Explain the process of maintaining the record files for required duration as per statutory requirements and guidelines.	• List down the steps to retain the medical records as per the organization protocol. • List the steps to organize old documents for storing purposes. • Demonstrate the process of storing medical records in a system. • Demonstrate the process of storage of different files like MLC, RTA etc. • Demonstrate the process of destroying the old records as per organizational policy.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Electronic Motorized Compactor, shredders	

Module 13: Confidentiality, Consent, Reporting & Documentation

Mapped to: HSS/N5509,

Terminal Outcomes:

- Demonstrate skills to maintain confidentiality, seeking consent, reporting & documentation of database and medical records.

Duration: 30:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Understand and uphold patient confidentiality by applying legal, ethical, and institutional policies related to the handling of sensitive health information. • Recognize the importance of informed consent and ensure that medical records reflect appropriate documentation of patient consent where required. • Demonstrate the process to maintain accurate and timely documentation of patient data, ensuring records are complete, legible, and in accordance with organizational protocols. • Apply best practices in secure storage and controlled access to protect medical records from unauthorized disclosure or misuse. • Develop understanding and awareness of legal and ethical implications related to breaches of confidentiality and improper documentation. • Discuss the process of procuring medical records from the department by the authorized persons. • Discuss the importance of consents in the medical record department. • Explain the process of obtaining written consent from the person requesting the file/s other than patient appointment • Explain how disclosure of information contained in the medical records is a breach of confidentiality. • Discuss the likely implications of disclosure of information to unauthorized person • Explain the process of reporting in the event of misplaced document or disclosure of confidential information to the senior staff. • Describe the key components of the HIPAA Privacy Rule and Security Rule, outlining the types of information they protect and the safeguards they mandate. • Describe the rights that individuals have	• Enter data in various forms and formats according to the standard guidelines. • Create a sample set of documents to record procedure related information of client. • Demonstrate how to compile all the records and reports of patients. • Create a chart on confidentiality, seeking consent, reporting & documentation related to the job role.

regarding their health information under HIPAA.	
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Pass to Register to issue documents, OPD folder, OPD Clinic , Records forms, OPD New Registration forms, Paper Clips Triangular 30mm, Sample Software's of Medical Records Data Management, Sample forms and formats	

Module 14: Medical record room operations & management.

Mapped to: HSS/N5509,

Terminal Outcomes:

- Demonstrate the process of medical record room operations & its management
- Identify the list of equipment required in a medical record room.
- Demonstrate the process to safeguard records in room from insects, termites, heat, fire etc.

Duration: 25:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe the fundamental functions of the medical records departments. • Describe various filing and retrieval procedures in the medical records room. • Explain various physical infrastructure and facilities crucial in a medical records department. • List the various equipment and consumables required in the medical records department. • Describe the process of maintaining the records properly in shelves in numeric order to facilitate easy retrieval when required. • Explain 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.	• Demonstrate the process of records maintenance related to various orders in a skill lab. • Identify the list of equipment and consumables required in a medical record room. • Demonstrate the process to reserve records in room from insects, termites, heat, fire etc.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Record file cabinet, Mobile trolley, Sample Pass to Register to issue documents, OPD folder, OPD Clinic Records forms, OPD New Registration forms, Paper Clips Triangular 30 mm, Sample Softwares of Medical Records Data Management, Sample forms and formats	

Module 15: Maintain interpersonal relationships with colleagues and others

Mapped to: HSS/N9615

Terminal Outcomes:

- Communicate effectively with co-workers.
- Organize and prioritize work to complete assignments on time.
- Adhere to organizational code of conduct while handling conflicts.

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Describe how to appropriately and timely communicate between inter and inter-and-intranet departments. • Describe how to maintain confidentiality and privacy. • Describe the importance for ensuring fulfilment of commitments. • Explain organization's policies and procedures. • Discuss the importance of effective communication amongst colleagues. • Discuss how to maintain friendly milieu and friendly work environment.	• Demonstrate the usage of technical terms to ensure effective communication. • Apply time management skills • Demonstrate the use of reading and writingskills in written communication. • Demonstrate problem solving and decision-making skills in different situations. • Demonstrate skills of team- work and workprioritization in different team activities. • Demonstrate basic telephone and email etiquettes. • Prepare reports using the information gathered from observation, experience, reasoning, or communication.
-Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Document and guidelines with detailed role description and limitations	

Module 16: Safety, Emergency Medical response & First Aid

Mapped to: HSS/N9624,

Terminal Outcomes:

- Apply the standard protocols of providing first aid.
- Respond to institutional emergencies appropriately.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Explain the basics of first aid. • List the precautions to be taken for personal safety. • Discuss how to perform cardiopulmonary resuscitation (CPR) as and when required. • Discuss the process of identification of hospital emergency codes. • Describe how to practice disaster management to deal with institutional emergencies. • Explain the use of protective devices such as restraints and safety devices. • Explain the documentation process related to safety and security. • Discuss the process of identification of suspicious packages or items. • Discuss the importance of following the policy and rules of the organization.	• Prepare a list of local emergency response agencies such as Emergency Medical Service (EMS) team, ambulance, bomb disposal squads, fire and police departments, etc. along with their contact details. • Design a dummy portable and segregable first aid kit as per requirements. • Demonstrate appropriate techniques of providing first aid and bandaging.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, power point presentation	
Tools, Equipment and Other Requirements	
Nursing Manikin, Torch, Stretcher, cot, scoop, wheelchair, First Aid kit	

