

## Qualification Pack



# Pradhan Mantri Arogya Mitra

QP Code: HSS/Q6105

Version: 2.0

NSQF Level: 3

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

## Qualification Pack

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### HSS/Q6105: Pradhan Mantri Arogya Mitra

#### Brief Job Description

The Pradhan Mantri Arogya Mitra (PMAM) is the primary contact for the beneficiaries at every empanelled healthcare provider. The PMAM shall be responsible for operating the Beneficiary Identification System to identify and verify the beneficiaries entitled under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojna (AB PM-JAY) undertaking Transaction Management such as submitting requests for Pre Authorization and claims and guiding the beneficiary about the overall benefits under AB PM-JAY and providing information related to prompt treatment at empanelled healthcare provider .

#### Personal Attributes

The role holder should exhibit good coordination skills, self-discipline, empathy, dedication, persistence and ethical behaviour. It is also important for the individual to be well groomed and have good communication skills in English/Hindi/local language.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [HSS/N6120: Use computers and other electronic equipment required for carrying out activities related to AB PM-JAY operations](#)
2. [HSS/N6130: Prepare for AB PM-JAY help desk operations](#)
3. [HSS/N6131: Provide relevant AB PM-JAY information to others](#)
4. [HSS/N6132: Check eligibility and verify patients / beneficiaries for AB PM-JAY](#)
5. [HSS/N6133: Carry out process related to Transaction Management System \(TMS\)](#)
6. [HSS/N9620: Comply with Infection Control and Bio Medical Waste Disposal Policies](#)
7. [HSS/N9624: Maintain a safe and secure working environment](#)
8. [HSS/N9625: Maintain interpersonal relationships and professional conduct](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Healthcare Management

## Qualification Pack

<b>Occupation</b>	Healthcare Administration
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	NA
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4419.9900
<b>Minimum Educational Qualification &amp; Experience</b>	12th Class with 1 Year of experience as existing staff of healthcare facility
<b>Minimum Level of Education for Training in School</b>	Not Applicable
<b>Pre-Requisite License or Training</b>	Basic Computer Knowledge
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	16/12/2020
<b>Next Review Date</b>	31/12/2024
<b>NSQC Approval Date</b>	29/07/2021
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2021/HLT/HSSC/04383
<b>NQR Version</b>	1

## Qualification Pack

# HSS/N6120: Use computers and other electronic equipment required for carrying out activities related to AB PM-JAY operations

## Description

This unit is about using computers, electronic devices, accessories and related equipment for various activities related to AB PM-JAY operations.

## Scope

The scope covers the following :

- Use basic computer functionalities
- Use web, phone and digital cameras
- Use computer accessories and electronic office devices
- Energy/electricity conservation practices

## Elements and Performance Criteria

### *Use basic computer functionalities*

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

- PC1.** setup main components of a computer correctly and start it
- PC2.** log in to computer systems and application using various access verification methods such as passwords and One Time Password (OTP)
- PC3.** identify the operating system, information storage system and applications/software used for data storage and retrieval
- PC4.** use database applications to input, modify, retrieve and store information
- PC5.** follow cyber security guidelines while storing, retrieving or communicating information online

### *Use web, phone and digital cameras*

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

- PC6.** seek permission before clicking someone's photographs
- PC7.** use web cameras, phone and digital cameras
- PC8.** locate picture files on storage medium, save, rename, delete, and transfer files from one device to another
- PC9.** use image modification features such as brightening and cropping to edit images as per required process
- PC10.** follow data protection and privacy laws and guidelines when dealing with personal photographs of others

### *Use computer accessories and electronic office devices*

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

- PC11.** use photocopier machines to make photocopy
- PC12.** use a scanner to scan documents and photographs clearly
- PC13.** replace toner/ink/cartridges appropriately , if required, while using the printer

### *Energy/electricity conservation practices*

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

- PC14.** identify the ways to optimize usage of electricity/energy in various tasks/activities/processes
- PC15.** ensure proper connections of electrical equipment
- PC16.** assess safety of electronic device and related accessories by observing for damage, wear and tear, etc.
- PC17.** ensure electrical equipment and appliances are turned off when not in use
- PC18.** act on electrical risk immediately as per defined process and report the same to the concerned authority

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizations policies related to access control, data security and confidentiality
- KU2.** organisational policy for naming stored files, maintaining backups and version control
- KU3.** organisational hierarchy, various department, reporting structure and escalation matrix
- KU4.** common information and data relevant to one's job role as per the organisational context
- KU5.** various software applications used in the organisation for storage, retrieval and communication of data and information
- KU6.** own role, expectations and responsibilities
- KU7.** professional standards and codes of practice for the area of work
- KU8.** main components of a computer and how-to setup a computer
- KU9.** various operating systems commonly used by organizations for their computers
- KU10.** electrical safety precautions
- KU11.** ergonomic guidelines specified for working on computers
- KU12.** cyber security guidelines while storing, retrieving or communicating information online
- KU13.** features and usage of various camera devices including web cam, phone cameras and digital cameras
- KU14.** how to edit image
- KU15.** various electronic image formats

## Generic Skills (GS)

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

- GS1.** write messages, notes and short descriptive text with reasonable accuracy for easy interpretation of the information
- GS2.** read ID documents, AB-PMJAY documents and information displayed at the workplace to interpret main points correctly
- GS3.** communicate effectively with co-workers and others
- GS4.** plan day to day tasks to achieve optimum productivity
- GS5.** identify limits and constraints in different problem solving contexts and the need to factor them while devising effective and viable solutions

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use basic computer functionalities</i>	<b>20</b>	<b>20</b>	<b>10</b>	<b>5</b>
<b>PC1.</b> setup main components of a computer correctly and start it	-	-	-	-
<b>PC2.</b> log in to computer systems and application using various access verification methods such as passwords and One Time Password (OTP)	-	-	-	-
<b>PC3.</b> identify the operating system, information storage system and applications/software used for data storage and retrieval	-	-	-	-
<b>PC4.</b> use database applications to input, modify, retrieve and store information	-	-	-	-
<b>PC5.</b> follow cyber security guidelines while storing, retrieving or communicating information online	-	-	-	-
<i>Use web, phone and digital cameras</i>	<b>20</b>	<b>20</b>	<b>10</b>	<b>10</b>
<b>PC6.</b> seek permission before clicking someone's photographs	-	-	-	-
<b>PC7.</b> use web cameras, phone and digital cameras	-	-	-	-
<b>PC8.</b> locate picture files on storage medium, save, rename, delete, and transfer files from one device to another	-	-	-	-
<b>PC9.</b> use image modification features such as brightening and cropping to edit images as per required process	-	-	-	-
<b>PC10.</b> follow data protection and privacy laws and guidelines when dealing with personal photographs of others	-	-	-	-
<i>Use computer accessories and electronic office devices</i>	<b>20</b>	<b>20</b>	<b>10</b>	<b>5</b>
<b>PC11.</b> use photocopier machines to make photocopy	-	-	-	-
<b>PC12.</b> use a scanner to scan documents and photographs clearly	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> replace toner/ink/cartridges appropriately , if required, while using the printer	-	-	-	-
<i>Energy/electricity conservation practices</i>	<b>20</b>	<b>20</b>	<b>10</b>	<b>10</b>
<b>PC14.</b> identify the ways to optimize usage of electricity/energy in various tasks/activities/processes	-	-	-	-
<b>PC15.</b> ensure proper connections of electrical equipment	-	-	-	-
<b>PC16.</b> assess safety of electronic device and related accessories by observing for damage, wear and tear, etc.	-	-	-	-
<b>PC17.</b> ensure electrical equipment and appliances are turned off when not in use	-	-	-	-
<b>PC18.</b> act on electrical risk immediately as per defined process and report the same to the concerned authority	-	-	-	-
<b>NOS Total</b>	<b>80</b>	<b>80</b>	<b>40</b>	<b>30</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N6120
<b>NOS Name</b>	Use computers and other electronic equipment required for carrying out activities related to AB PM-JAY operations
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Healthcare Management
<b>Occupation</b>	Healthcare Administration
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	29/07/2026
<b>NSQC Clearance Date</b>	29/07/2021

## Qualification Pack

### HSS/N6130: Prepare for AB PM-JAY help desk operations

#### Description

This OS unit is about preparing the Pradhan Mantri Arogya Mitra for AB PM-JAY help desk operations, including self, information documents, forms and formats, equipment and its functionality, neatness and order, etc.

#### Scope

The scope covers the following :

- Prepare self for operations
- Prepare the kiosk/help desk for operations

#### Elements and Performance Criteria

##### *Prepare self for operations*

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

- PC1.** wear a clean set of clothing with identification/badges as required by workplace standards
- PC2.** register as a Pradhan Mantri Arogya Mitra on the Beneficiary Identification System (BIS) to become an authorized BIS web user on the portal
- PC3.** check notifications and acknowledgements for effective shift transitioning
- PC4.** organize the required documents (technical and troubleshooting manuals, reference guides, ready reckoners, etc.) and other sources of information and ensure ease of access

##### *Prepare the kiosk/help Desk for operations*

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

- PC5.** ensure that the kiosk/help desk is structurally set-up as per guidelines
- PC6.** ensure that the kiosk/helpdesk is clean and tidy
- PC7.** obtain necessary stock of various supplies including information booklets/pamphlets, forms and formats, stationery, etc. as per requirements
- PC8.** ensure signages related to the help desk are positioned correctly and is visible
- PC9.** organize documents, stationery, equipment and accessories as per workflow and for efficient operations
- PC10.** report hygiene related concerns promptly to the relevant authority
- PC11.** check if supplies are adequate and ready for operations such as toner/ink, paper, data cards, etc.
- PC12.** check that all equipment and accessories are in working condition and safe to operate
- PC13.** place all equipment and accessories appropriately to ensure safety and security
- PC14.** test internet, phone signal connectivity and strength to determine adequacy for operations
- PC15.** report any malfunction, damage, shortage of stock, missing item or sub-optimal performance to appropriate authority as per standard procedure
- PC16.** report health and safety issues relating to immediate work environment according to procedures

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- PC17.** work safely as per health and safety practices
- PC18.** report all hazards, accidents and near-miss incidents as per set process
- PC19.** position oneself correctly and indicate that one is ready and available for service

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** about Ayushman Bharat - Pradhan Mantri Jan Arogya Yojna (AB PM-JAY), its purpose and provisions
- KU2.** state specific guidelines for AB PM-JAY
- KU3.** key entities in the AB PM-JAY, their roles and responsibilities
- KU4.** organisation structure, reporting structures, escalation matrix for various purposes
- KU5.** responsibility for security of premises and kiosk/work station when not in use/unattended
- KU6.** professional standards and codes of practice for the area of work
- KU7.** relevant standards, policies, procedures and rights for patients/beneficiaries
- KU8.** importance of proper clothing and visible personal identification
- KU9.** inventory management principles
- KU10.** importance of maintaining good grooming standards at all times in the workplace
- KU11.** usage of processes of biometric devices for attendance
- KU12.** health and safety considerations in temporary work stations and installations
- KU13.** documents and records used during shift handover/takeover
- KU14.** about work station layout and positioning of documents, equipment, etc.
- KU15.** importance of timely and accurately reporting any malfunction, damage, shortage of stock, missing item or sub-optimal performance to appropriate authority
- KU16.** importance of a neat, clean and ordered work station
- KU17.** importance of correctly positioned and visible signage related to own workstation
- KU18.** procedures to test equipment (such as Computer, Printer, Internet (Modem), Scanner, Digital Camera, WebCam, etc) for optimal functionality
- KU19.** importance of safe and secure storage of all equipment, supplies and records
- KU20.** process to set-up and move kiosks safely

### Generic Skills (GS)

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

- GS1.** write inventory records, case logs and handover/takeover documentation in English/Hindi/local language
- GS2.** read case logs including handover/takeover documentation and other documents in English/Hindi/local language
- GS3.** decide on signage/equipment positioning and placement of accessories, document and supplies as per defined scope of work

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare self for operations</i>	<b>20</b>	<b>20</b>	<b>10</b>	<b>10</b>
<b>PC1.</b> wear a clean set of clothing with identification/badges as required by workplace standards	-	-	-	-
<b>PC2.</b> register as a Pradhan Mantri Arogya Mitra on the Beneficiary Identification System (BIS) to become an authorized BIS web user on the portal	-	-	-	-
<b>PC3.</b> check notifications and acknowledgements for effective shift transitioning	-	-	-	-
<b>PC4.</b> organize the required documents (technical and troubleshooting manuals, reference guides, ready reckoners, etc.) and other sources of information and ensure ease of access	-	-	-	-
<i>Prepare the kiosk/help Desk for operations</i>	<b>20</b>	<b>20</b>	<b>10</b>	<b>10</b>
<b>PC5.</b> ensure that the kiosk/help desk is structurally set-up as per guidelines	-	-	-	-
<b>PC6.</b> ensure that the kiosk/helpdesk is clean and tidy	-	-	-	-
<b>PC7.</b> obtain necessary stock of various supplies including information booklets/pamphlets, forms and formats, stationery, etc. as per requirements	-	-	-	-
<b>PC8.</b> ensure signages related to the help desk are positioned correctly and is visible	-	-	-	-
<b>PC9.</b> organize documents, stationery, equipment and accessories as per workflow and for efficient operations	-	-	-	-
<b>PC10.</b> report hygiene related concerns promptly to the relevant authority	-	-	-	-
<b>PC11.</b> check if supplies are adequate and ready for operations such as toner/ink, paper, data cards, etc.	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> check that all equipment and accessories are in working condition and safe to operate	-	-	-	-
<b>PC13.</b> place all equipment and accessories appropriately to ensure safety and security	-	-	-	-
<b>PC14.</b> test internet, phone signal connectivity and strength to determine adequacy for operations	-	-	-	-
<b>PC15.</b> report any malfunction, damage, shortage of stock, missing item or sub-optimal performance to appropriate authority as per standard procedure	-	-	-	-
<b>PC16.</b> report health and safety issues relating to immediate work environment according to procedures	-	-	-	-
<b>PC17.</b> work safely as per health and safety practices	-	-	-	-
<b>PC18.</b> report all hazards, accidents and near-miss incidents as per set process	-	-	-	-
<b>PC19.</b> position oneself correctly and indicate that one is ready and available for service	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	<b>20</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N6130
<b>NOS Name</b>	Prepare for AB PM-JAY help desk operations
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Healthcare Management
<b>Occupation</b>	Healthcare Administration
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	29/07/2026
<b>NSQF Clearance Date</b>	29/07/2021

## Qualification Pack

### HSS/N6131: Provide relevant AB PM-JAY information to others

#### Description

This unit is about providing AB PM-JAY scheme related information to others including patients/beneficiaries, their families and other related stakeholders.

#### Scope

The scope covers the following :

- Obtain and verify necessary AB PM-JAY related information
- Communicate the relevant information to targeted beneficiaries

#### Elements and Performance Criteria

##### *Obtain and verify necessary AB PM-JAY related information*

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

- PC1.** identify the relevant information that is required by patients and their representatives regarding AB PM-JAY
- PC2.** find sources of information for various AB PM-JAY related queries
- PC3.** verify information through accessible reference sources and clarify doubts

##### *Communicate information to others effectively*

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

- PC4.** enquire from patients/targeted beneficiaries and their representatives if they or their family members are aware of and registered for AB PM-JAY
- PC5.** communicate in an appropriate language as understood by the enquirer to provide information related to AB PM-JAY
- PC6.** inform ineligible patients and their representatives about the criteria for eligibility and their mismatching factors, politely, after verification through the BIS web portal
- PC7.** respect all genders
- PC8.** adjust communication style to reflect gender sensitivity
- PC9.** empathise towards PwD
- PC10.** provide pamphlets/flyers or other documented information to the targeted beneficiaries on AB PM-JAY in appropriate language and underline key information related to them
- PC11.** provide lists of documents or information, with visual indicators, to semi-literate or illiterate beneficiaries while repeating information verbally for their understanding

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** eligibility criteria for AB PM-JAY
- KU2.** own role, expectations and responsibilities
- KU3.** professional standards and codes of practice for the area of work

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- KU4.** PwD laws/schemes/Acts/Provisions
- KU5.** different types of disabilities
- KU6.** schemes that have been subsumed within the AB PM-JAY
- KU7.** documents required to assess AB PM-JAY eligibility related to individual and family
- KU8.** inclusions and exclusions of AB PM-JAY for patients/beneficiaries
- KU9.** process to get a beneficiary Ayushman Bharat card
- KU10.** registration process for patients/beneficiaries
- KU11.** pre-authorization process for patients/beneficiaries
- KU12.** claim process for patient/beneficiaries
- KU13.** feedback and grievance procedures available to patients/beneficiaries
- KU14.** importance of highlighting and repeating information when communicating to others

## Generic Skills (GS)

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

- GS1.** prepare status and reports
- GS2.** write memos and e-mails to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information
- GS3.** communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
- GS4.** interpret written material, including technical documents, rules, regulations, instructions, reports, charts, graphs, or tables
- GS5.** discuss task lists, schedules, and work-loads with co-workers
- GS6.** build customer relationships by using customer centric approach



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain and verify necessary AB PM-JAY related information</i>	<b>30</b>	<b>20</b>	<b>20</b>	<b>17</b>
<b>PC1.</b> identify the relevant information that is required by patients and their representatives regarding AB PM-JAY	-	-	-	-
<b>PC2.</b> find sources of information for various AB PM-JAY related queries	-	-	-	-
<b>PC3.</b> verify information through accessible reference sources and clarify doubts	-	-	-	-
<i>Communicate information to others effectively</i>	<b>30</b>	<b>16</b>	<b>10</b>	<b>10</b>
<b>PC4.</b> enquire from patients/targeted beneficiaries and their representatives if they or their family members are aware of and registered for AB PM-JAY	-	-	-	-
<b>PC5.</b> communicate in an appropriate language as understood by the enquirer to provide information related to AB PM-JAY	-	-	-	-
<b>PC6.</b> inform ineligible patients and their representatives about the criteria for eligibility and their mismatching factors, politely, after verification through the BIS web portal	-	-	-	-
<b>PC7.</b> respect all genders	-	-	-	-
<b>PC8.</b> adjust communication style to reflect gender sensitivity	-	-	-	-
<b>PC9.</b> empathise towards PwD	-	-	-	-
<b>PC10.</b> provide pamphlets/flyers or other documented information to the targeted beneficiaries on AB PM-JAY in appropriate language and underline key information related to them	-	-	-	-
<b>PC11.</b> provide lists of documents or information, with visual indicators, to semi-literate or illiterate beneficiaries while repeating information verbally for their understanding	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>60</b>	<b>36</b>	<b>30</b>	<b>27</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N6131
<b>NOS Name</b>	Provide relevant AB PM-JAY information to others
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Healthcare Management
<b>Occupation</b>	Healthcare Administration
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	29/07/2026
<b>NSQC Clearance Date</b>	29/07/2021

## Qualification Pack

# HSS/N6132: Check eligibility and verify patients / beneficiaries for AB PM-JAY

## Description

This OS unit is about assisting the patient/beneficiary in registration, checking eligibility and providing services as per scheme commitments.

## Scope

The scope covers the following :

- Working with Beneficiary Identification System (BIS)

## Elements and Performance Criteria

### *Working with Beneficiary Identification System (BIS)*

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

- PC1.** login to the Beneficiary Identification System (BIS) web portal
- PC2.** check eligibility of the patient for scheme related benefits by using various methods
- PC3.** ask for the correct and required documents to check registration on the BIS portal
- PC4.** carry out a physical verification of the potential beneficiary with the identity document to conduct a first level match
- PC5.** navigate through BIS web portal using ration card number, mobile number, name, family name and various other parameters to check eligibility of the patient
- PC6.** update details of the patient/beneficiary using AADHAR verification options
- PC7.** add details of the patient/beneficiary using Non-AADHAR verification options
- PC8.** click a clear photograph of the patient/beneficiary using a digital camera or web cam
- PC9.** scan documents like personal identity card for individual identification and, family card for establishing beneficiary relationship in the family
- PC10.** upload photographs and documents on the BIS web portal in the relevant fields
- PC11.** submit the records for further verification from approved authorities using laid down procedures
- PC12.** follow notification message of approval for printing verified beneficiary Ayushman Bharat card after successful 'golden level' or final verification or record objection/deficiency and provide to the beneficiary

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relationship of Pradhan Mantri Arogya Mitras with the empaneled health care provider
- KU2.** documents required for verification of individual and family's eligibility
- KU3.** inclusions and exclusions of AB PM-JAY for patients/beneficiaries

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- KU4.** the Beneficiary Information System and related process
- KU5.** process to obtain PM-JAY E-card for eligible beneficiaries
- KU6.** data protection and privacy laws and guidelines when dealing with personal information and information documents of others
- KU7.** feedback and grievance procedures available to patients/beneficiaries
- KU8.** common grievances, errors and malpractices in cashless insurance contexts
- KU9.** importance of reporting grievances, errors and malpractices to the right authorities in a timely manner
- KU10.** patient/beneficiary needs and expectations from a healthcare facility and insurance agencies
- KU11.** importance of highlighting and repeating information when communicating to others

## Generic Skills (GS)

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

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** prepare status and progress reports
- GS3.** write memos and e-mails to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information
- GS4.** communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
- GS5.** interpret written material, including technical documents, rules, regulations, instructions, reports, charts, graphs, scanned instructions, or tables
- GS6.** discuss task lists, schedules, and work-loads with co-workers
- GS7.** build customer relationships by using customer centric approach
- GS8.** review the information gathered from observation, experience, reasoning, or communication to act efficiently

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Working with Beneficiary Identification System (BIS)</i>	<b>30</b>	<b>20</b>	<b>20</b>	<b>20</b>
<b>PC1.</b> login to the Beneficiary Identification System (BIS) web portal	-	-	-	-
<b>PC2.</b> check eligibility of the patient for scheme related benefits by using various methods	-	-	-	-
<b>PC3.</b> ask for the correct and required documents to check registration on the BIS portal	-	-	-	-
<b>PC4.</b> carry out a physical verification of the potential beneficiary with the identity document to conduct a first level match	-	-	-	-
<b>PC5.</b> navigate through BIS web portal using ration card number, mobile number, name, family name and various other parameters to check eligibility of the patient	-	-	-	-
<b>PC6.</b> update details of the patient/beneficiary using AADHAR verification options	-	-	-	-
<b>PC7.</b> add details of the patient/beneficiary using Non-AADHAR verification options	-	-	-	-
<b>PC8.</b> click a clear photograph of the patient/beneficiary using a digital camera or web cam	-	-	-	-
<b>PC9.</b> scan documents like personal identity card for individual identification and, family card for establishing beneficiary relationship in the family	-	-	-	-
<b>PC10.</b> upload photographs and documents on the BIS web portal in the relevant fields	-	-	-	-
<b>PC11.</b> submit the records for further verification from approved authorities using laid down procedures	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> follow notification message of approval for printing verified beneficiary Ayushman Bharat card after successful 'golden level' or final verification or record objection/deficiency and provide to the beneficiary	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>20</b>	<b>20</b>	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N6132
<b>NOS Name</b>	Check eligibility and verify patients / beneficiaries for AB PM-JAY
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Healthcare Management
<b>Occupation</b>	Healthcare Administration
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	29/07/2026
<b>NSQC Clearance Date</b>	29/07/2021



## Qualification Pack

# HSS/N6133: Carry out process related to Transaction Management System (TMS)

## Description

This OS unit is about assisting the patient/beneficiary in registration, processing of pre-authorizations and claims, and providing services as per AB PM-JAY commitments.

## Scope

The scope covers the following :

- Register patients/beneficiaries for AB PM-JAY
- Verify the pre-authorization
- Ensure patient services are delivered as per AB PM-JAY guidelines

## Elements and Performance Criteria

### *Register patients/beneficiaries into AB PM-JAY*

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

- PC1.** register patients/beneficiaries in the transaction management system (TMS) with approved PM-JAY e-card as per SOP
- PC2.** register patient's details accurately in the designated field
- PC3.** generate patient ID and print registration documents as per defined process

### *Verify the pre-authorization*

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

- PC4.** verify pre-authorization process in the transaction management system initiated by healthcare provider by logging into the system
- PC5.** upload collected, scanned clinical documents required for pre-authorization request
- PC6.** generate a claim number by successfully initiating the pre-authorization
- PC7.** check the status of queries related to pre-authorization raised by the pre-auth panel doctor (PPD) and respond to the same by coordinating with the treating doctor.
- PC8.** generate status responses to queries for checking pre-authorizing panel doctor's (PPD) decision and comments
- PC9.** coordinate with the doctor/hospital staff to address objections/queries raised by the PPD and respond to the same with additional information or resubmit the request
- PC10.** communicate to patient or relevant hospital staff about status and decision for pre-authorization or claim along with reasons for the same
- PC11.** verify patient's discharge summary and provide follow-up information to the beneficiaries
- PC12.** verify all the documents to be submitted at the time of claim process
- PC13.** submit the reimbursement claim accurately, as per SOP
- PC14.** respond timely to queries raised by the Claim Panel Doctor post raising the claims

### *Ensure patient services are delivered as per AB-PMJAY guidelines*

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

## Qualification Pack

- PC15.** liaise with the empaneled health care provider for timely admission and availability of bed to patient
- PC16.** guide patients/beneficiaries to locate correct facilities and receive prompt treatment
- PC17.** ensure that all facilities and services rendered to PM-JAY beneficiaries are cashless
- PC18.** process card holder's request for duplicate card in case of loss or damage as per laid down procedures
- PC19.** escalate all grievances to Grievance Redressal Committee directly or through district nodal officer
- PC20.** track refund of any investigation amount collected in contravention of PM-JAY guidelines
- PC21.** track number of approval, rejection, raised queries against submitted pre-authorization requests
- PC22.** seek feedback from the patient/beneficiary at various stages in prescribed format and process the same
- PC23.** report any irregularity or inadequacy noticed to the concerned supervisors
- PC24.** store all equipment and accessories in a safe and secure manner, in designated storage when not in use

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation structure, roles and responsibilities of others, reporting structures, escalation matrix for various purposes
- KU2.** professional standards and codes of practice for the area of work
- KU3.** process to obtain PM-JAY E-card for eligible beneficiaries
- KU4.** process of Transaction Management System (TMS) and information required for operating TMS
- KU5.** registration process for patients/beneficiaries in TMS
- KU6.** pre-authorization process for admitted patients/beneficiaries
- KU7.** claim process for patient/beneficiaries in TMS
- KU8.** data protection and privacy laws and guidelines when dealing with personal information and information documents of others
- KU9.** basic principles related to Sum Insured (SI) utilisation, Pre-post benefits, Referred cases, Portability cases
- KU10.** need of documentation such as prescription, discharge summary etc. required in claim processing
- KU11.** definition and inclusions of a health benefit package for medical and surgical procedures under AB PM-JAY
- KU12.** feedback and grievance redressal procedures available to patients/beneficiaries
- KU13.** importance of reporting grievances, errors and malpractices to the right authorities in a timely manner

## Generic Skills (GS)

## Qualification Pack

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

- GS1.** document call logs, reports, task lists, and schedules
- GS2.** communicate information (for example, facts, ideas, or messages) in a brief, clear, and organized manner
- GS3.** interpret written material, including technical documents, rules, regulations, instructions, reports, charts, graphs, or tables
- GS4.** discuss task lists, schedules, and work-loads with co-workers
- GS5.** build customer relationships by using customer centric approach
- GS6.** review the information gathered from observation, experience, reasoning, or communication to act efficiently

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Register patients/beneficiaries into AB PM-JAY</i>	<b>30</b>	<b>20</b>	<b>10</b>	<b>20</b>
<b>PC1.</b> register patients/beneficiaries in the transaction management system (TMS) with approved PM-JAY e-card as per SOP	-	-	-	-
<b>PC2.</b> register patient's details accurately in the designated field	-	-	-	-
<b>PC3.</b> generate patient ID and print registration documents as per defined process	-	-	-	-
<i>Verify the pre-authorization</i>	<b>34</b>	<b>30</b>	<b>20</b>	<b>20</b>
<b>PC4.</b> verify pre-authorization process in the transaction management system initiated by healthcare provider by logging into the system	-	-	-	-
<b>PC5.</b> upload collected, scanned clinical documents required for pre-authorization request	-	-	-	-
<b>PC6.</b> generate a claim number by successfully initiating the pre-authorization	-	-	-	-
<b>PC7.</b> check the status of queries related to pre-authorization raised by the pre-auth panel doctor (PPD) and respond to the same by coordinating with the treating doctor.	-	-	-	-
<b>PC8.</b> generate status responses to queries for checking pre-authorizing panel doctor's (PPD) decision and comments	-	-	-	-
<b>PC9.</b> coordinate with the doctor/hospital staff to address objections/queries raised by the PPD and respond to the same with additional information or resubmit the request	-	-	-	-
<b>PC10.</b> communicate to patient or relevant hospital staff about status and decision for pre-authorization or claim along with reasons for the same	-	-	-	-
<b>PC11.</b> verify patient's discharge summary and provide follow-up information to the beneficiaries	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> verify all the documents to be submitted at the time of claim process	-	-	-	-
<b>PC13.</b> submit the reimbursement claim accurately, as per SOP	-	-	-	-
<b>PC14.</b> respond timely to queries raised by the Claim Panel Doctor post raising the claims	-	-	-	-
<i>Ensure patient services are delivered as per AB-PMJAY guidelines</i>	<b>30</b>	<b>30</b>	<b>10</b>	<b>20</b>
<b>PC15.</b> liaise with the empaneled health care provider for timely admission and availability of bed to patient	-	-	-	-
<b>PC16.</b> guide patients/beneficiaries to locate correct facilities and receive prompt treatment	-	-	-	-
<b>PC17.</b> ensure that all facilities and services rendered to PM-JAY beneficiaries are cashless	-	-	-	-
<b>PC18.</b> process card holder's request for duplicate card in case of loss or damage as per laid down procedures	-	-	-	-
<b>PC19.</b> escalate all grievances to Grievance Redressal Committee directly or through district nodal officer	-	-	-	-
<b>PC20.</b> track refund of any investigation amount collected in contravention of PM-JAY guidelines	-	-	-	-
<b>PC21.</b> track number of approval, rejection, raised queries against submitted pre-authorization requests	-	-	-	-
<b>PC22.</b> seek feedback from the patient/beneficiary at various stages in prescribed format and process the same	-	-	-	-
<b>PC23.</b> report any irregularity or inadequacy noticed to the concerned supervisors	-	-	-	-
<b>PC24.</b> store all equipment and accessories in a safe and secure manner, in designated storage when not in use	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>94</b>	<b>80</b>	<b>40</b>	<b>60</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N6133
<b>NOS Name</b>	Carry out process related to Transaction Management System (TMS)
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Healthcare Management
<b>Occupation</b>	Healthcare Administration
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	16/12/2020
<b>Next Review Date</b>	29/07/2026
<b>NSQC Clearance Date</b>	29/07/2021

## Qualification Pack

# HSS/N9620: Comply with Infection Control and Bio Medical 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



## Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9620
<b>NOS Name</b>	Comply with Infection Control and Bio Medical Waste Disposal Policies
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Allied Health & Paramedics
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	28/07/2025
<b>NSQC Clearance Date</b>	28/07/2022

## Qualification Pack

### HSS/N9624: Maintain a safe and secure working environment

#### Description

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

#### Scope

The scope covers the following :

- Workplace safety and security

#### Elements and Performance Criteria

##### *Workplace safety and security*

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

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

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

#### Generic Skills (GS)

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

## Qualification Pack

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

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9624
<b>NOS Name</b>	Maintain a safe and secure working environment
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/04/2022
<b>Next Review Date</b>	28/07/2025
<b>NSQF Clearance Date</b>	28/07/2022

## Qualification Pack

# HSS/N9625: Maintain interpersonal relationships and professional conduct

## Description

This OS unit is about effective communication and exhibiting professional behaviour with co workers, patients/clients and their families.

## Scope

The scope covers the following :

- Maintain professional behaviour

## Elements and Performance Criteria

### *Maintain professional behaviour*

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

- PC1.** wear appropriate attire
- PC2.** communicate effectively with all individuals regardless of age, caste etc.
- PC3.** adopt a gender neutral behaviour while communicating with the patient and others as per organizational policy
- PC4.** use appropriate IEC material as and when necessary
- PC5.** respond to queries as per defined scope of competence and authority
- PC6.** maintain any records required at the end of the interaction
- PC7.** work collaboratively with other team members
- PC8.** ensure that the privacy of the individual is not intruded
- PC9.** work in a way that shows respect to others

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** guidelines on communicating with patients and other individuals
- KU2.** guidelines on maintaining confidentiality and respecting need for privacy
- KU3.** vision and mission of the organization
- KU4.** importance of recognizing the boundary of one's role and responsibility
- KU5.** importance of establishing and managing requirements, planning and organizing work
- KU6.** how to maintain an environment that is conducive to the provision of medico-legal acts
- KU7.** procedures in the organization to deal with conflict and poor working relationships
- KU8.** how to handle stressful or risky situations when communicating with patients and/or other individuals
- KU9.** importance of asking for assistance when situations are beyond one's competence and authority



## Qualification Pack

**KU10.** how to ensure that all information provided to individuals is from reliable sources

**KU11.** the importance of integrating one's work effectively with others

**KU12.** the detrimental effects of non adherence to organizational protocols

## Generic Skills (GS)

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

**GS1.** read protocol updates and policy changes

**GS2.** be updated with the latest knowledge

**GS3.** build customer relationships and use customer centric approach

**GS4.**

- review the information gathered from observation, experience, reasoning, or communication
- to act efficiently

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain professional behaviour</i>	<b>15</b>	<b>20</b>	-	<b>17</b>
<b>PC1.</b> wear appropriate attire	-	-	-	-
<b>PC2.</b> communicate effectively with all individuals regardless of age, caste etc.	-	-	-	-
<b>PC3.</b> adopt a gender neutral behaviour while communicating with the patient and others as per organizational policy	-	-	-	-
<b>PC4.</b> use appropriate IEC material as and when necessary	-	-	-	-
<b>PC5.</b> respond to queries as per defined scope of competence and authority	-	-	-	-
<b>PC6.</b> maintain any records required at the end of the interaction	-	-	-	-
<b>PC7.</b> work collaboratively with other team members	-	-	-	-
<b>PC8.</b> ensure that the privacy of the individual is not intruded	-	-	-	-
<b>PC9.</b> work in a way that shows respect to others	-	-	-	-
<b>NOS Total</b>	<b>15</b>	<b>20</b>	-	<b>17</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	HSS/N9625
<b>NOS Name</b>	Maintain interpersonal relationships and professional conduct
<b>Sector</b>	Healthcare
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate/batch at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical & viva for every student at each examination/ training center based on these criteria.
5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 70**

## Qualification Pack

**(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/N6120.Use computers and other electronic equipment required for carrying out activities related to AB PM-JAY operations	80	80	40	30	230	15
HSS/N6130.Prepare for AB PM-JAY help desk operations	40	40	20	20	120	15
HSS/N6131.Provide relevant AB PM-JAY information to others	60	36	30	27	153	15
HSS/N6132.Check eligibility and verify patients / beneficiaries for AB PM-JAY	30	20	20	20	90	10
HSS/N6133.Carry out process related to Transaction Management System (TMS)	94	80	40	60	274	15
HSS/N9620.Comply with Infection Control and Bio Medical Waste Disposal Policies	21	14	-	16	51	10
HSS/N9624.Maintain a safe and secure working environment	10	10	-	10	30	10
HSS/N9625.Maintain interpersonal relationships and professional conduct	15	20	-	17	52	10
<b>Total</b>	<b>350</b>	<b>300</b>	<b>150</b>	<b>200</b>	<b>1000</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>AB-PMJAY</b>	Ayushman Bharat Pradhan Mantri Jan Arogya Abhiyan
<b>AM</b>	Pradhan Mantri Arogya Mitra
<b>UTs</b>	Union Territories
<b>NHA</b>	National Health Authority
<b>BIS</b>	Beneficiary Identification System
<b>RSBY</b>	Rashtriya Swasthya Bima Yojna
<b>SCHIS</b>	Senior Citizens Health Insurance Scheme
<b>PMRSSM</b>	Pradhan Mantri Rashtriya Swasthya Suraksha Mission.
<b>DIU</b>	District Implementation Unit
<b>CUG</b>	Closed User Group
<b>TMS</b>	Transaction Management system
<b>UHC</b>	Universal Health Coverage
<b>SDG3</b>	Sustainable Development Goal “ 3
<b>SECC</b>	Socio-Economic Caste Census
<b>HH-ID</b>	Household Identity
<b>PPD</b>	Pre-authorizing Panel doctor
<b>OTP</b>	One Time Password
<b>IT</b>	Information Technology
<b>OPD</b>	Outpatient department
<b>MoU</b>	Memorandum of understanding
<b>ID</b>	Identity

## Qualification Pack

<b>PPE</b>	Personal Protective Equipment
<b>HSE</b>	Health Safety and Environment
<b>OHS</b>	Occupational Health and Safety

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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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<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.