

Qualification Pack



Ayurvedic Aesthetic Assistant

QP Code: HSS/Q3607

Version: 1.0

NSQF Level: 3

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HSS/Q3607: Ayurvedic Aesthetic Assistant

Brief Job Description

The Ayurvedic Aesthetic assistant assist the Ayurvedic physician in client management for skin related interventions required for Aesthetic therapy in lines with ayurvedic principles. They also help to perform basic administrative functions including storekeeping and record maintenance of day-to-day activities at workplace.

Personal Attributes

This job requires empathy, orientation to detail, dexterity, maturity, compassion, customer centricity, resourcefulness and skillfulness in managing detailed paperwork including critical thinking. The incumbent must be polite and be able to calm and placate upset clients

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N3620: Conduct pre-procedural requirements for Ayurvedic Aesthetic Therapy procedure](#)
2. [HSS/N3621: Assist in Pradhan karma related to Ayurvedic Aesthetic Therapy](#)
3. [HSS/N3622: Assist for Paschat karma related to Ayurvedic Aesthetic Therapy](#)
4. [HSS/N3623: Provide support in day to day activities at a unit](#)
5. [HSS/N9624: Maintain a safe and secure working environment](#)
6. [HSS/N9625: Maintain interpersonal relationships and professional conduct](#)
7. [HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols](#)
8. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Ayurveda Therapy

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Country	India
NSQF Level	3
Credits	16
Aligned to NCO/ISCO/ISIC Code	NCO-2015/2230
Minimum Educational Qualification & Experience	10th grade pass with NA of experience OR 8th grade pass with 2 Years of experience relevant experience OR 8th grade pass and pursuing continuous schooling (in regular school with vocational subject) with NA of experience OR Previous relevant Qualification of NSQF Level (2.5) with 1-2 Years of experience with 1.5 years of relevant experience
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	29/09/2028
NSQC Approval Date	29/09/2023
Version	1.0
Reference code on NQR	QG-03-HE-01021-2023-V1-HSSC
NQR Version	1.0

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HSS/N3620: Conduct pre-procedural requirements for Ayurvedic Aesthetic Therapy procedure

Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual for positioning the client and preparing appropriate medicaments for the procedure under the guidance of an ayurvedic practitioner or prescription

Scope

The scope covers the following :

- Preparation of client

Elements and Performance Criteria

Preparation of client

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

- PC1.** introduce oneself to the client and communicate in a gender neutral manner
- PC2.** seek permission and orient client about the procedure to be carried out
- PC3.** obtain filled written consent and other documents/form from the client as per protocol
- PC4.** wear appropriate personal protective equipment (PPE)
- PC5.** maintain client privacy through out procedure
- PC6.** respect the client rights and wishes relating to their sex, age, culture, privacy, beliefs, and dignity
- PC7.** follow the code of conduct and avoid personal conversation.
- PC8.** assist client in maintaining position for required aesthetic procedure as per the instructions
- PC9.** maintain conducive ambience, environment and cleanliness in the set up
- PC10.** ensure that personal articles of the individual are taken and kept secured as per organizational policies
- PC11.** take prompt appropriate action in response to any problems which occur during the preparations or inform to the concerned authority
- PC12.** cross check availability of all required equipment to initiate Pradhan karma process
- PC13.** assemble the required medicine as per order
- PC14.** keep the required resources ready for therapy, and remove all obstructions
- PC15.** maintain the stock of medicines and equipment, and inform the authority for any requirement
- PC16.** inform to appropriate authority/professionals in case of any concern arise during procedure

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** relevant protocols, good practices, standards, policies and procedures.
- KU2.** recognize the moral, legal, and ethical responsibility towards the organization
- KU3.** be aware of prevailing organizational values and the professional standards
- KU4.** basic knowledge of Aesthetic unit policy , protocols and procedures guidelines
- KU5.** basic structure and function of the Ayurveda healthcare system in the country
- KU6.** ayurveda -Definition, aim and objectives, and specialties of ayurveda
- KU7.** about Origin of Ayurveda
- KU8.** about Scope, decline and growth of Aesthetic Therapy in Ayurveda
- KU9.** basic knowledge of 5 elements of body
- KU10.** basic knowledge of terminology related to Ayurvedic Aesthetic Therapy
- KU11.** basic Concept of dosha, dhatu and mala
- KU12.** basic Knowledge of 7 body types (Prakriti)
- KU13.** basic knowledge of human body
- KU14.** basic knowledge of Poorva, Pradhan & Pashchat karma procedure protocol for Aesthetic therapy
- KU15.** indications and contraindications for Aesthetic procedure
- KU16.** knowledge of equipment and instrument maintenance
- KU17.** basic knowledge of different positions during Aesthetic procedure
- KU18.** basic identification of plant origin drugs relavant to Aesthetic Therapy: nirgundi, rasona, jambira, haridra, vacha, shunthi, guduchi, bala, kadali, manjistha, nimba, aragvadha,apamarga, shigru, ela, amalaki, bibhitaki, haritaki, tila, sarshapa etc drugs related to aesthetic therapy
- KU19.** basic identification of Animal origin drugs: Dugdha, beewax,samudraphen,takra, dadhi, ghrita, madhu, taila, gomutra
- KU20.** about Mineral drugs: fitkari,multani mitti, mandoor
- KU21.** basic knowledge of drug preparation

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 documents and information displayed at the workplace
- GS3.** communicate effectively with co-workers and others
- GS4.** plan day-to-day tasks related to massage for optimum productivity

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparation of client</i>	72	50	40	40
PC1. introduce oneself to the client and communicate in a gender neutral manner	-	-	-	-
PC2. seek permission and orient client about the procedure to be carried out	-	-	-	-
PC3. obtain filled written consent and other documents/form from the client as per protocol	-	-	-	-
PC4. wear appropriate personal protective equipment (PPE)	-	-	-	-
PC5. maintain client privacy through out procedure	-	-	-	-
PC6. respect the client rights and wishes relating to their sex, age, culture, privacy, beliefs, and dignity	-	-	-	-
PC7. follow the code of conduct and avoid personal conversation.	-	-	-	-
PC8. assist client in maintaining position for required aesthetic procedure as per the instructions	-	-	-	-
PC9. maintain conducive ambience, environment and cleanliness in the set up	-	-	-	-
PC10. ensure that personal articles of the individual are taken and kept secured as per organizational policies	-	-	-	-
PC11. take prompt appropriate action in response to any problems which occur during the preparations or inform to the concerned authority	-	-	-	-
PC12. cross check availability of all required equipment to initiate Pradhan karma process	-	-	-	-
PC13. assemble the required medicine as per order	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. keep the required resources ready for therapy, and remove all obstructions	-	-	-	-
PC15. maintain the stock of medicines and equipment, and inform the authority for any requirement	-	-	-	-
PC16. inform to appropriate authority/professionals in case of any concern arise during procedure	-	-	-	-
NOS Total	72	50	40	40

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N3620
NOS Name	Conduct pre-procedural requirements for Ayurvedic Aesthetic Therapy procedure
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Ayurveda Therapy
NSQF Level	3
Credits	3.5
Version	1.0
Last Reviewed Date	29/09/2023
Next Review Date	29/09/2028
NSQC Clearance Date	29/09/2023

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HSS/N3621: Assist in Pradhan karma related to Ayurvedic Aesthetic Therapy

Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual to provide assistance during Pradhan karma of Aesthetic therapy procedures

Scope

The scope covers the following :

- Assist the Paricharak or Expert for Pradhana Karma

Elements and Performance Criteria

- *Assist the Paricharak or Expert for Pradhana Karma*

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

- PC1.** assist paricharak/expert in maintaining hygiene and safety protocol during the procedure
- PC2.** maintain client privacy and comfort throughout
- PC3.** maintain the essential records as per instruction of expert during the procedure for further sessions
- PC4.** maintain position of the client correctly in a comfortable manner as per expert/paricharaka order during the procedure
- PC5.** identify and provide essential material or equipment to Paricharak/expert during procedure
- PC6.** assist Paricharak/expert during the procedure as advised by expert
- PC7.** check the working condition of the equipment or material during the procedure as per instruction. (Eg. Temperature of steam/consistency of pack)
- PC8.** check the name and expiry date of medicaments
- PC9.** maintain the hygiene and quality of required equipment and materials

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Relevant protocols, good practices, standards, policies and procedures.
- KU2.** Recognize the moral, legal, and ethical responsibility towards the organization
- KU3.** Actions and precautions to be taken during Aesthetic procedures
- KU4.** Basic knowledge of Aesthetic Therapy unit policy , protocols and procedures guidelines
- KU5.** Basic knowledge of safety precautions of to be followed during the Aesthetic procedure
- KU6.** Basic knowledge of Pradhan karma procedure protocol for Aesthetic therapy
- KU7.** Basic Knowledge of indication and contraindication of Aesthetic therapy pradhana karma
- KU8.** Knowledge of equipment and instrument maintenance
- KU9.** Knowledge of client positioning for different procedures

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- KU10.** Basic identification of plant origin drugs relevant to Ayurvedic Aesthetic Therapy: nirgundi, rasona, jambira, haridra, vacha, shunthi, guduchi, bala, kadali, manjistha, nimba, aragvadha, apamarga, shigru, ela, amalaki, bibhitaki, haritaki, tila, sarshapa, aloevera, masoor, chandan, nagkeshar, padmak, ushir, madhuk, sarivaa, payasyaa, durva, arjun, lodhra, vidang, mehendi, eucalyptus, reetha, sikakai, papaya, jaiphal, chironji, walnut, japa, Kapoor, guggulu, jyotishmati etc
- KU11.** Basic identification of Animal origin drugs: Dugdha, bee wax, samudraphen, takra, dadhi, ghrita, madhu, taila, gomutra
- KU12.** About Mineral drugs: multani mitti, phitkari, mandoor
- KU13.** Knowledge of safety precautions to be followed during the procedure
- KU14.** Basic knowledge of procedural skill protocol for Aesthetic therapy

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 documents and information displayed at the workplace
- GS3.** Communicate effectively with co-workers and others
- GS4.** Plan day-to-day tasks for optimum productivity

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
• Assist the Paricharak or Expert for Pradhana Karma	70	80	40	40
PC1. assist paricharak/expert in maintaining hygiene and safety protocol during the procedure	-	-	-	-
PC2. maintain client privacy and comfort throughout	-	-	-	-
PC3. maintain the essential records as per instruction of expert during the procedure for further sessions	-	-	-	-
PC4. maintain position of the client correctly in a comfortable manner as per expert/paricharaka order during the procedure	-	-	-	-
PC5. identify and provide essential material or equipment to Paricharak/expert during procedure	-	-	-	-
PC6. assist Paricharak/expert during the procedure as advised by expert	-	-	-	-
PC7. check the working condition of the equipment or material during the procedure as per instruction. (Eg. Temperature of steam/consistency of pack)	-	-	-	-
PC8. check the name and expiry date of medicaments	-	-	-	-
PC9. maintain the hygiene and quality of required equipment and materials	-	-	-	-
NOS Total	70	80	40	40

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N3621
NOS Name	Assist in Pradhan karma related to Ayurvedic Aesthetic Therapy
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Ayurveda Therapy
NSQF Level	3
Credits	3.5
Version	1.0
Last Reviewed Date	29/09/2023
Next Review Date	29/09/2028
NSQF Clearance Date	29/09/2023

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HSS/N3622: Assist for Paschat karma related to Ayurvedic Aesthetic Therapy

Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual to provide assistance during Paschat karma of Ayurvedic Aesthetic therapy procedures

Scope

The scope covers the following :

- Paschat Karma Compliances

Elements and Performance Criteria

Paschat Karma Compliances

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

- PC1.** Clean the client after the procedure is complete
- PC2.** Help client change clothing's and equipment's used for procedure
- PC3.** Hand over all the accessories and valuables to client that were taken off before therapy with proper receiving
- PC4.** To notify and report any post procedural complications to paricharak/expert
- PC5.** Follow the instructions as given by paricharak /expert regarding any preparations to be done for next session
- PC6.** Follow the standard procedures for the rearrangement of equipment's
- PC7.** Use of appropriate cleaning material for cleansing of equipment's and materials
- PC8.** Follow the standard protocol of recycling and disposal of the material
- PC9.** Inform client about next schedule of visit
- PC10.** Restock and reuse the materials which can be reused
- PC11.** Calibrate equipment's as and when required
- PC12.** Maintain the proper record of the material that were used in the procedure.
- PC13.** Protect the confidentiality of clients in accordance with legal and ethical requirements of agency /organization /profession
- PC14.** Arrange and maintain records

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Basic knowledge of safety precautions to be followed after the procedure
- KU2.** Basic knowledge of Pachat karma procedure protocol for Aesthetic therapy.
- KU3.** Basic knowledge of indications and contraindications of equipment and materials during the procedure.

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- KU4.** Knowledge of equipment and instrument maintenance
- KU5.** Forms and formats for appointment schedule
- KU6.** Do' and Don'ts regarding Ayurvedic Aesthetic therapy
- KU7.** Standard protocols to be followed after the Aesthetic procedure
- KU8.** Basic knowledge about the use of digital technology for maintaining records, scheduling appointments etc
- KU9.** Hospital Information System (HIS) for maintaining relevant records
- KU10.** Escalation protocols in case of non compliance of standards
- KU11.** Collect feedback in an appropriate manner
- KU12.** Basic knowledge of documentation styles
- KU13.** Basic knowledge of computer
- KU14.** Knowledge of reliable sources of information

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.** Communicate effectively with co-workers and others
- GS3.** Plan day-to-day tasks for optimum productivity
- GS4.** Read documents and information displayed at the workplace

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Paschat Karma Compliances</i>	74	50	20	30
PC1. Clean the client after the procedure is complete	-	-	-	-
PC2. Help client change clothing's and equipment's used for procedure	-	-	-	-
PC3. Hand over all the accessories and valuables to client that were taken off before therapy with proper receiving	-	-	-	-
PC4. To notify and report any post procedural complications to paricharak/expert	-	-	-	-
PC5. Follow the instructions as given by paricharak /expert regarding any preparations to be done for next session	-	-	-	-
PC6. Follow the standard procedures for the rearrangement of equipment's	-	-	-	-
PC7. Use of appropriate cleaning material for cleansing of equipment's and materials	-	-	-	-
PC8. Follow the standard protocol of recycling and disposal of the material	-	-	-	-
PC9. Inform client about next schedule of visit	-	-	-	-
PC10. Restock and reuse the materials which can be reused	-	-	-	-
PC11. Calibrate equipment's as and when required	-	-	-	-
PC12. Maintain the proper record of the material that were used in the procedure.	-	-	-	-
PC13. Protect the confidentiality of clients in accordance with legal and ethical requirements of agency /organization /profession	-	-	-	-
PC14. Arrange and maintain records	-	-	-	-
NOS Total	74	50	20	30

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N3622
NOS Name	Assist for Paschat karma related to Ayurvedic Aesthetic Therapy
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Ayurveda Therapy
NSQF Level	3
Credits	3.5
Version	1.0
Last Reviewed Date	29/09/2023
Next Review Date	29/09/2028
NSQF Clearance Date	29/09/2023

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HSS/N3623: Provide support in day to day activities at a unit

Description

This Occupational Standard describes the knowledge, understanding and skills required by an individual to provide assistance in the unit for smooth functioning

Scope

The scope covers the following :

- Administrative Support in the Unit

Elements and Performance Criteria

Administrative Support in the Unit

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

- PC1.** Follow the organizational policies and protocols in day today task
- PC2.** Check the participant requirements and plan the session accordingly
- PC3.** Identify limitations or comfort areas of participant basis on preferences considering factors such as gender, religion, culture, language etc
- PC4.** Assist in coordinating day-to-day administrative tasks, including organizing files, maintaining unit supplies
- PC5.** Answer incoming and outgoing communications such as emails, phone calls etc as per organizational policies and protocols
- PC6.** Assist in coordinating appointments for smooth functioning
- PC7.** Enter data into databases, maintaining records, and updating information as required
- PC8.** Assist clients with inquiries, complaints, or requests

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Basic knowledge of safety precautions to be followed after the procedure
- KU2.** Organizational policies and protocols in day today task
- KU3.** How to identify limitations or comfort areas of participant basis on preferences considering factors such as gender, religion, culture, language etc.
- KU4.** How to coordinate day-to-day administrative tasks, including organizing files, maintaining unit supplies
- KU5.** How to answer incoming and outgoing communications such as emails, phone calls etc as per organizational policies and protocols
- KU6.** Appointments process for smooth functioning
- KU7.** data entry into databases, maintaining records, and updating information as required
- KU8.** Basic knowledge about the use of digital technology for maintaining records, scheduling appointments etc

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- KU9.** Hospital Information System (HIS) for maintaining relevant records
- KU10.** Escalation protocols in case of noncompliance of standards
- KU11.** Collect feedback in an appropriate manner
- KU12.** Basic knowledge of computer

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 documents and information displayed at the workplace
- GS3.** Communicate effectively with co-workers and others
- GS4.** Plan day-to-day tasks for optimum productivity

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Administrative Support in the Unit</i>	68	60	37	33
PC1. Follow the organizational policies and protocols in day today task	-	-	-	-
PC2. Check the participant requirements and plan the session accordingly	-	-	-	-
PC3. Identify limitations or comfort areas of participant basis on preferences considering factors such as gender, religion, culture, language etc	-	-	-	-
PC4. Assist in coordinating day-to-day administrative tasks, including organizing files, maintaining unit supplies	-	-	-	-
PC5. Answer incoming and outgoing communications such as emails, phone calls etc as per organizational policies and protocols	-	-	-	-
PC6. Assist in coordinating appointments for smooth functioning	-	-	-	-
PC7. Enter data into databases, maintaining records, and updating information as required	-	-	-	-
PC8. Assist clients with inquiries, complaints, or requests	-	-	-	-
NOS Total	68	60	37	33

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N3623
NOS Name	Provide support in day to day activities at a unit
Sector	Healthcare
Sub-Sector	AYUSH
Occupation	Ayurveda Therapy
NSQF Level	3
Credits	2.5
Version	1.0
Last Reviewed Date	29/09/2023
Next Review Date	29/09/2028
NSQF Clearance Date	29/09/2023

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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:

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- 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

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9624
NOS Name	Maintain a safe and secure working environment
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	29/09/2023
Next Review Date	29/09/2028
NSQC Clearance Date	29/09/2023

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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

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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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain professional behaviour</i>	15	20	-	17
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	-	-	-	-
NOS Total	15	20	-	17

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9625
NOS Name	Maintain interpersonal relationships and professional conduct
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1.5
Version	2.0
Last Reviewed Date	29/09/2023
Next Review Date	29/09/2028
NSQC Clearance Date	29/09/2023

Qualification Pack

HSS/N9618: Follow infection control policies & procedures including biomedical waste disposal protocols

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 :

- Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste

Elements and Performance Criteria

Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste

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

- PC1.** handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release
- PC2.** store clinical or related waste in an area that is accessible only to authorized persons
- PC3.** minimize contamination of materials, equipment and instruments by aerosols and splatter

Complying with an effective infection control protocols

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

- PC4.** apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control
- PC5.** identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization
- PC6.** follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate
- PC7.** follow protocols for care following exposure to blood or other body fluids as required
- PC8.** remove spills in accordance with the policies and procedures of the organization
- PC9.** clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled
- PC10.** demarcate and maintain clean and contaminated zones in all aspects of health care work
- PC11.** confine records, materials and medicaments to a well designated clean zone
- PC12.** confine contaminated instruments and equipment to a well designated contaminated zone
- PC13.** decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols
- PC14.** replace surface covers where applicable

Qualification Pack

PC15. maintain and store cleaning equipment

PC16. report and deal with spillages and contamination in accordance with current legislation and procedures

Maintaining personal protection and preventing the transmission of infections from person to person

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

PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination

PC18. cover cuts and abrasions with waterproof dressings and change as necessary

PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact

PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant up-to-date information on health, safety, and security that applies to the organization

KU2. organizations emergency procedures and responsibilities for handling hazardous situations

KU3. person(s) responsible for health, safety, and security in the organization

KU4. good personal hygiene practice including hand care

KU5. importance of and how to handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release

KU6. the importance to adhere to the organizational and national waste management principles and procedures

KU7. the hazards and risks associated with the disposal and the importance of risk assessments and how to provide these

KU8. the required actions and reporting procedures for any accidents, spillages and contamination involving waste

KU9. the requirements of the relevant external agencies involved in the transport and receipt of your waste

KU10. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment

KU11. The current national legislation, guidelines, local policies and protocols which affect work practice

KU12. the policies and guidance that clarify scope of practice, accountabilities and the working relationship between yourself and others

KU13. identification and management of infectious risks in the workplace

KU14. aspects of infectious diseases including opportunistic organisms & pathogens

KU15. basic microbiology including bacteria and bacterial spores, fungi, viruses

KU16. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition

Qualification Pack

- KU17.** how to clean and sterile techniques
- KU18.** susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and the very young or very old
- KU19.** routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill
- KU20.** sharps handling and disposal techniques
- KU21.** effective hand hygiene including hand wash, surgical hand wash, when hands must be washed
- KU22.** good personal hygiene practice including hand care
- KU23.** how to use personal protective equipment such as: The personal clothing and protective equipment required to manage the different types of waste generated by different work activities

Generic Skills (GS)

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

- GS1.** report and record incidents
- GS2.** read and understand company policies and procedures to managing biomedical waste and infection control and prevention
- GS3.** listen patiently
- GS4.** report hazards and incidents clearly with the appropriate level of urgency
- GS5.** take in to account opportunities to address waste minimization, environmental responsibility and sustainable practice issues
- GS6.** apply additional precautions when standard precautions are not sufficient
- GS7.** consistently ensure instruments used for invasive procedures are sterile at time of use (where appropriate)
- GS8.** consistently follow the procedure for washing and drying hands
- GS9.** consistently maintain clean surfaces and limit contamination
- GS10.** how to make exceptional effort to keep the environment and work place clean
- GS11.** identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
- GS12.** analyze the seriousness of hazards pertaining to hospital waste and related infections
- GS13.** apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act
- GS14.** take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste</i>	5	-	3	10
PC1. handle, package, label, store, transport and dispose of waste appropriately to minimize potential for contact with the waste and to reduce the risk to the environment from accidental release	-	-	-	-
PC2. store clinical or related waste in an area that is accessible only to authorized persons	-	-	-	-
PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter	-	-	-	-
<i>Complying with an effective infection control protocols</i>	8	-	5	10
PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control	-	-	-	-
PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization	-	-	-	-
PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate	-	-	-	-
PC7. follow protocols for care following exposure to blood or other body fluids as required	-	-	-	-
PC8. remove spills in accordance with the policies and procedures of the organization	-	-	-	-
PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled	-	-	-	-
PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work	-	-	-	-
PC11. confine records, materials and medicaments to a well designated clean zone	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. confine contaminated instruments and equipment to a well designated contaminated zone	-	-	-	-
PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols	-	-	-	-
PC14. replace surface covers where applicable	-	-	-	-
PC15. maintain and store cleaning equipment	-	-	-	-
PC16. report and deal with spillages and contamination in accordance with current legislation and procedures	-	-	-	-
<i>Maintaining personal protection and preventing the transmission of infections from person to person</i>	8	-	5	10
PC17. maintain hand hygiene following hand washing procedures before and after patient contact /or after any activity likely to cause contamination	-	-	-	-
PC18. cover cuts and abrasions with waterproof dressings and change as necessary	-	-	-	-
PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact	-	-	-	-
PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection	-	-	-	-
NOS Total	21	-	13	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9618
NOS Name	Follow infection control policies & procedures including biomedical waste disposal protocols
Sector	Healthcare
Sub-Sector	Social Work & Community Health, Healthcare Management, Allied Health & Paramedics
Occupation	Generic
NSQF Level	4
Credits	0.5
Version	2.0
Last Reviewed Date	28/07/2022
Next Review Date	28/07/2027
NSQF Clearance Date	28/07/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values - Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

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

Essential Digital Skills

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

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

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

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

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

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

KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	24/06/2021
Next Review Date	24/06/2024
NSQC Clearance Date	24/06/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass 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/N3620. Conduct pre-procedural requirements for Ayurvedic Aesthetic Therapy procedure	72	50	40	40	202	15
HSS/N3621. Assist in Pradhan karma related to Ayurvedic Aesthetic Therapy	70	80	40	40	230	20
HSS/N3622. Assist for Paschat karma related to Ayurvedic Aesthetic Therapy	74	50	20	30	174	15
HSS/N3623. Provide support in day to day activities at a unit	68	60	37	33	198	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
HSS/N9618. Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	13	30	64	10
DGT/VSQ/N0101. Employability Skills (30 Hours)	20	30	-	-	50	10
Total	350	300	150	200	1000	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.