Module 17: Employability Skills (30 hours)

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

Mandatory Duration: 30:00			
Location: On-Site			
S.N o.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	Discuss the importance of Employability Skills in meeting the job requirements.	1
2.	Constitutional values - Citizenship	- Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. - Show how to practice different environmentally sustainable practices.	1
3.	Becoming a Professional in the 21st Century	- Discuss 21st century skills. - Display positive attitude, self-motivation, problem solving, time management skills and continuous learning mindset in different situations.	1
4.	Basic English Skills	Use appropriate basic English sentences/phrases while speaking.	2
5.	Communication Skills	- Demonstrate how to communicate in a well-mannered way with others. - Demonstrate working with others in a team.	4
6.	Diversity & Inclusion	- Show how to conduct oneself appropriately with all genders and PwD. - Discuss the significance of reporting sexual harassment issues in time.	1
7.	Financial and Legal Literacy	- Discuss the significance of using financial products and services safely and securely. - Explain the importance of managing expenses, income, and savings. - Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws.	4
8.	Essential Digital Skills	- Show how to operate digital devices and use the associated applications and features, safely and securely. - Discuss the significance of using the internet for browsing, accessing social media platforms, safely and securely.	3
9.	Entrepreneurship	Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges.	7
10.	Customer Service	- Differentiate between types of customers. - Explain the significance of identifying customer needs and addressing them. - Discuss the significance of maintaining hygiene and dressing appropriately.	4

11	Getting ready for apprenticeship & Jobs	• Create a biodata. • Use various sources to search for and apply for jobs. • Discuss the significance of dressing up neatly and maintaining hygiene for an interview. • Discuss how to search and register for apprenticeship	2
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LIST OF TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS

S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below)	As required
2.	UPS	As required
3.	Scanner cum Printer	As required
4.	Computer Tables	As required
5.	Computer Chairs	As required
6.	LCD Projector	As required
7.	White Board 1200mm x 900mm	As required

Note: Above Tools & Equipment not required, if Computer LAB is available in the institute.

Mandatory Duration: 300

Module Name: On-the-Job Training

Location: On Site

Terminal Outcomes

- Demonstrate the best practice of using HIMS.
- Demonstrate the process of using HIMS in various hospital departments
- Demonstrate the process of maintaining the disease records.
- Demonstrate the process of maintaining the weekly, monthly and yearly statistics.
- Explain the process of recording the statistical analysis appropriately
- Demonstrate the process of preparing statistics.
- Identify the various indicators of different departments and hospitals.
- Prepare a chart on ICD classification.
- Prepare a chart on various diseases terminology and abbreviations.
- Prepare a chart on ICD and ICF codes.
- Demonstrate the process of referring, allotting and discarding medical codes.
- Demonstrate the process of identification of the uncoded medical records.
- Demonstrate the process of records maintenance MRA room in various orders.
- Identify the list of equipment's required in a medical record room.
- Demonstrate the process to reserve records in room from insects, termites, heat, fire etc
- Demonstrate how to compile all the records and report of patient
- Demonstrate the process of storage of different files like MLC, RTA etc.
- Demonstrate the process of destroying the old records as per organizational policy
- Demonstrate the use of HIMS software.
- Demonstrate the use of medical tools as per latest technology.
- Demonstrate the method of data storing and backing up
- Demonstrate the method of taking information from the patient by asking question or interviewing them.
- Demonstrate the use of application of appropriate tools/software to review the documents received.
- Demonstrate the process of maintaining records in electronic form
- Demonstrate the use of browser functions to surf on the Internet, send emails.
- Demonstrate the use of window, word, excel etc
- Enhance skill and capacities in counseling and management of age care institutions.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate	MBBS	1		1		
B.Sc.	Bachelor's degree in medical Record Technology or a related field like Health Information Management or Medical Nursing/Post Basic Bsc Nursing	2		1		
Diploma	General Nursing and Midwife (GNM)	2		1		
Diploma	In MRD	3		1		
Diploma	Pharmacy	4		1		
NA	Medical Coders	4		1		
Trainer Certification						
Domain Certification				Platform Certification		
Certified for Job Role: "Medical Records Assistant" mapped to QP HSS/Q5501 v4.0" with minimum score of 80%.				Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601" with minimum score of 80%.		

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate	MBBS	2		2		
B.Sc.	Bachelor's degree in Medical Record Technology or a related field like Health Information Management or Medical Nursing/Post Basic Bsc Nursing	3		2		
Diploma	General Nursing and Midwife (GNM)	3		2		
Diploma	In MRD	4		2		
Diploma	Pharmacy	5		2		
	Medical Coders	5		2		

Assessor Certification

Domain Certification	Platform Certification
Certified for Job Role: "Medical Records Assistant" mapped to the Qualification Pack: "HSS/Q5501 v4.0" with minimum score of 80%.	Recommended that the Assessor is certified for the Job Role: "Assessor((VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701 v1.0" with minimum score of 80%.

Assessment Strategy

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

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

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

The following tools would be used for final assessment:

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

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

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

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

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

QA Regarding Assessors:

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

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

References

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.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure