

QUALIFICATION PACK - OCCUPATIONAL STANDARDS FOR HEALTH CARE



Contents

1. Introduction and Contacts.....	1
2. Qualifications Pack	2
3. Glossary of Key Terms	3
4. OS Units.....	5
5. Annexure: Nomenclature for QP & OS.....	44
6. Assessment Criteria.....	46

What are Occupational Standards (OS) ?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:

Healthcare Sector Skill Council (HSSC)
520-521, 5th Floor, DLF Tower A,
Jasola District Centre
New Delhi - 110025,
Delhi, India

E-mail:

info@healthcare-ssc.in



Introduction

Qualification Pack- Dietetic Aide

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Non-Direct Care

REFERENCE ID: HSS/Q5201

ALIGNED TO: NCO-2015/2265.0201

Brief Job Description: The Dietetic Aide works under the supervision of a registered Dietician. The individual's responsibilities include preparing and serving meals to patients with specific dietary and nutritional needs, complying with diet regulations and food handling practices, maintaining safety and sanitary standards, and performing certain administrative functions.

Personal Attributes: This job requires maturity, compassion and customer centricity. The individual must be polite and should show respect to the patients belonging to diverse cultural backgrounds. They should be result oriented, possess good communication skills and demonstrate ethical behaviour at all times.

Job Details	Qualifications Pack Code		HSS/Q5201	
	Job Role		Dietetic Aide	
	Credits	TBD	Version number	2.0
	Sector	Healthcare	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
	Occupation	Non-Direct Care	Next review date	07/01/2026
	NSQC Clearance on		NA	

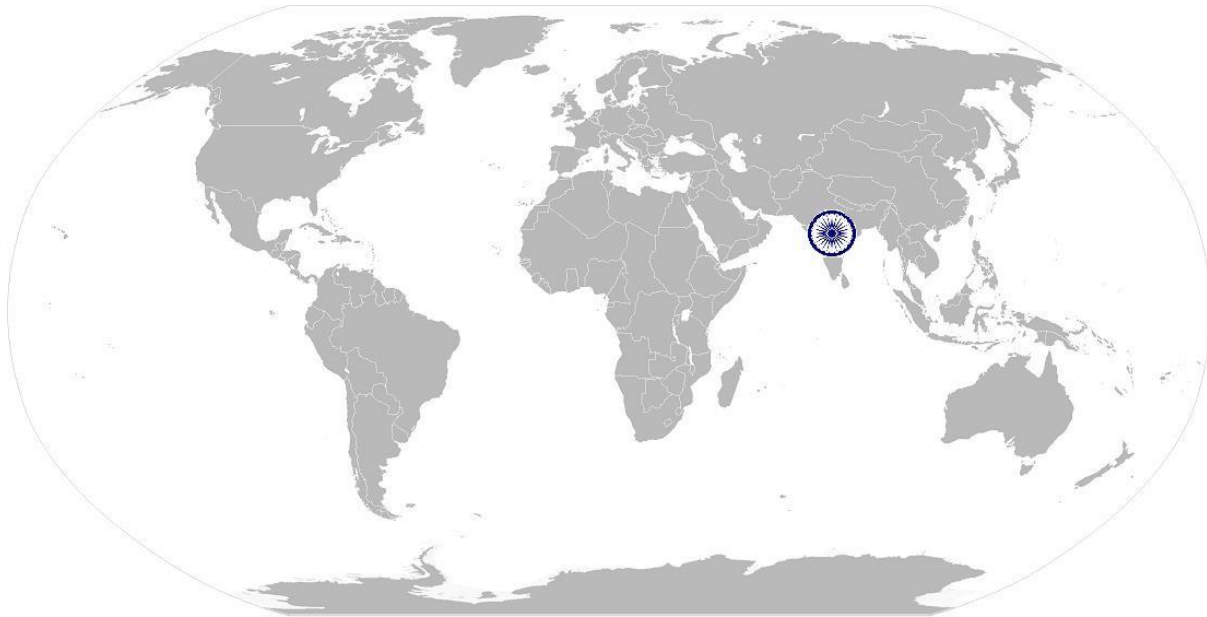
Job Role	Dietetic Aide
Role Description	The Dietetic Aide works under the supervision of a registered Dietician. The individual's responsibilities include preparing and serving meals to patients with specific dietary and nutritional needs, complying with diet regulations and food handling practices, maintaining safety and sanitary standards, and performing certain administrative functions.
NSQF Level	3
Minimum Educational Qualifications	10 th Standard pass
Maximum Educational Qualifications	Not Applicable
Prerequisite License or Training	Not applicable
Minimum Job Entry Age	18 Years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HSS/N5201 Maintain hygiene and food safety 2. HSS/N5207 Handle, store and prepare food safely 3. HSS/N5208 Provide the dietary information to the patient as per instructions from dietician 4. HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others 5. HSS/N9616 Maintain professional & medico-legal conduct 6. HSS/N9617 Maintain a safe, healthy and secure working environment 7. HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols
Performance Criteria	As described in the relevant OS units

Keywords/ Terms	Description	
Definitions	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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.	
Performance Criteria	Performance criteria 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 OSs, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.	
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.	
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'	
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.	
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.	
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.	
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual need 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	Core skills or generic skills 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. In the context of the OS, these include communication related skills that are applicable to most job roles.
Casualty	The person-child or adult-who has suffered the injury or illness.
Emergency	Any situation that immediately threatens the health and safety of children, staff or yourself.
Keywords /Terms	Description
FIFO	First in First Out
OS	Occupational Standard (S)
NOS	National Occupational Standards
QP	Qualifications Pack
HSSC	Health Sector Skills Council
SSC	Sector Skill Council
MHRD	Ministry of Human Resource Development

Acronyms

National Occupational Standard



Overview

This OS unit is about maintaining self and food hygiene as well as cleanliness of surroundings. It also includes safety techniques while preparing and serving food. This unit also entails dealing with food waste management practices.

HSS/N5201

Maintain hygiene and food safety

Unit Code	HSS/N5201
Unit Title (Task)	Maintain hygiene and food safety
Description	This OS unit is about maintaining self and food hygiene as well as cleanliness of surroundings. It also includes safety techniques while preparing and serving food. This unit also entails dealing with food waste management practices.
Scope	This unit/ task covers the following: <ul style="list-style-type: none"> • Maintain self and food hygiene and cleanliness of surroundings • Follow approved food waste management practices
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain self and food hygiene and cleanliness of surroundings	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. maintain personal hygiene at all times PC2. wash and sanitize hands before and after handling raw meat, cooked foods, food products and other raw foods to avoid cross contamination PC3. maintain the cleanliness of the surrounding while handling food PC4. maintain cleanliness of food handling equipment, tools, and utensils
Follow approved food waste management practices	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC5. check if waste is promptly removed from food handling, storage and serving areas PC6. follow proper disposal techniques for leftover/ unconsumed raw, spoiled, expired food/ ingredients
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. relevant protocols, good practices, standards, policies and procedures related to personal hygiene, especially with relation to food handling KA2. institutional policies and industry protocols for food waste disposal KA3. basic structure and function of the healthcare system in the country KA4. basic structure and function of healthcare facilities available at various levels, hospice care, clinics
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. importance of different food handling practices KB2. temperature control practices and ideal way of serving different types of food KB3. principles related to food handling and temperature control KB4. different categories of foods and nutrients

HSS/N5201

Maintain hygiene and food safety

	<p>KB5. different types of infections resulting from contamination of food and their manifestation</p> <p>KB6. how food waste can be a source of contamination</p> <p>KB7. proper procedures for safe disposal of food waste</p> <p>KB8. basic structure and function of the body system and associated component</p> <p>KB9. process, condition and resources required by the body to support healthy functioning</p>
Skills (S)	
<p>A. Core Skills / Generic Skill</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write instructions and directions for other co-workers involved in food preparation and serving</p> <p>SA2. document and complete reports on regular basis related to food preparation, serving and waste</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read and correctly interpret important instructions provided by dietician/ senior dietician</p> <p>SA4. read and correctly interpret important information related to handling different types of food materials</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. communicate food handling practices to other co-workers</p> <p>SA6. communicate and take feedback from the patient regarding quality of food</p>	
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions regarding the correct technique for handling a particular food item with focus on temperature control</p> <p>SB2. decide when and how to discard contaminated and expired food</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. keep all the equipment/gadgets/utensils in place and clean them prior to handling food</p> <p>SB4. keep separate waste disposal bins in place as per food waste procedures</p> <p>SB5. check if food waste is removed from the food handling/ processing area before it decomposes or attracts insects or rodents</p>
<p>Customer Centricity</p>	

HSS/N5201

Maintain hygiene and food safety

	The user/individual on the job needs to know and understand how to: SB6. provide hygienic and uncontaminated food to the patient
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Not Applicable
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Not Applicable
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. review food handling processes, to identify potential errors which can increase risk of contamination and rectify them



HSS/N5201

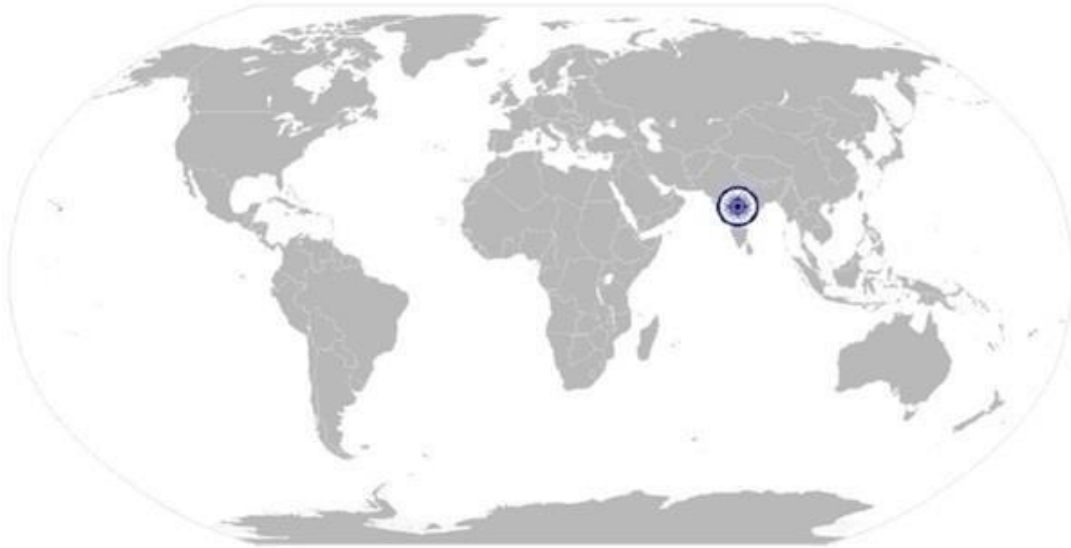
Maintain hygiene and food safety

NOS Version Control

NOS Code	HSS/N5201		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026



National Occupational Standard



Overview

This OS unit is about processes and procedures related to handling, storing and preparing food safely to maintain its nutritional value and prevent contamination. It also includes planning the menu and food preparation as per dietician's prescriptions.

HSS/N5207

Handle, store and prepare food safely

Unit Code		HSS/N5207
Unit Title (Task)		Handle, store and prepare food safely
Description	This OS unit is about processes and procedures related to handling, storing and preparing food safely to maintain its nutritional value and prevent contamination. It also includes planning the menu and food preparation as per dietician's prescriptions.	
Scope	This unit/ task covers the following: <ul style="list-style-type: none"> • Use safe food handling techniques • Store food items safely • Plan the menu • Ensure food preparation as per requirement 	
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Use safe food handling techniques	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. identify different food preparation methods PC2. implement temperature control techniques to prevent bacterial growth and nutritional loss PC3. follow proper serving practices for cooked and raw food PC4. follow food safety practices to prevent cross contamination or direct contamination of food PC5. follow Standard Operating Procedures (SOPs) to deal with unexpected food safety situations effectively PC6. escalate food safety matters to appropriate authority when required PC7. ensure personal hygiene of self and others while handling food items 	
Store food items safely	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC8. follow safe food storage practices according to different types of foods PC9. use appropriate equipment to maintain safe storage conditions PC10. follow hygiene and sanitation protocols for food storage areas PC11. follow inventory management processes such as FIFO to prevent food spoilage PC12. identify signs of decay and contamination of food at all times 	
Plan the menu	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC13. design a menu following the diet prescription suggested by the dietician PC14. modify the diet plan respecting patients' cultural and religious preferences and after taking advice from the dietician PC15. identify foods products that can lead to allergies or intolerance among patients PC16. report health progress to the dietician and modify the diet as advised 	

HSS/N5207

Handle, store and prepare food safely

	PC17. ensure balanced diet in the menu
Ensure food preparation as per requirement	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC18. ensure kitchen utensils and equipment are clean and fit-for-use</p> <p>PC19. ensure temperature control of food is maintained at all times until final consumption</p> <p>PC20. record changes in colour, texture or odour of food items</p> <p>PC21. ensure the kitchen and surrounding are clean and safe for cooking at all times</p> <p>PC22. check if items used to prepare food are not decayed or expired, and fit for consumption</p> <p>PC23. check if food used for preparation is stored as per stipulated guidelines</p> <p>PC24. employ different food preparation techniques as appropriate to the plan</p> <p>PC25. ensure cooking and serving practices followed are as specified for different food items, ensuring food safety</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational policy regarding personal hygiene and food safety</p> <p>KA2. processes related to documentation</p> <p>KA3. how to inform the concerned officials in case of irregularities in storage practices</p> <p>KA4. relevant legislation, regulatory guidelines, standards, policies and procedures related to food safety and disposal</p> <p>KA5. basic structure and function of the healthcare system in the country</p> <p>KA6. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p> <p>KA7. organizational policies and industry protocols for food waste disposal</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of food storage practices for food safety</p> <p>KB2. importance of food handling practices for food safety</p> <p>KB3. importance of food preparation practices for food safety</p> <p>KB4. importance of personal hygiene for food safety</p> <p>KB5. how to store different types of foods to ensure food safety</p> <p>KB6. how to use storage equipment</p> <p>KB7. best practices related to personal hygiene and sanitation to avoid contamination of food</p> <p>KB8. common ailments associated with food contamination and associated symptoms</p> <p>KB9. proper procedures for safe disposal of food waste</p> <p>KB10. symptoms of electrolyte imbalance, blood sugar imbalance or gastro-</p>

HSS/N5207

Handle, store and prepare food safely

	<p>intestinal diseases and its subsequent effect on the therapeutic diet plan change</p> <p>KB11. physiological and other changes related to the diet</p> <p>KB12. symptoms associated with electrolyte imbalance</p> <p>KB13. symptoms associated with gastro-intestinal diseases</p> <p>KB14. symptoms associated with diabetes or other endocrinal disorders</p> <p>KB15. sources of information for recent developments in the field of nutrition and dietary practices</p> <p>KB16. basic structure and function of the body system and associated component</p> <p>KB17. bodily processes including maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure</p> <p>KB18. importance of therapeutic diet prescribed by the dietician/physician</p> <p>KB19. different food preferences of the patients along with cultural preferences</p> <p>KB20. different types of therapeutic diets</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. record date, time and vendor details related to received and disposed food item SA2. document the food storage procedure
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. read instructions for operating storage equipment SA4. read instructions specified for storage of different type of food items
	Oral Communication (Listening and Speaking Skills)
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA5. communicate storage practices to other co-workers SA6. provide nutrition related information to co-workers SA7. interact with patients to understand food quality related issues
	B. Professional Skills
Decision making	
The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. decide when to use different storage practices like open storage, cold storage and freezer storage SB2. decide when and how to discard unused food items 	
Plan and Organize	
The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB3. store items using the FIFO method 	

HSS/N5207

Handle, store and prepare food safely

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. check the food thoroughly before being used for cooking or serving SB5. interact with the patient to understand food quality related issues
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. identify the source of food contamination SB7. devise an action plan to prevent contamination of food
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. observe and ensure adherence to good storage practices and identify lacunae within the existing processes of food storage
Critical Thinking	
The user/individual on the job needs to know and understand how to: SB9. review practices followed in the organisation and its impact on food safety	

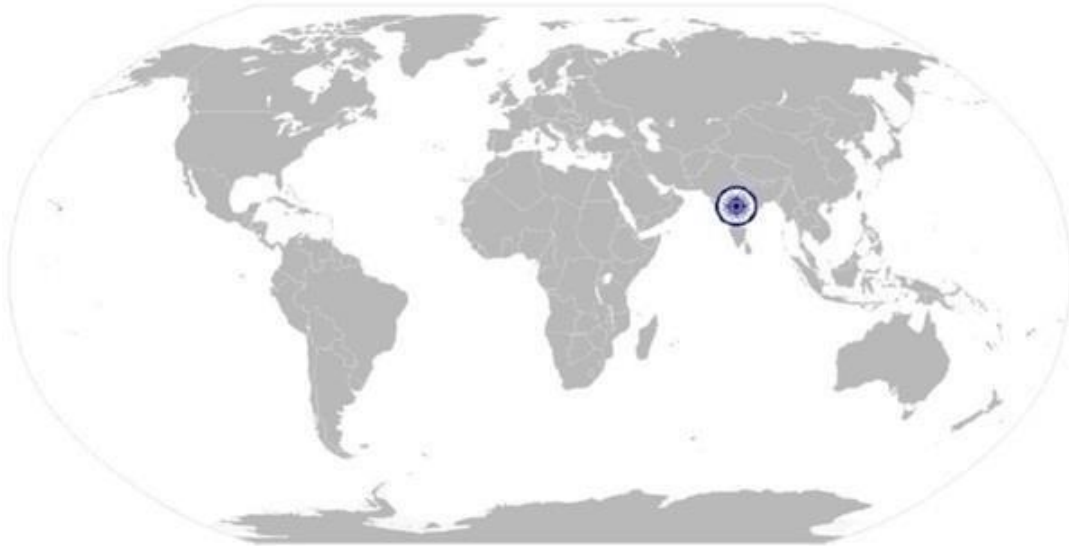


HSS/N5207

Handle, store and prepare food safely

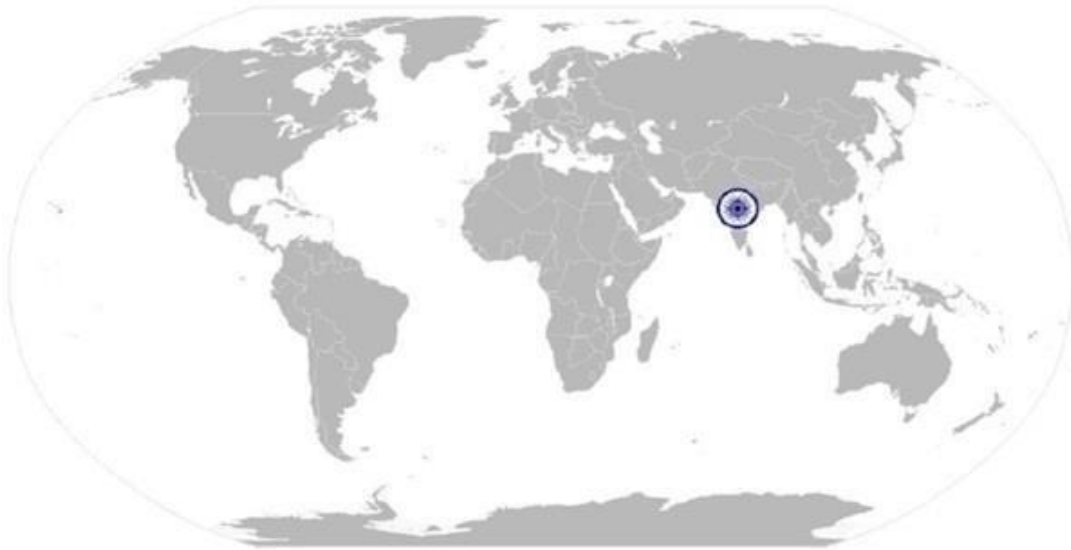
NOS Version Control

NOS Code	HSS/N5207		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026



HSS/N5208 Provide the dietary information to the patient as per instructions from dietician

National Occupational Standard



Overview

This OS unit is about providing dietary information to the patient based on instructions, prescribed by the dietician.

HSS/N5208 Provide the dietary information to the patient as per instructions from dietician

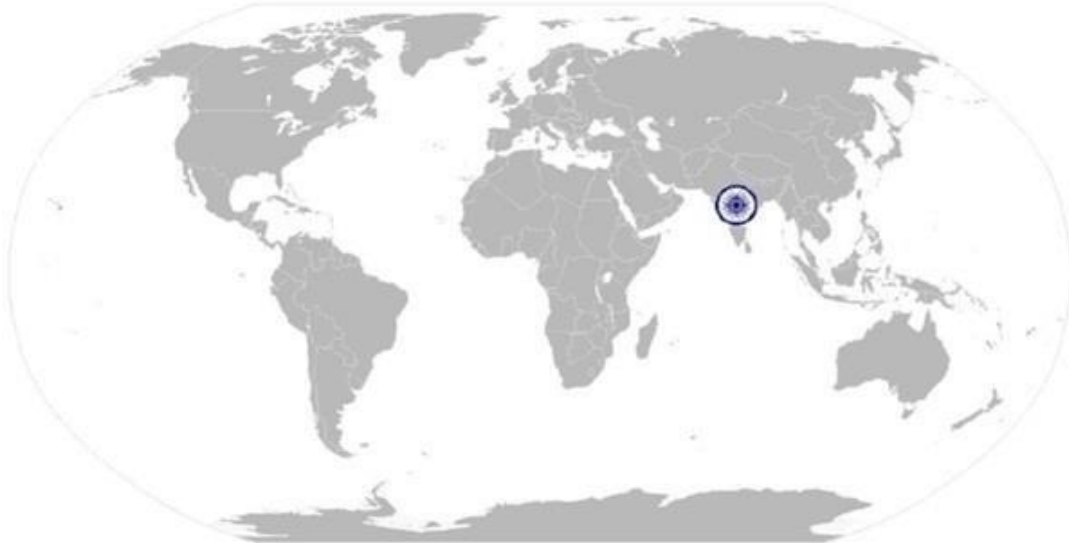
National Occupational Standard	Unit Code	HSS/N5208
	Unit Title (Task)	Provide the dietary information to the patient as per instructions from dietician
	Description	This OS unit is about providing dietary information to the patient based on instructions, prescribed by the dietician.
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Provide dietary information
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Provide dietary information	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. explain the planned dietary menu to the patient as per prescription PC2. respond to any diet plan related queries raised by the patient accurately PC3. provide some healthy tips for cooking at home to the patient as per diet prescription PC4. use appropriate IEC material such as brochures, pamphlets, leaflets for educating the patient about the diet plan
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. organizational educational and dietary training brochures and materials KA2. policies and procedures regarding sharing information with patients KA3. organizational structure and escalation matrix KA4. relevant policies and protocols for food waste disposal KA5. basic structure and function of the healthcare system in the country KA6. basic structure and function of healthcare facilities available at various levels, hospice care, clinics
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. how religious and cultural practices impact diet preferences KB2. nutritional information regarding different food items KB3. impact of design of information brochures on patient engagement KB4. patient expectations with regards to dietary plans and condition specific information KB5. sources of information on best practices and developments in dietary education KB6. cooking methods and processes and how they impact nutrition and health KB7. proper procedures for safe disposal of food waste, especially food that pose a high risk of contamination such as meat KB8. basic structure and function of all body systems and associated components

HSS/N5208 Provide the dietary information to the patient as per instructions from dietician

	<p>KB9. process, condition and resources required by the body to support healthy functioning</p> <p>KB10. bodily processes including maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure</p> <p>KB11. precautions to protection from infection</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:
	SA1. write down specific instructions to be given to the patients prior to discharge
	SA2. provide written information about nutritional value of different foods to be included in the diet
	Reading Skills
The user/individual on the job needs to know and understand how to:	
SA3. read and correctly interpret diet instructions specified for a particular patient	
SA4. read best practices from various reading materials	
Oral Communication (Listening and Speaking Skills)	
The user/individual on the job needs to know and understand how to:	
SA5. explain the importance of nutritional education to the patient	
SA6. discuss patient preferences and modify patient nutritional education accordingly	
SA7. ask questions to seek feedback on patient nutritional status and suggest modifications	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. customize patient educational program as per patient preferences
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB2. organize information for the patient in a manner to improve acceptance and enhance learning
Customer Centricity	
The user/individual on the job needs to know and understand how to:	
SB3. use information as a tool to ensure patient buy-in and satisfaction with the diet recommendations	
Problem Solving	
The user/individual on the job needs to know and understand how to:	

HSS/N5208 Provide the dietary information to the patient as per instructions from dietician

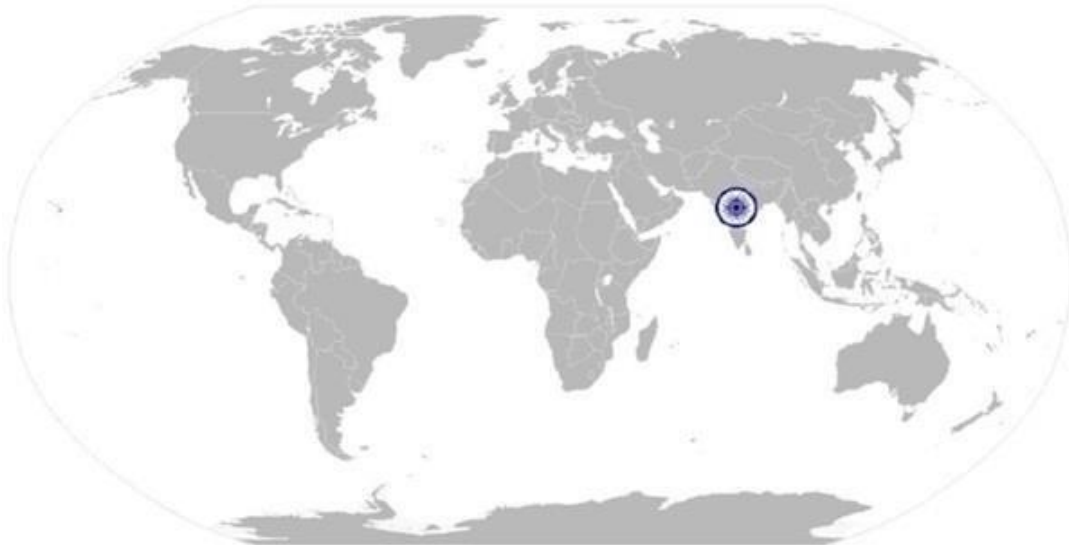
	SB4. identify areas of flexibility that will help address patient objections and reluctance to dietary changes
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. analyse impact of various food choices on health and nutrition
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB6. review impact of information and provision methods on patient's willingness to adhere to diet recommendations and modify practice based on results



HSS/N5208 Provide the dietary information to the patient as per instructions from dietician

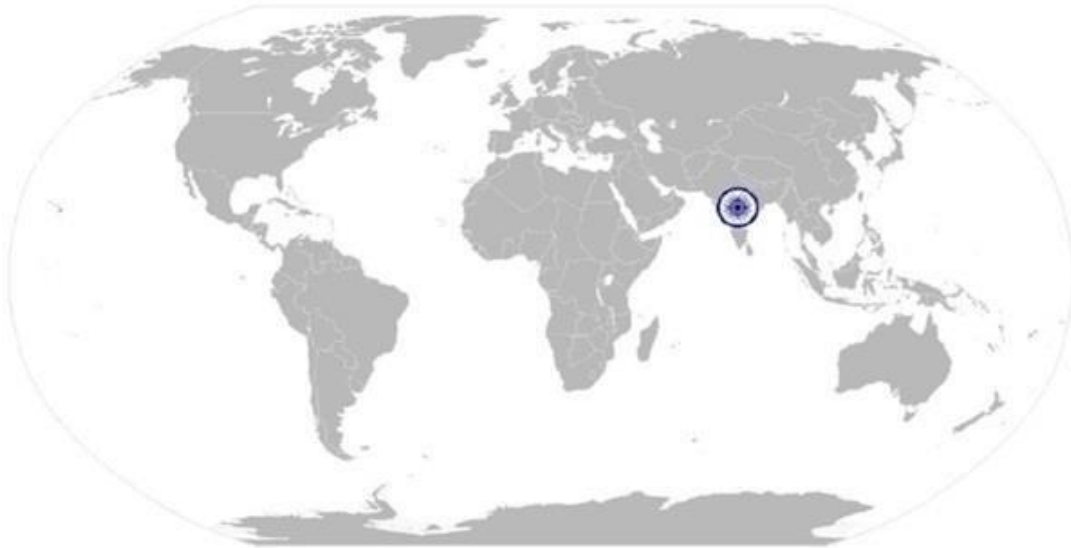
NOS Version Control

NOS Code	HSS/N5208		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026



HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required in an allied health professional to exhibit and maintain interpersonal relations with co-workers and patients, meeting work requirements and effective team work.

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

National Occupational Standard

Unit Code	HSS/N9615
Unit Title (Task)	Maintain interpersonal relationship with patients, colleagues and others
Description	This OS unit is about effective communication and exhibiting professional behaviour with co-workers, patients and their family members in response to queries or as part of health advice and counselling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Communicate and maintain professional behavior with co-workers and patients and their families • Work with other people to meet requirements • Establish and manage requirements, planning and organizing work, ensuring accomplishment of the requirements
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Communicate and maintain professional behaviour with co-workers and patients & their families	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them</p> <p>PC2. utilize all training and information at one's disposal to provide relevant information to the individual</p> <p>PC3. confirm that the needs of the individual have been met</p> <p>PC4. respond to queries and information needs of all individuals</p> <p>PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality</p> <p>PC6. respect the individual's need for privacy</p> <p>PC7. maintain any records required at the end of the interaction</p>
Work with other people to meet requirements	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC8. integrate one's work with another people's work effectively</p> <p>PC9. utilize time effectively and pass on essential information to other people on timely basis</p> <p>PC10. work in a way that shows respect for other people</p> <p>PC11. carry out any commitments made to other people</p> <p>PC12. reason out the failure to fulfill commitment</p> <p>PC13. identify any problems with team members and other people and take the initiative to solve these problems</p>
Establish and manage requirements, planning and	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC14. establish, agree, and record the work requirements clearly</p> <p>PC15. ensure his/her work meets the agreed requirements</p>

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

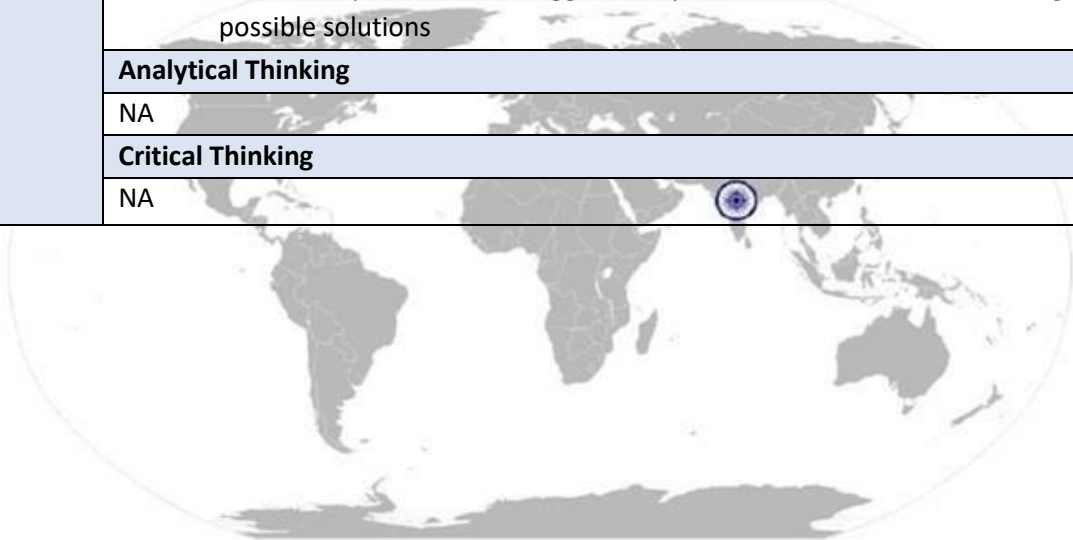
<p>organizing work, ensuring accomplishment of the requirements</p>	<p>PC16. treat confidential information correctly PC17. work in line with the organization’s procedures and policies and within the limits of his/ her job role</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>The user/ individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. business, mission, and objectives of the organization KA4. scope of work of the role KA5. responsibilities and strengths of the team and their importance to the organization KA6. information that is considered confidential to the organization KA7. effective working relationships with the people external to the team, with which the individual works on a regular basis KA8. procedures in the organization to deal with conflict and poor working relationships KA9. relevant policies and procedures of the organization
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. how to communicate effectively (face-to-face, by telephone and in writing) KB2. how to handle stressful or risky situations when communicating with patients and/ or other individuals KB3. when to ask for assistance when situations are beyond one’s competence and authority KB4. how to maintain confidentiality and to respect an individual’s need for privacy KB5. how to ensure that all information provided to individuals is from reliable sources KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination KB7. essential information that needs to be shared with other people KB8. importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB9. importance of integrating ones work effectively with others KB10. types of working relationships that help people to work well together and the types of relationships that need to be avoided KB11. types of opportunities an individual may seek out to improve relationships with others KB12. how to deal with difficult working relationships with other people to sort out KB13. importance of asking the appropriate individual for help when required

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

	<p>KB14. importance of planning, prioritizing and organizing, timely work</p> <p>KB15. the importance of clearly establishing work requirement</p> <p>KB15. importance of being flexible in changing priorities when the importance and urgency comes into play</p> <p>KB16. how to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited</p> <p>KB17. importance of keeping the work area clean and tidy</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write effective communications to share information with the team members and other people outside the team</p> <p>SA2. write at least one local/ official language used in the local community</p> <p>SA3. report progress and results</p> <p>SA4. record problems and resolutions</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read and understand work related documents and information shared by different sources</p> <p>SA6. read organizational policies and procedures</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. communicate essential information to colleagues face-to-face or through telecommunication</p> <p>SA8. speak at least one local language</p> <p>SA9. question others appropriately in order to understand the nature of the request or compliant</p> <p>SA10. report progress and results</p> <p>SA11. interact with other individuals</p> <p>SA12. negotiate requirements and revised agreements for delivering them</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize files and documents</p> <p>Customer Centricity</p>

HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

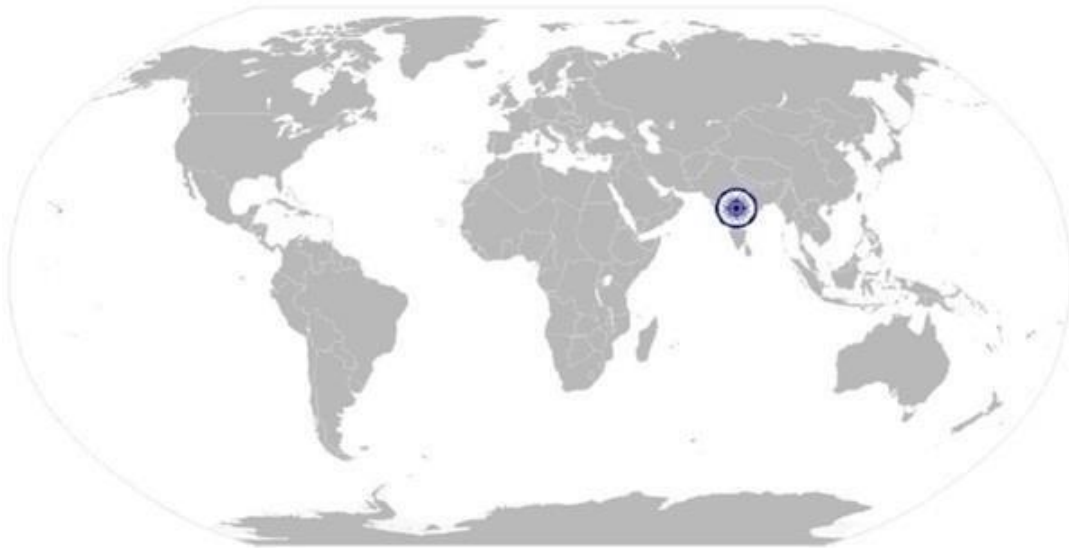
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. be responsive to problems of the individuals</p> <p>SB4. be available to guide, counsel and help individuals when required</p> <p>SB5. be patient and non-judgmental at all times</p> <p>SB6. communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB8. be sensitive to potential cultural differences</p> <p>SB9. maintain patient confidentiality</p> <p>SB10. respect the rights of the patient(s)</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. understand problems and suggest an optimum solution after evaluating possible solutions</p>
	Analytical Thinking
	NA
	Critical Thinking
	NA



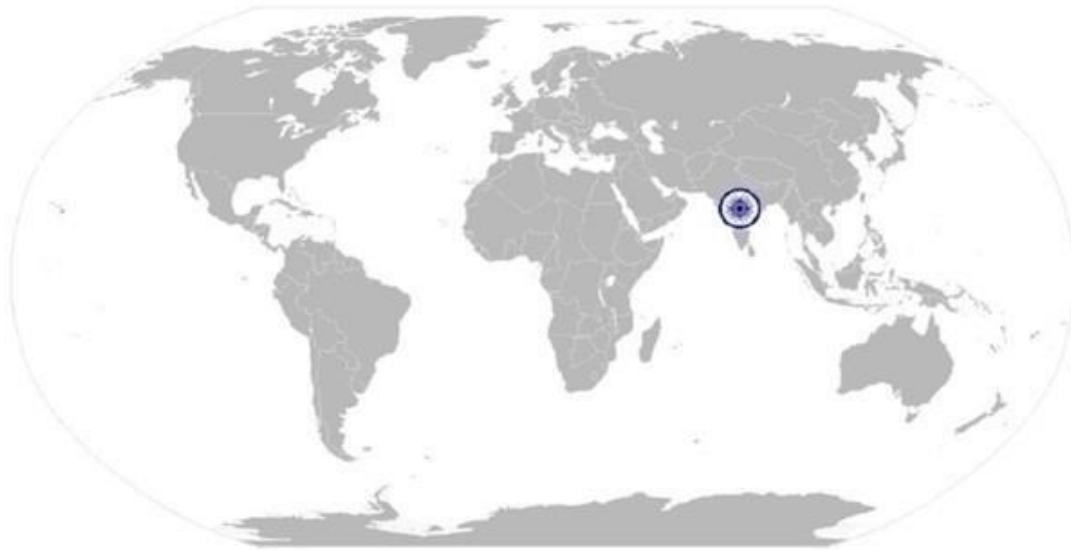
HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others

NOS Version Control

NOS Code		HSS/N9615	
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required by an individual to recognize boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N9616

Maintain professional & medico-legal conduct

National Occupational Standard	Unit Code	HSS/N9616
	Unit Title (Task)	Maintain professional & medico-legal conduct
	Description	This OS unit is about recognizing the boundaries of the role and responsibilities, practice code of conduct and working within the level of competence in accordance with legislation, protocols and guidelines set up by the healthcare provider. This is applicable to all Allied Health Professionals working in an organized, regulated environment.
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain professional behaviour • Act within the limit of one's competence and authority • Follow the code of conduct and demonstrating best practices in the field
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain professional behaviour	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. respect patient's individual values and needs</p> <p>PC2. maintain patient's confidentiality</p> <p>PC3. meet timelines for each assigned task</p> <p>PC4. respect patient's dignity and use polite language to communicate</p> <p>PC5. maintain professional environment</p>
	Act within the limit of one's competence and authority	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. work within organizational systems and requirements as appropriate to one's role</p> <p>PC7. adhere to legislation, protocols and guidelines relevant to one's role and field of practice</p> <p>PC8. maintain competence within one's role and field of practice</p> <p>PC9. evaluate and reflect on the quality of one's work and make continuing improvements</p> <p>PC10. use relevant research-based protocols and guidelines as evidence to inform one's practice</p>
	Follow the code of conduct and demonstrate best practices in the field	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC12. promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC13. identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem</p> <p>PC15. maintain a practice environment that is conducive to the provision of medico-</p>

HSS/N9616 Maintain professional & medico-legal conduct

	legal healthcare
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the relevant legislation, standards, policies, and procedures followed in the organization</p> <p>KA2. the medical procedures and functioning of required medical equipment</p> <p>KA3. role and importance of assisting other healthcare providers in delivering care</p> <p>KA4. how to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA5. personal hygiene measures and handling techniques</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the limitations and scope of the role and responsibilities of self and others</p> <p>KB2. the importance of working within the limits of one's competence and authority</p> <p>KB3. the importance of personally promoting and demonstrating good practice</p> <p>KB4. the detrimental effects of non-compliance</p> <p>KB5. the importance of intercommunication skills</p> <p>KB6. the legislation, protocols and guidelines affecting one's work</p> <p>KB7. the organizational systems and requirements relevant to one's role</p> <p>KB8. the sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. the difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances</p> <p>KB10. the importance of individual or team compliance with legislation, protocols, and guidelines and organizational systems and requirements</p> <p>KB11. how to report and minimize risks</p> <p>KB12. the principle of meeting the organization's needs, and how this should enable one to recognize one's own limitations and when one should seek support from others</p> <p>KB13. one's job role and job responsibility</p> <p>KB14. the job role and responsibilities of co workers</p> <p>KB15. the processes by which improvements to protocols/guidelines and organizational systems/requirements should be reported</p> <p>KB16. the procedure for accessing training, learning and development needs for oneself and/or others within one's organization</p> <p>KB17. the actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team</p> <p>KB18. risks related to quality and safety</p>

HSS/N9616

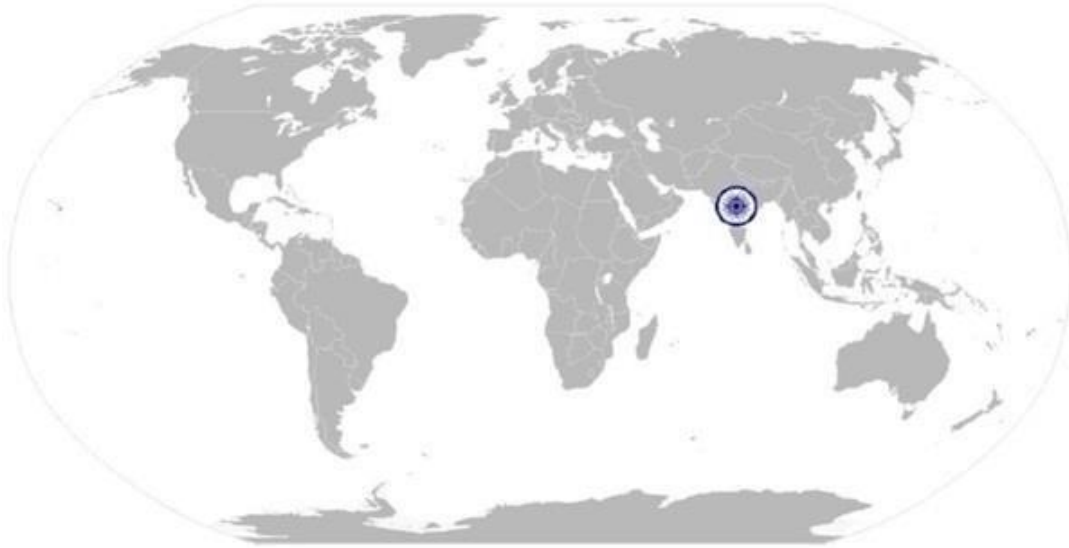
Maintain professional & medico-legal conduct

	<p>Risks: working outside the boundaries of competence and authority, not keeping up to date with best practice, poor communication, Insufficient support, Lack of resources</p> <p>KB19. the importance of personal hygiene</p>
Skills (S)	
A. Core Skills / Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. document reports, task lists, and schedules</p> <p>SA2. prepare status and progress reports</p> <p>SA3. record daily activities</p> <p>SA4. update other co-workers</p>
	Writing Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. keep updated with the latest knowledge</p> <p>SA6. read about changes in legislations and organizational policies</p>
	Oral Communication (Listening and Speaking Skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. discuss task lists, schedules, and work-loads with co-workers</p> <p>SA8. give clear instructions to patients and co-workers</p> <p>SA9. keep patient informed about progress</p> <p>SA10. avoid using jargon, slang or acronyms when communicating with a patient</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work in relation to job role</p> <p>SB2. act decisively by balancing protocols and work at hand</p>
	Plan and Organize
	NA
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB5. be sensitive to potential cultural differences</p> <p>SB6. maintain patient confidentiality</p> <p>SB7. respect the rights of the patient(s)</p>
	Problem Solving
NA	
Analytical Thinking	

HSS/N9616

Maintain professional & medico-legal conduct

	NA
	Critical Thinking
	NA

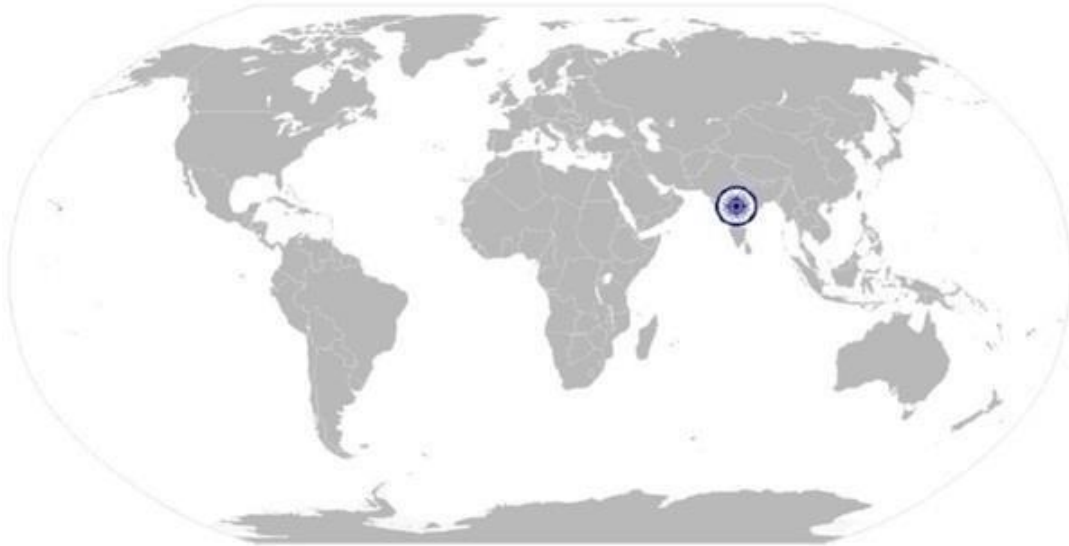


HSS/N9616

Maintain professional & medico-legal conduct

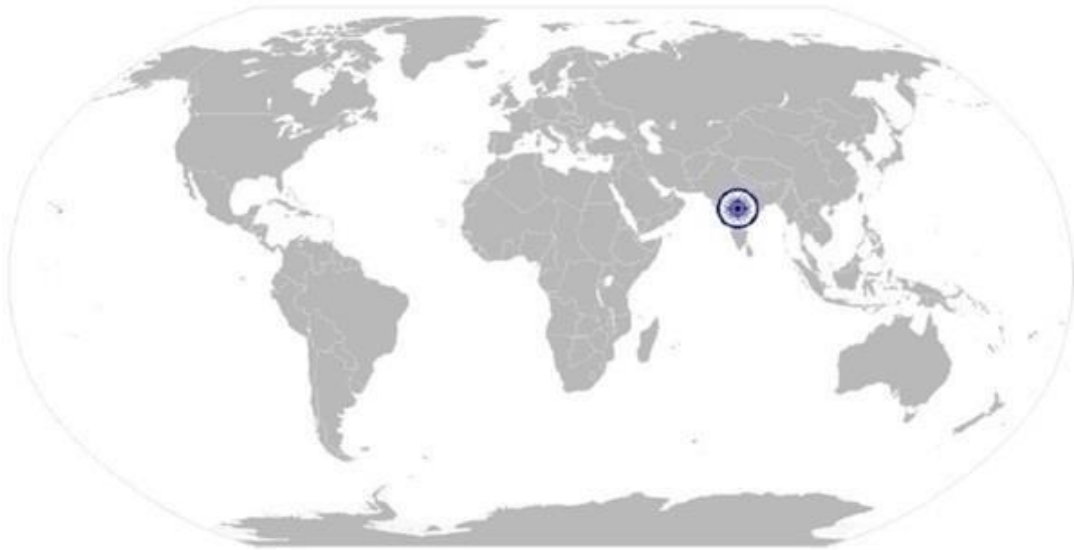
NOS Version Control

NOS Code	HSS/N9616		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026



HSS/N9617 Maintain a safe, healthy and secure working environment

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required in an allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

HSS/N9617 Maintain a safe, healthy and secure working environment

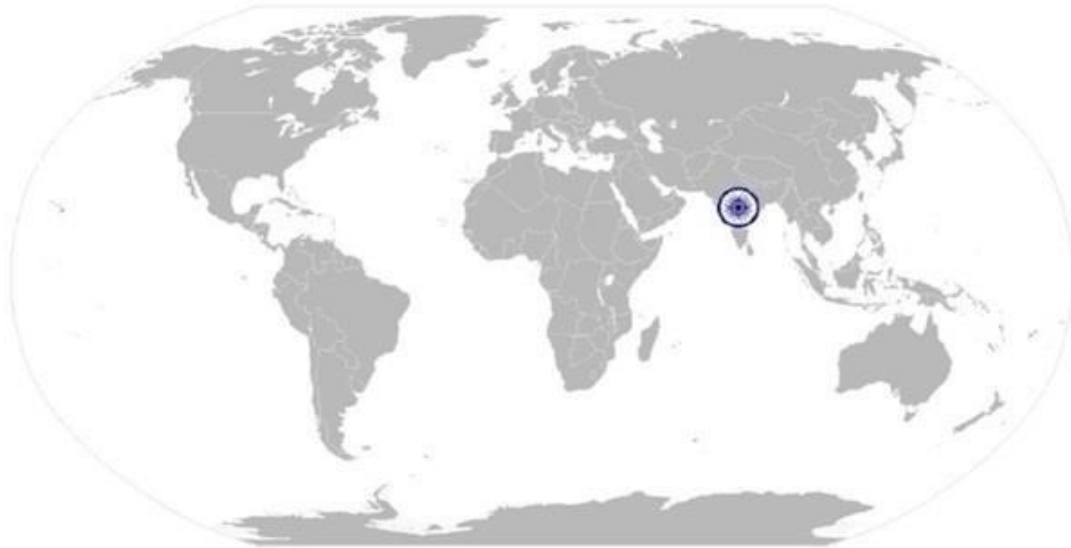
National Occupational Standard	Unit Code	HSS/N9617
	Unit Title (Task)	Maintain a safe, healthy and secure working environment
	Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Comply the health, safety and security requirements and procedures for workplace • Handle any hazardous situation with safely, competently and within the limits of authority • Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Comply the health, safety and security requirements and procedures for workplace	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. comply with health, safety and security procedures for the workplace PC3. comply with health, safety and security procedures and protocols for environmental safety
	Handle any hazardous situation with safely, competently and within the limits of authority	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC4. identify potential hazards and breaches of safe work practices PC5. identify and interpret various hospital codes for emergency situations PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable PC8. follow the organization's emergency procedures promptly, calmly, and efficiently PC9. identify and recommend opportunities for improving health, safety, and security to the designated person PC10. complete any health and safety records legibly and accurately
	Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC11. report any identified breaches in health, safety, and security procedures to the designated person PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately
	Knowledge and Understanding (K)	

HSS/N9617 Maintain a safe, healthy and secure working environment

<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. importance of health, safety, and security in the workplace</p> <p>KA2. basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. person(s) responsible for maintaining healthy, safe and secure workplace</p> <p>KA4. the relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. responsibilities of individual to maintain safe, healthy and secure workplace</p> <p>KA6. how to report the hazard</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. requirements of health, safety and security in workplace</p> <p>KB2. how to create safety records and maintaining them</p> <p>KB3. importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. how to identify health, safety, and security hazards</p> <p>KB6. importance of warning others about hazards and how to do so until the hazard is dealt with</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. report and record incidents</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read and understand company policies and procedures</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. report hazards and incidents with the appropriate level of urgency clearly</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the area of work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan for safety of the work environment</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. communicate effectively with patients and their family, physicians, and other members of the health care team</p>

HSS/N9617 Maintain a safe, healthy and secure working environment

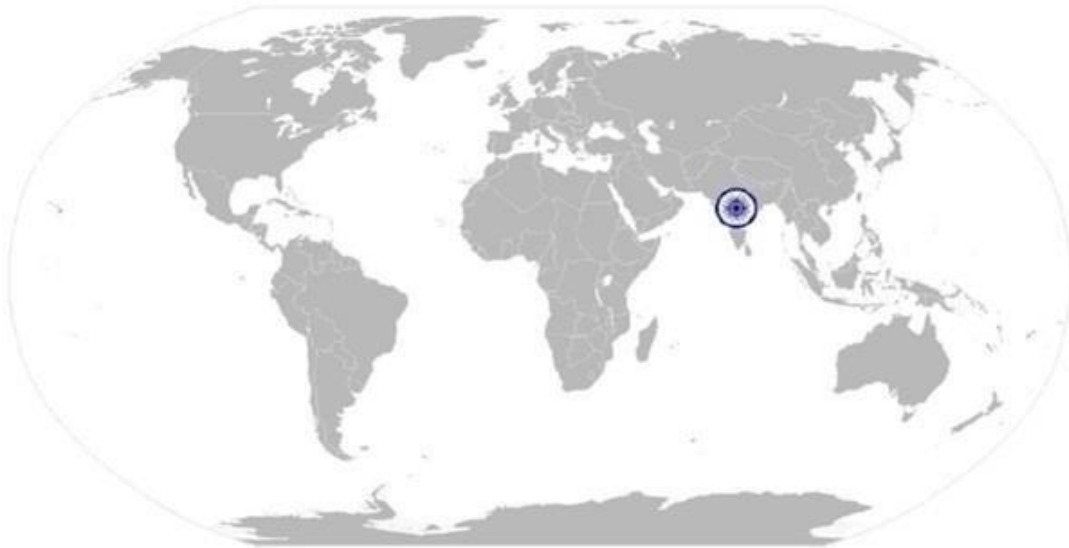
	SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. analyze the seriousness of hazards
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB7. analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	



HSS/N9617 Maintain a safe, healthy and secure working environment

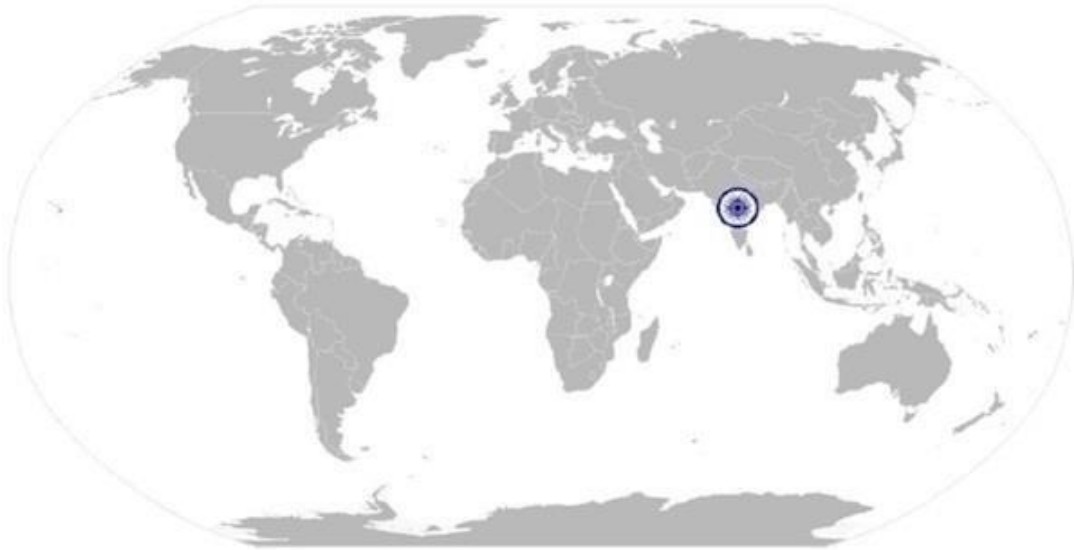
NOS Version Control

NOS Code	HSS/N9617		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026



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

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to manage biomedical waste and to comply with infection control policies and procedures.

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

Unit Code	HSS/N9618
Unit Title (Task)	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 polices.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste • Comply with effective infection control protocols that ensures the safety of the patient (or end-user of health-related products/ services) • Maintain personal protection and preventing the transmission of infection from person to person
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Classification of the waste generated, segregation of biomedical waste, proper collection and storage of waste	<p>To be competent, the user/ individual on the job must be able to:</p> <p>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</p> <p>PC2. store clinical or related waste in an area that is accessible only to authorized persons</p> <p>PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter</p>
Comply with effective infection control protocols that ensures the safety of the patient (or end-user of health-related products/ services)	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. apply appropriate health and safety measures following appropriate personal clothing & protective equipment for infection prevention and control</p> <p>PC5. identify infection risks and implement an appropriate response within own role and responsibility in accordance with the policies and procedures of the organization</p> <p>PC6. follow procedures for risk control and risk containment for specific risks. Use signs when and where appropriate</p> <p>PC7. follow protocols for care following exposure to blood or other body fluids as required</p> <p>PC8. remove spills in accordance with the policies and procedures of the organization</p> <p>PC9. clean and dry all work surfaces with a neutral detergent and warm water solution before and after each session or when visibly soiled</p> <p>PC10. demarcate and maintain clean and contaminated zones in all aspects of health care work</p>

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

	<p>PC11. confine records, materials and medicaments to a well-designated clean zone</p> <p>PC12. confine contaminated instruments and equipment to a well-designated contaminated zone</p> <p>PC13. decontaminate equipment requiring special processing in accordance with quality management systems to ensure full compliance with cleaning, disinfection and sterilization protocols</p> <p>PC14. replace surface covers where applicable</p> <p>PC15. maintain and store cleaning equipment</p> <p>PC16. report and deal with spillages and contamination in accordance with current legislation and procedures</p>
<p>Maintain personal protection and preventing the transmission of infection from person to person</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination</p> <p>PC18. cover cuts and abrasions with water-proof dressings and change as necessary</p> <p>PC19. change protective clothing and gowns/aprons daily, more frequently if soiled and where appropriate, after each patient contact</p> <p>PC20. perform additional precautions when standard precautions alone may not be sufficient to prevent transmission of infection</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/ individual on the job needs to know and understand:</p> <p>KA1. relevant up-to-date information on health, safety, and security that applies to the organization</p> <p>KA2. organization’s emergency procedures and responsibilities for handling hazardous situations</p> <p>KA3. person(s) responsible for health, safety, and security in the organization</p> <p>KA4. good personal hygiene practice including hand care</p> <p>KA5. the current national legislation, guidelines, local policies and protocols which affect work practice</p>
<p>B. Technical Knowledge</p>	<p>The user / individual on the job needs to know and understand:</p> <p>KB1. 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</p> <p>KB2. the importance to adhere to the organizational and national waste management principles and procedures</p> <p>KB3. the hazards and risks associated with the disposal and the importance of</p>

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

	<p>risk assessments and how to provide these</p> <p>KB4. the required actions and reporting procedures for any accidents, spillages and contamination involving waste</p> <p>KB5. the requirements of the relevant external agencies involved in the transport and receipt of your waste</p> <p>KB6. the importance of organizing, monitoring and obtaining an assessment of the impact the waste may have on the environment</p> <p>KB7. identification and management of infectious risks in the workplace</p> <p>KB8. aspects of infectious diseases including opportunistic organisms, pathogens</p> <p>KB9. basic microbiology including bacteria and bacterial spores, fungi, viruses</p> <p>KB10. the path of disease transmission including direct contact and penetrating injuries, risk of acquisition</p> <p>KB11. susceptible hosts including persons who are immune suppressed, have chronic diseases such as diabetes and infants or elderlies</p> <p>KB12. routine surface cleaning procedures at the start and end of the day, managing a blood or body fluid spill</p> <p>KB13. sharps handling and disposal techniques</p> <p>KB14. effective hand hygiene including hand wash, surgical hand wash, when hands must be washed</p> <p>KB15. how to use personal protective equipment</p> <p>KB16. the personal clothing and protective equipment required to manage the different types of waste generated by different work activities</p>
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. report and record incidents
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA2. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
B. Professional Skills	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to: SA3. listen patiently SA4. clearly report hazards and incidents with the appropriate level of urgency
	Decision Making
	The user/ individual on the job needs to know and understand how to: SB1. take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues

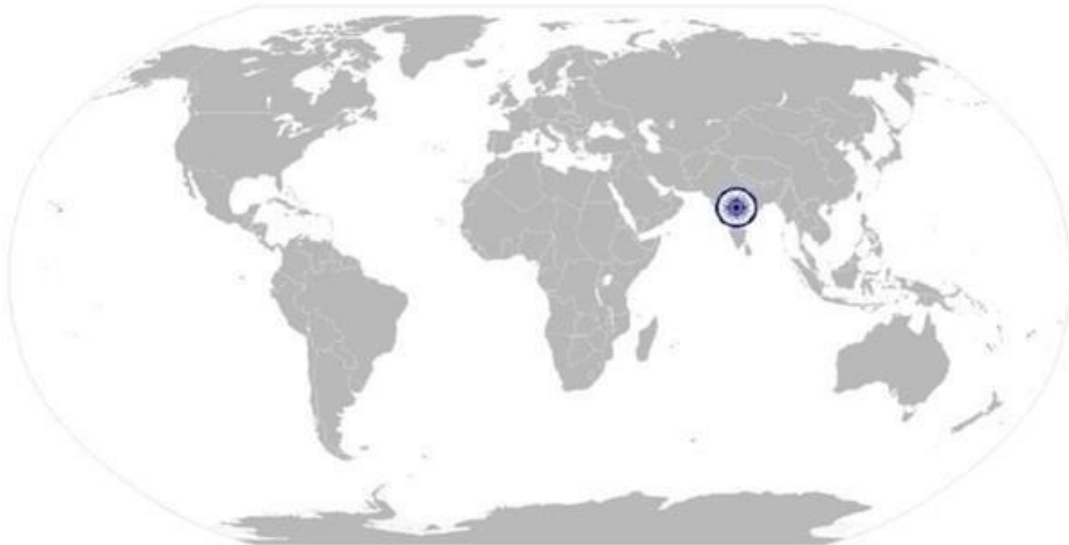
HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	SB2. apply additional precautions when standard precautions are not sufficient
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB3. consistently follow the procedure for washing and drying hands SB4. consistently maintain clean surfaces and limit contamination
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB5. make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB6. identify hazards and suggest effective solutions to identified problems pertaining to hospital waste and related infections
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB7. analyze the seriousness of hazards pertaining to hospital waste and related infections
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to act SB9. take into account opportunities to address waste minimization, prevent infection, environmental responsibility and sustainable practice issues

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

NOS Version Control

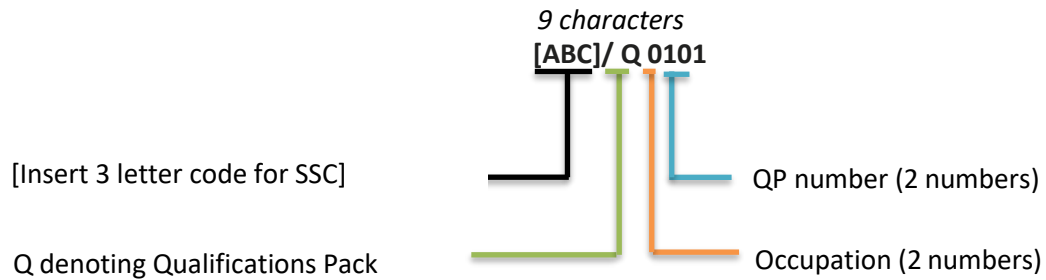
NOS Code	HSS/N9618		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	07/01/2021
Occupation	Non-Direct Care	Next review date	07/01/2026



Annexure

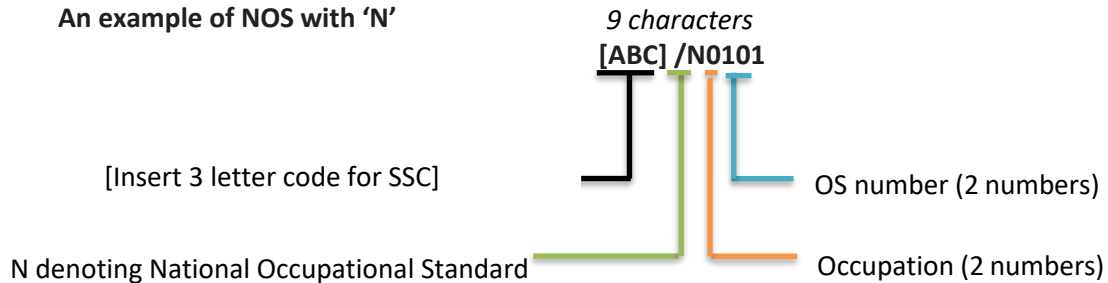
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Diagnostic	01-20
Curative Services	21-50
Non-direct Care	51-75
Community Related	76-85
Generic/ General Health	96-99

Sequence	Description	Example
Three letters	Industry Name	HSS
Slash	/	/
Next letter	Whether QP or NOS	Q
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Job Role Dietetic Aide

Qualification Pack HSS/Q5201

Sector Skill Council Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS			Marks Allocation			
Total Marks: 1000						
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Theory	Viva	OJT	Skills Practical
1. HSS/N5201 Maintain hygiene and food safety	PC1.maintain personal hygiene at all times	193	81	40	20	7
	PC2.wash and sanitize hands before and after handling raw meat, cooked foods, food products and other raw foods to avoid cross contamination					7
	PC3.maintain the cleanliness of the surrounding while handling food					7
	PC4.maintain cleanliness of food handling equipment, tools, and utensils					8
	PC5.check if waste is promptly removed from food handling, storage and serving areas					8
	PC6.follow proper disposal techniques for leftover/ unconsumed raw, spoiled, expired food/ ingredients					15
		193	81	40	20	52

2. HSS/N5207 Handle, store and prepare food safely	PC1.identify different food preparation methods	510	158	80	78	10
	PC2.implement temperature control techniques to prevent bacterial growth and nutritional loss					12
	PC3.follow proper serving practices for cooked and raw food					10
	PC4.follow food safety practices to prevent cross contamination or direct contamination of food					
	PC5.follow Standard Operating Procedures (SOPs) to deal with unexpected food safety situations effectively					
	PC6.escalate food safety matters to appropriate authority when required					
	PC7.ensure personal hygiene of self and others while handling food items					
	PC8.follow safe food storage practices according to different types of foods					
	PC9.use appropriate equipment to maintain safe storage conditions					22
	PC10.follow hygiene and sanitation protocols for food storage areas					
	PC11.follow inventory management processes such as FIFO to prevent food spoilage					
	PC12.identify signs of decay and contamination of food at all times					20
	PC13.design a menu following the diet prescription suggested by the dietician					20
	PC14.modify the diet plan respecting patients' cultural and religious preferences and after taking advice from the dietician					15
	PC15.identify foods products that can lead to allergies or intolerance among patients					25
	PC16.report health progress to the dietician and modify the diet as advised					13
	PC17.ensure balanced diet in the menu					12
	PC18.ensure kitchen utensils and equipment are clean and fit-for-use					
	PC19.ensure temperature control of food is maintained at all times until final consumption					
	PC20.record changes in colour, texture or odour of food items					25
	PC21.ensure the kitchen and surrounding are clean and safe for cooking at all times					
	PC22.check if items used to prepare food are not decayed or expired, and fit for consumption					

	PC23.check if food used for preparation is stored as per stipulated guidelines					10
	PC24.employ different food preparation techniques as appropriate to the plan					
	PC25.ensure cooking and serving practices followed are as specified for different food items, ensuring food safety					
		510	158	80	78	194
3. HSS/N5208 Provide the dietary information to the patient as per instructions from dietician	PC1.explain the planned dietary menu to the patient as per prescription					10
	PC2.respond to any diet plan related queries raised by the patient accurately					15
	PC3.provide some healthy tips for cooking at home to the patient as per diet prescription	142	38	20	30	15
	PC4.use appropriate IEC material such as brochures, pamphlets, leaflets for educating the patient about the diet plan					14
		142	38	20	30	54
4. HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others	PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics without using terminology unfamiliar to them					
	PC2. utilize all training and information at one's disposal to provide relevant information to the individual					
	PC3. confirm that the needs of the individual have been met					
	PC4. respond to queries and information needs of all individuals					
	PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality	13	13	0	0	0
	PC6. respect the individual's need for privacy					
	PC7. maintain any records required at the end of the interaction					
	PC8. integrate one's work with another people's work effectively					
	PC9. utilize time effectively and pass on essential information to other people on timely basis					
	PC10. work in a way that shows respect for other people					
	PC11. carry out any commitments made to other people					

	PC12. reason out the failure to fulfill commitment					
	PC13. identify any problems with team members and other people and take the initiative to solve these problems					
	PC14. establish, agree, and record the work requirements clearly					
	PC15. ensure his/her work meets the agreed requirements					
	PC16. treat confidential information correctly					
	PC17. work in line with the organization's procedures and policies and within the limits of his/ her job role					
		13	13	0	0	0
5. HSS/N9616 Maintain professional & medico-legal conduct	PC1. respect patient's individual values and needs	19	19	0	0	0
	PC2. maintain patient's confidentiality					
	PC3. meet timelines for each assigned task					
	PC4. respect patient's dignity and use polite language to communicate					
	PC5. maintain professional environment					
	PC6. work within organizational systems and requirements as appropriate to one's role					
	PC7. adhere to legislation, protocols and guidelines relevant to one's role and field of practice					
	PC8. maintain competence within one's role and field of practice					
	PC9. evaluate and reflect on the quality of one's work and make continuing improvements					
	PC10. use relevant research-based protocols and guidelines as evidence to inform one's practice					
	PC11. recognize the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority					
	PC12. promote and demonstrate good practice as an individual and as a team member at all times					
	PC13. identify and manage potential and actual risks to the quality and safety of practice					
	PC14. maintain personal hygiene and contribute actively to the healthcare ecosystem					

	PC15. maintain a practice environment that is conducive to the provision of medico-legal healthcare					
		19	19	0	0	0
6. HSS/N9617 Maintain a safe, healthy and secure working environment	PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements	59	20	30	9	0
	PC2. comply with health, safety and security procedures for the workplace					
	PC3. comply with health, safety and security procedures and protocols for environmental safety					
	PC4. identify potential hazards and breaches of safe work practices					
	PC5. identify and interpret various hospital codes for emergency situations					
	PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority					
	PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable					
	PC8. follow the organization's emergency procedures promptly, calmly, and efficiently					
	PC9. identify and recommend opportunities for improving health, safety, and security to the designated person					
	PC10. complete any health and safety records legibly and accurately					
	PC11. report any identified breaches in health, safety, and security procedures to the designated person					
	PC12. report the hazards that individual is not allowed to deal with to the relevant person and warn other people who may get affected promptly and accurately					
		59	20	30	9	0
7. HSS/N9618 Follow infection control policies & procedures including biomedical	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	64	21	30	13	0
	PC2. store clinical or related waste in an area that is accessible only to authorized persons					

waste disposal protocols	PC3. minimize contamination of materials, equipment and instruments by aerosols and splatter					
	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					
	PC15. maintain and store cleaning equipment					
	PC16. report and deal with spillages and contamination in accordance with current legislation and procedures					
	PC17. maintain hand hygiene following hand washing procedures before and after patient contact and/or after any activity likely to cause contamination					
	PC18. cover cuts and abrasions with water-proof 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					
		64	21	30	13	0