

QUALIFICATION PACK - OCCUPATIONAL STANDARDS FOR HEALTH CARE

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



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.....	60
6. Assessment Criteria.....	62

Introduction

Qualification Pack- Diabetes Assistant

SECTOR/S: HEALTHCARE

SUB-SECTOR: Social Work & Community Health

OCCUPATION: Counselling

REFERENCE ID: HSS/Q8703

ALIGNED TO: NCO-2015/3253.0101

Brief Job Description: A Diabetes Assistant assists the physician in developing a comprehensive, cost effective and Diabetes Self-Management Education (DSME) plan for individuals suffering from pre-diabetic and diabetic symptoms. The candidate is involved in imparting the understanding of the effects of healthy behavior and lifestyle on acute and chronic problems related to diabetes.

Personal Attributes: The job requires individuals to work effectively in multi-disciplinary teams. The professional should also be able to engage the patients by enhancing awareness regarding effective management of diabetes. They should be sensitive to the needs of the patient and able to establish a good rapport with them. They must be well versed with English language and IT skills.

Job Details	Qualifications Pack Code	HSS/Q8703		
	Job Role	Diabetes Assistant		
	Credits	TBD	Version number	1.0
	Sector	Healthcare	Drafted on	12/05/2013
	Sub-sector	Social Work & Community Health	Last reviewed on	16/12/2019
	Occupation	Counselling	Next review date	16/12/2024
	NSQC Clearance on	NA		

Job Role	Diabetes Assistant
Role Description	A Diabetes Assistant assists the physician in developing a comprehensive, cost-effective, diabetes self-management education plan, for individuals suffering from both pre-diabetic and diabetic symptoms.
NSQF Level	4
Minimum Educational Qualifications	Class XII (with Science or Home-Science)
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/N8708 Identify pre- diabetic and diabetic symptoms related risks 2. HSS/N8707 Implement the treatment plan under the guidance of physician 3. HSS/N8704 Document the patient’s record and follow-up activities 4. HSS/N9617 Maintain a safe, healthy and secure working environment 5. HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols
Performance Criteria	As described in the relevant OS units

Definitions

Keywords/ Terms	Description
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

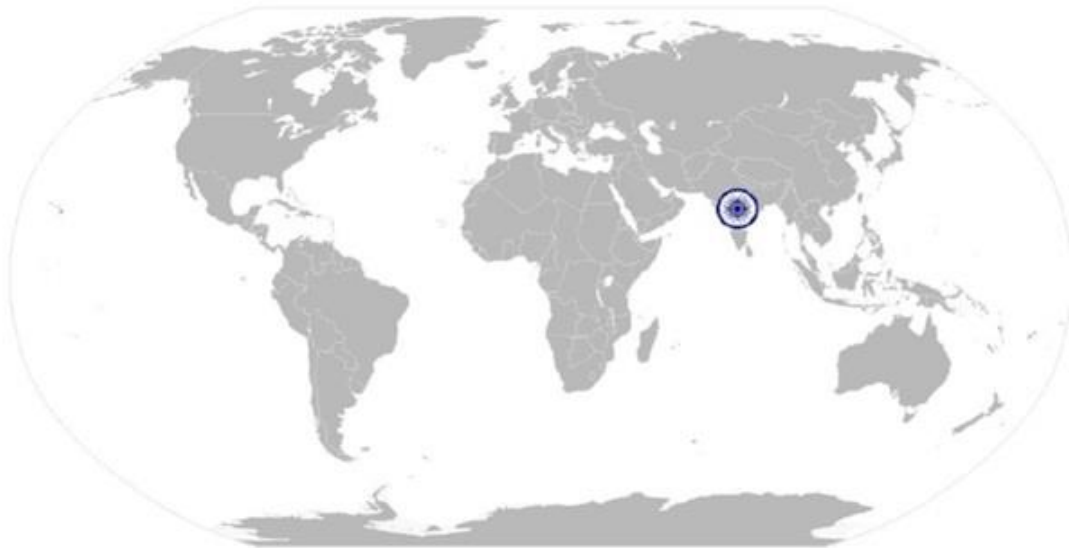
	relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These 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.
Licensed Anesthesia Provider	A licensed medical practitioner trained in Anesthesia medicine
Keywords/ Terms	Description
CAD	Coronary Artery Disease
DSME	Diabetes Self-Management Education
HTN	Hypertension
IIT	Insulin Injection Technique
NOS	National Occupational Standard(S)
OS	Occupational Standard(S)
QP	Qualifications Pack

Acronyms

HSS/N8708

Identify pre- diabetic and diabetic symptoms related risks

National Occupational Standard



Overview

This unit deals in detail with recognizing risks for individuals suffering from both pre-diabetic and diabetic symptoms

HSS/N8708

Identify pre- diabetic and diabetic symptoms related risks

National Occupational Standard	Unit Code	HSS/N8708
	Unit Title (Task)	Identify pre- diabetic and diabetic symptoms related risks
	Description	This unit deals in detail with recognizing risks for individuals suffering from both pre-diabetic and diabetic symptoms
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Collect relevant data Identify risk factors and increase awareness
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Collect relevant data	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. collect relevant patient information in a prescribed format from different sources as per organizational policies and procedures PC2. assist in checking patient's parameters such as height, weight and random blood sugar with a glucometer
	Identify risk factors and increase awareness	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC3. identify patient's risk factors and the likelihood of their impact on management of diabetes PC4. inform patients and their family members on prevention of diabetes and how to maintain healthy lifestyle
	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. applicable organizational policies and protocols KA2. safety requirements set by accreditation agencies or statutory bodies KA3. relevant stakeholders/ physicians who need to be aligned for patient education and treatment KA4. basic structure and function of the healthcare system in the country KA5. 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. type I, type II and gestational diabetes KB2. signs and symptoms of complications of diabetes KB3. signs and symptoms related to medical conditions like hypertension, coronary artery disease KB4. risks associated with patients suffering from diabetes and those in pre-diabetic stage KB5. role of weight management through nutritional modification KB6. role of physical activity and lifestyle patterns in diabetes management 	

HSS/N8708

Identify pre- diabetic and diabetic symptoms related risks

	<p>KB7. how to motivate the patients to maintain positive behavioral change</p> <p>KB8. how signs and symptoms of diabetes are evaluated and interpreted</p> <p>KB9. parameters to diagnose diabetic and pre-diabetic conditions</p> <p>KB10. basic structure and function of the body system and associated organs and sub-systems</p> <p>KB11. factors that support healthy bodily processes such as maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure; protection from infection; active and passive physical activities</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 various medical terms</p> <p>SA2. document the information from different sources regarding diabetic/pre-diabetic patient's profile</p> <p>SA3. use hospital information system to feed data</p>
	<p>Reading Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. read and correctly interpret medical and clinical information from patient's medical files</p> <p>SA5. read and follow instructions specified by the other members/doctors from the Diabetes Self-Management Education team</p>
<p>B. Professional Skills</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>SA6. speak and understand the English language clearly to communicate effectively with others</p> <p>SA7. use correct terminologies and techniques to elicit the appropriate response during patient interviews</p> <p>SA8. speak at least one local language to communicate with the patient/patient relatives</p> <p>SA9. communicate effectively with other members of the DSME team following organizational protocols</p> <p>SA10. use positive reinforcement communication while interaction to keep the patient motivated and compliant to the treatment</p>
	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on relevant questions to elicit the most accurate information during patient interview and examination</p>

HSS/N8708

Identify pre- diabetic and diabetic symptoms related risks

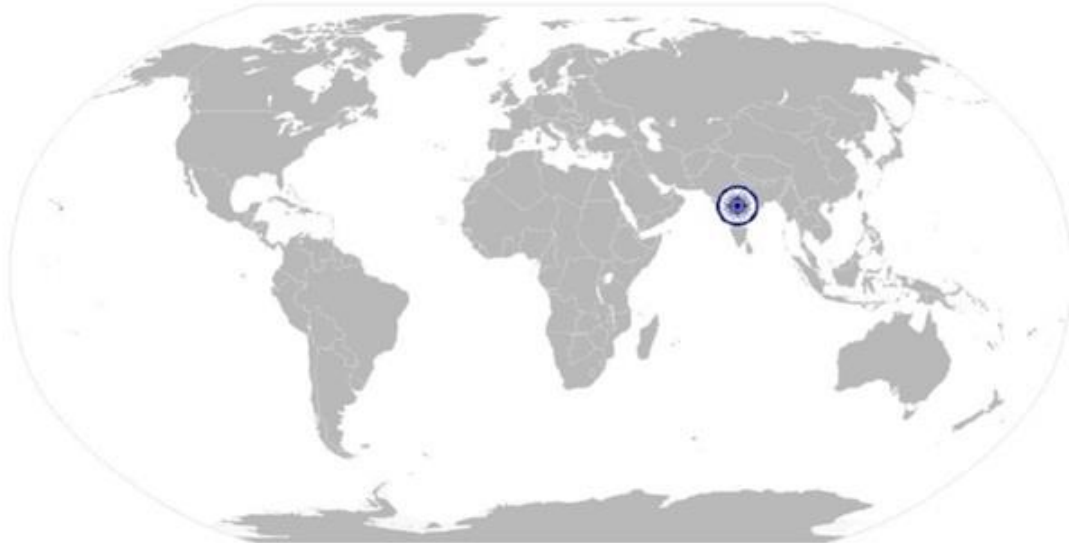
	SB2. select benchmarks/ standards to compare the patient’s performance for individualized risk assessment
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB3. plan to collect patient data in a systematic and organized fashion from different sources including social support network, medical records, healthcare provider, family members or others
	SB4. identify the various topics to be addressed during patient assessment and sequence them logically
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB5. protect the patient’s rights and maintain confidentiality at all times
	SB6. customize patient risk assessment plan based on patient’s needs and abilities to adhere to the requirements
	Problem Solving
The user/individual on the job needs to know and understand how to:	
Not Applicable	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB7. analyze individual patient’s profile to provide the most relevant and achievable treatment plan for management of diabetes or risk of developing diabetes	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB8. review patient information to identify risk factors impacting management of the diabetic patient and share it with the attending physician	

HSS/N8708

Identify pre- diabetic and diabetic symptoms related risks

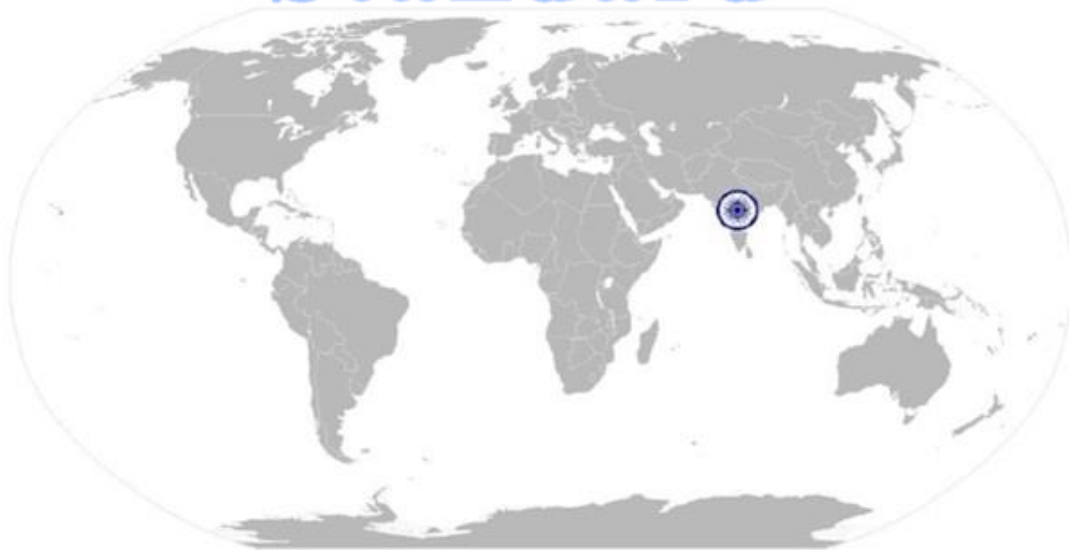
NOS Version Control

NOS Code	HSS/N8708		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Social Work & Community Health	Last reviewed on	16/12/2019
Occupation	Counselling	Next review date	16/12/2024



HSS/N8707 Implement the treatment plan under the guidance of physician

National Occupational Standard



Overview

This OS unit is about implementation of the Diabetes Self-Management Education (DSME) plan by collaborating with other healthcare professionals. It also includes the importance of informing the patient about necessary information.

HSS/N8707 Implement the treatment plan under the guidance of physician

National Occupational Standard	Unit Code	HSS/N8707
	Unit Title (Task)	Implement the treatment plan under the guidance of physician
	Description	This OS unit is about implementation of the Diabetes Self-Management Education (DSME) plan by collaborating with other healthcare professionals. It also includes the importance of informing the patient about necessary information.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Provide information to the patient on insulin administration • Provide information to the patient regarding lifestyle modification • Support the individual in implementation of treatment plan as prescribed by physician
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Provide information to the patient on insulin administration	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. explain insulin administration process and related information to the patient PC2. demonstrate the correct insulin injection technique to the patient PC3. demonstrate how to dispose off the waste generated from the procedure appropriately PC4. brief the patient on how to record insulin administration such as the dose, timing and site of injection on a chart and initialing PC5. demonstrate the correct use of a blood glucometer to monitor blood glucose and how to interpret the result PC6. explain the patient about signs and symptoms of hyper or hypoglycemia PC7. inform the concerned physician in case of hyper or hypo glycemia
	Provide information to the patient regarding lifestyle modification	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC8. discuss about various oral hypoglycemic agents with the patient PC9. explain proper dose timings of oral hypoglycemic agents to the patient PC10. inform the patient about possible adverse effects of wrong dosage and wrong timings PC11. explain the patients about the importance of regulating carbohydrate intake PC12. enlist various benefits of restricting saturated fats and substituting them with unsaturated fats and merits of consuming fibrous foods PC13. explain the importance of exercise and precautions to be taken before and during exercise to the patient based on their condition (Type I and Type II diabetes) PC14. explain the risks of smoking in relation to cardiovascular problems and other complications

HSS/N8707 Implement the treatment plan under the guidance of physician

<p>Support the individual in implementation of treatment plan as prescribed by physician</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC15. communicate appropriately with the patient based on their age, learning style and skills</p> <p>PC16. identify behaviors that demonstrate positive change in line with individual’s diabetes management goals</p> <p>PC17. explain the basic diabetes self-management practices to improve patient safety and well-being including precautions during travel</p> <p>PC18. use effective Information, Education and Communication (IEC) material to provide information on diabetes to ignorant patients</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. applicable organizational policies and protocols</p> <p>KA2. safety requirements set by accreditation agencies or statutory bodies</p> <p>KA3. relevant stakeholders/ physicians who need to be aligned for patient education and treatment</p> <p>KA4. basic structure and function of the healthcare system in the country</p> <p>KA5. basic structure and function of healthcare facilities available at various levels, hospice care, clinics</p>
<p>B. Technical Knowledge</p>	<p>The user/ individual on the job needs to know and understand:</p> <p>KB1. type I, type II and gestational diabetes</p> <p>KB2. pharmacological and non-pharmacological therapy for diabetes</p> <p>KB3. types of teaching material available and its suitability to different patients</p> <p>KB4. diabetes related health and lifestyle benchmarks and acceptable standards of performance</p> <p>KB5. healthy eating practices, being active, preventing and managing chronic conditions, stress management and psychosocial adjustment patterns</p> <p>KB6. glucometers, their mechanism and functioning</p> <p>KB7. importance of diabetes management plan to balance between risks and benefits to patient’s health</p> <p>KB8. information on insulin prescription sheet</p> <p>KB9. diet and exercises for diabetes management</p> <p>KB10. how to recognize and respond to hyper- or hypoglycemia</p> <p>KB11. various forms of insulin (vials or prefilled pen device) and the various factors that impact insulin purchasing decisions (checking the name of the insulin, check dose against the patient’s insulin prescription chart, check expiry date, etc.), storage, purpose, precautions, etc.</p> <p>KB12. opaque insulin suspensions</p> <p>KB13. process of insulin administration</p> <p>KB14. how to store insulin</p> <p>KB15. insulin therapy</p>

HSS/N8707 Implement the treatment plan under the guidance of physician

	<p>KB16. site of fastest absorption during subcutaneous administration of insulin</p> <p>KB17. how to minimize pain associated with insulin injections</p> <p>KB18. need and technique to wipe sites with a surgical spirit swab</p> <p>KB19. types of rapid acting insulin analogues</p> <p>KB20. process for preparation of insulin injection</p> <p>KB21. best practice for initial management of hypoglycemia</p> <p>KB22. capillary blood glucose measurement</p> <p>KB23. how to select and examine injection sites for lipodystrophy (lumpy areas)</p> <p>KB24. different injection techniques eg. by depressing the insulin syringe or pen device, holding in place for a count of 10, removal, etc.</p> <p>KB25. basic structure and function of the body system and associated organs and sub-systems</p> <p>KB26. mechanisms of body regulation (maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure); protection from infection; active and passive physical activities</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. write in English language using correct medical terminologies SA2. maintain documents regarding patient evaluation and behavioural modification using MS office
	Reading Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. read the instructions given by other members of the DSME team SA4. read and correctly interpret patient’s progress through evaluation reports
	Oral Communication (Listening and Speaking Skills)
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. identify and use appropriate communication technique as per patient’s preferences, abilities and skills SB2. rate and modify the patient’s self-management plan depending upon the progress and changing goals
	Plan and Organize
	The user/individual on the job needs to know and understand how to:

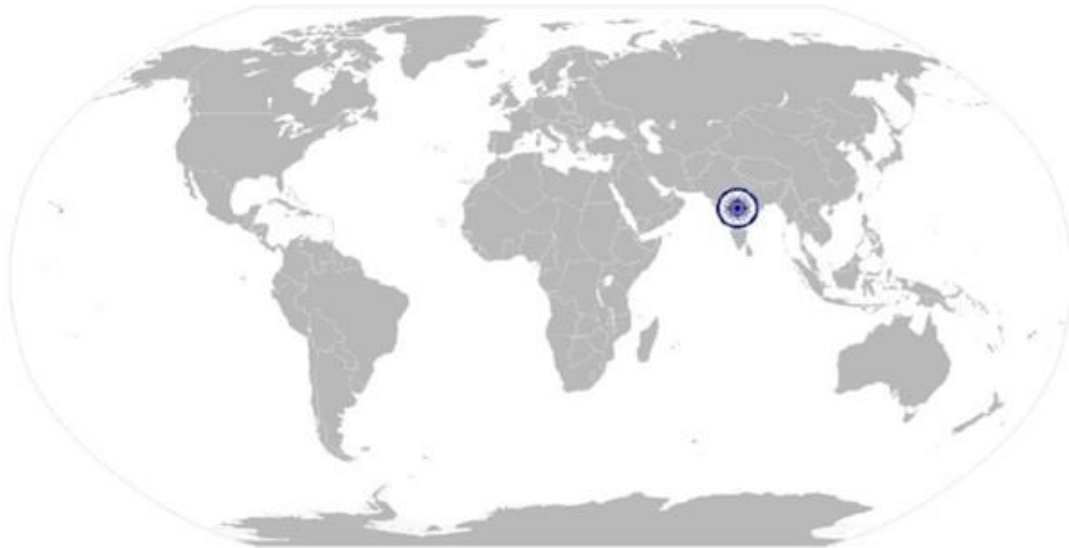
HSS/N8707 Implement the treatment plan under the guidance of physician

	<p>SB3. plan and organize the different teaching materials as per the patient's suitability</p> <p>SB4. plan a follow up schedule with the patient to evaluate the progress and modify the interventional approach if required</p> <p>SB5. plan and organize peer group meetings to help motivate, encourage and empower patients to improve and maintain positive behavioural changes</p>
	<p>Customer Centricity</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB6. ensure patient rights are protected and maintain confidentiality at all times</p> <p>SB7. ensure the patient is motivated by customizing communication and messaging, as required</p> <p>SB8. design and modify DSME plan as per the patient's literacy levels, education, awareness levels and social background</p>
	<p>Problem Solving</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB9. obtain and verify further patient data from various reliable sources to solve problems due to lack of sufficient information about the patient</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. record patient's performance and level of motivation in diabetes management to modify DSME plan from time to time under guidance of physician</p>
<p>Critical Thinking</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. review patient information gathered from observation, experience, reasoning, or communication, to assess impact on diabetic risks of the patient</p>	

HSS/N8707 Implement the treatment plan under the guidance of physician

NOS Version Control

NOS Code	HSS/N8707		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Social Work & Community Health	Last reviewed on	16/12/2019
Occupation	Counselling	Next review date	16/12/2024



HSS/N8704

Document the patient's record and follow-up activities

National Occupational Standard



Overview

This OS unit is about the requirements related to maintaining complete and accurate records of patients and their follow up activities.

HSS/N8704

Document the patient record and follow-up activities

National Occupational Standard	Unit Code	HSS/N8704
	Unit Title (Task)	Document the patient’s record and follow-up activities
	Description	This OS unit is about the requirements related to maintaining complete and accurate records of patients and their follow up activities.
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> • Maintain patient’s clinical records • Document follow up activities
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain patient’s clinical records	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. organize all relevant information in standardized formats related to patient’s profile as per standard procedure for various purposes PC2. carry out detailed paperwork for documenting clinical and DSME related records as per norms and legislation PC3. use Hospital Information System (HIS) to maintain longevity of the records
	Document follow up activities	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC4. maintain and update follow-up register as per organizational policies PC5. schedule the next follow up appointment in consultation with physician and individual PC6. organize the previous records of the patient from database before scheduled appointment
	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 policy regarding information and record management KA2. organizational practices regarding storage of information KA3. organizational policies and protocols applicable to own field of work KA4. safety requirements set by accreditation agencies or statutory bodies KA5. relevant stakeholders/ physicians who need to be aligned for patient education and treatment KA6. basic structure and function of the healthcare system in the country KA7. basic structure and function of healthcare facilities available at various levels, hospice care, clinics

HSS/N8704

Document the patient record and follow-up activities

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. type I, type II and gestational diabetes</p> <p>KB2. significance of patient’s right for information and the process involved</p> <p>KB3. how to document clinical records, common errors and quality checks</p> <p>KB4. how to organize patient related information for various purposes</p> <p>KB5. different reasons for which patient information is required</p> <p>KB6. importance of keeping abreast with norms and legislation related to patient information</p> <p>KB7. basic structure and function of the body system and associated organs and sub-systems</p> <p>KB8. mechanism of body regulation (maintenance of body temperature, fluid and electrolyte balance, elimination of body wastes, maintenance of blood pressure); protection from infection; active and passive physical activities</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. write the correct medical terminologies using English language</p> <p>SA2. document clinical/ patient data</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read and follow instructions related to coding and storage of data</p> <p>SA4. read and follow instructions for following standard practices for storage of information</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. speak in the English language clearly to communicate information promptly to other team members</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. take decisions regarding best information storage and retrieval practices</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. develop and document processes related to patient information storage and retrieval</p> <p>SB3. organize and store files in a specific format to make them available on the request of patients or clinical research organizations</p> <p>Customer Centricity</p>

HSS/N8704

Document the patient record and follow-up activities

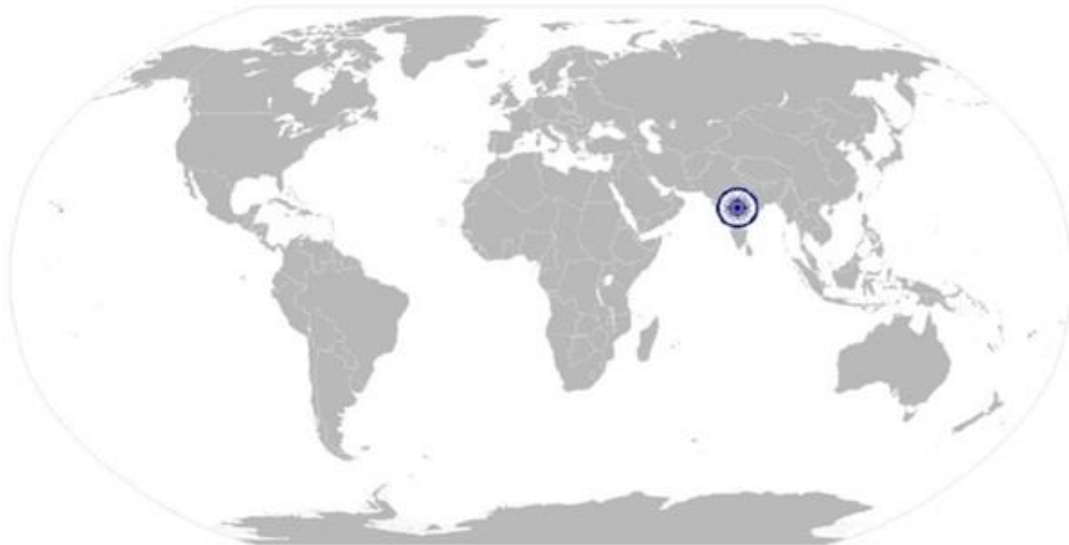
	The user/individual on the job needs to know and understand how to: SB4. ensure patient rights are protected and maintain confidentiality at all times
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify problems with information storage practices and suggest appropriate improvements
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. identify areas of improvement that can hasten and improve the data retrieval processes
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB7. review data storage and retrieval practices to identify risks



HSS/N8704 Document the patient record and follow-up activities

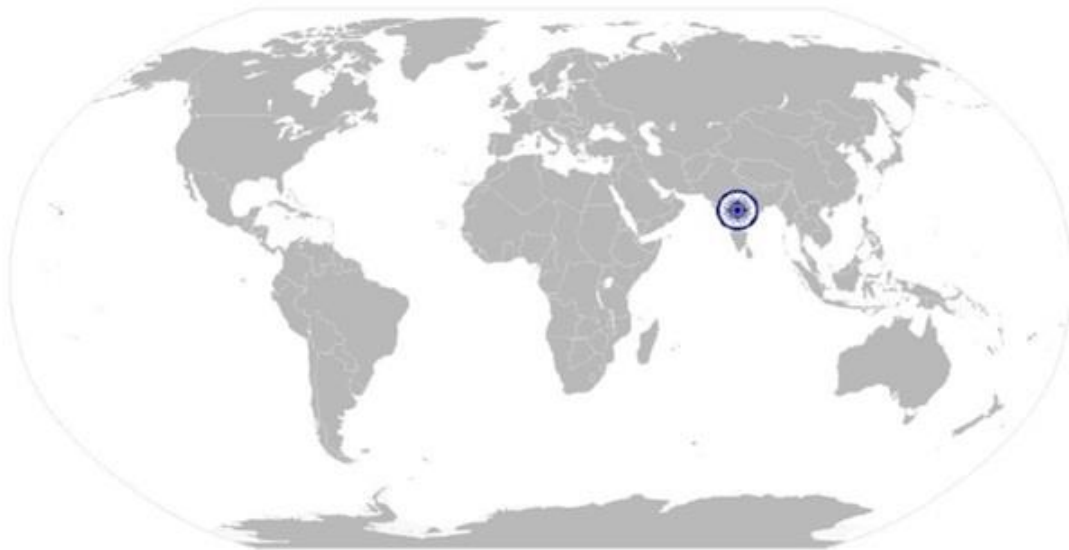
NOS Version Control

NOS Code	HSS/N8704		
Credits	TBD	Version number	2.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Social Work & Community Health	Last reviewed on	16/12/2019
Occupation	Counselling	Next review date	16/12/2024



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

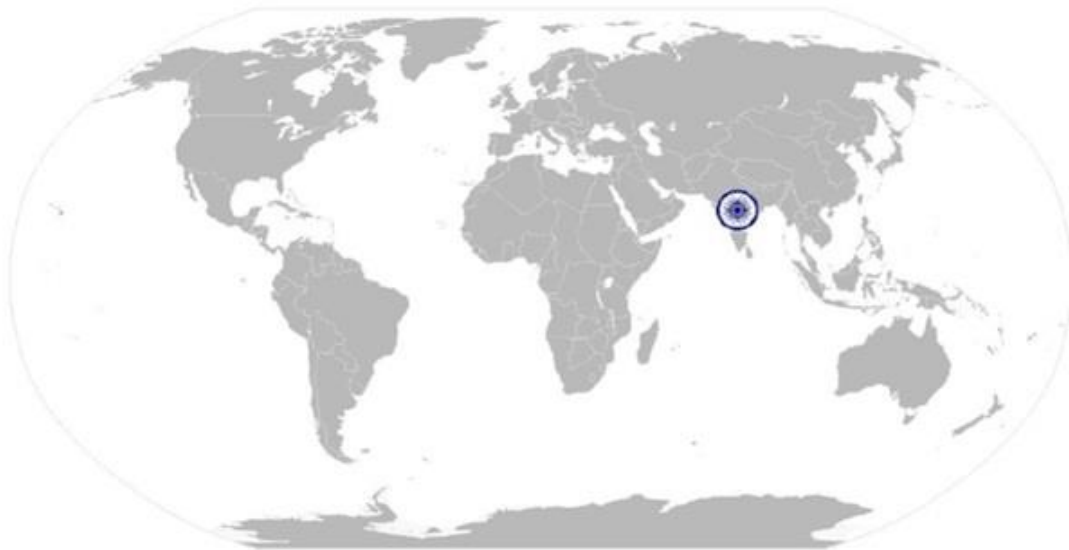
National Occupational Standard	Unit Code	HSS/N9617
	Unit Title (Task)	Maintain a safe, healthy and secure working environment
	Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions.
	Scope	<p>This unit/task covers the following:</p> <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	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. comply with health, safety and security procedures for the workplace</p> <p>PC3. comply with health, safety and security procedures and protocols for environmental safety</p>
	Handle any hazardous situation with safely, competently and within the limits of authority	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC4. identify potential hazards and breaches of safe work practices</p> <p>PC5. identify and interpret various hospital codes for emergency situations</p> <p>PC6. correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC7. provide basic life support (BLS) and first aid in emergency situations, whenever applicable</p> <p>PC8. follow the organization’s emergency procedures promptly, calmly, and efficiently</p> <p>PC9. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC10. complete any health and safety records legibly and accurately</p>
	Report any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC11. report any identified breaches in health, safety, and security procedures to the designated person</p> <p>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</p>
	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

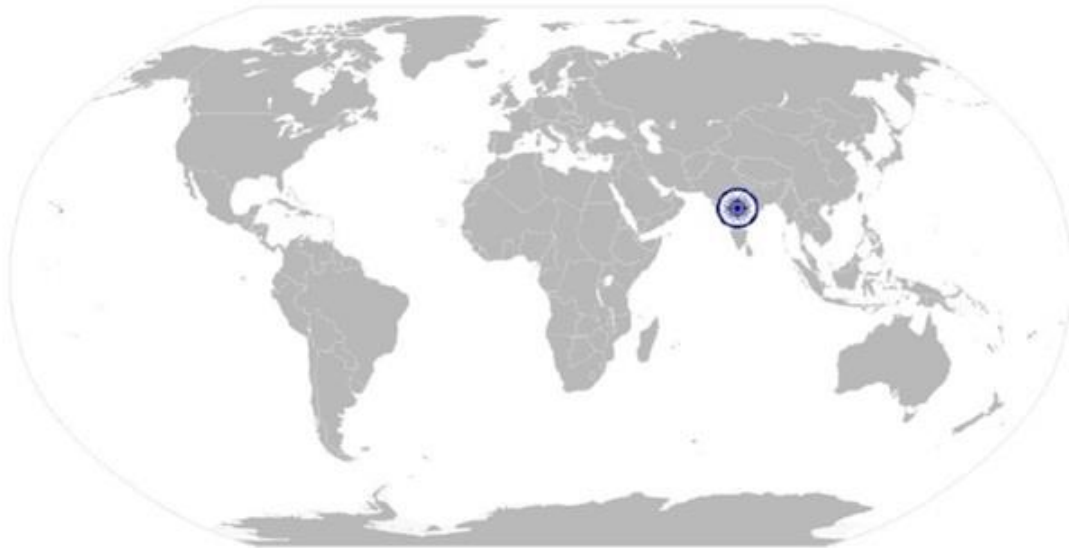
	SB4. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify hazards, evaluate possible solutions and suggest effective solutions
	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

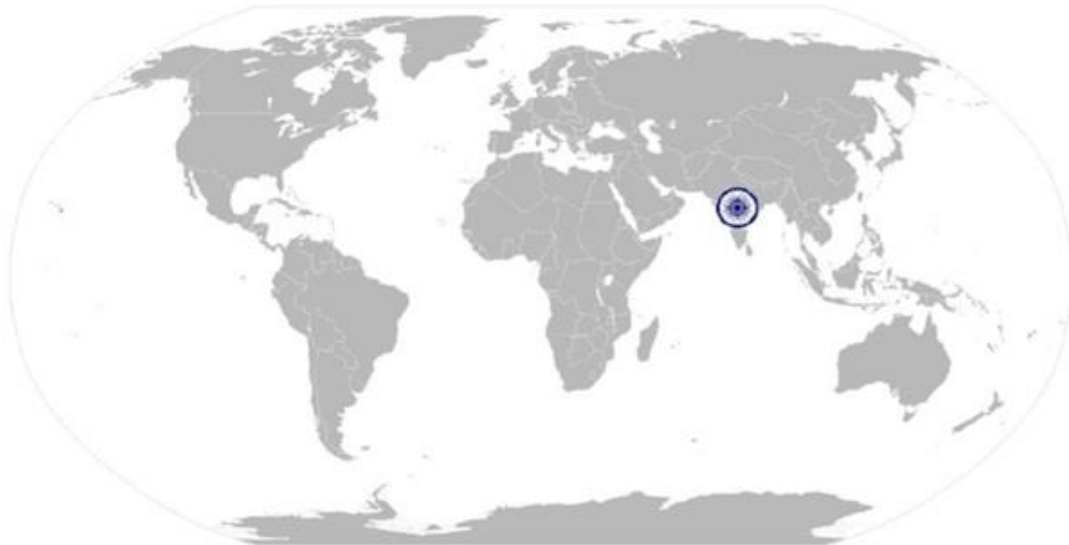
NOS Version Control

NOS Code	HSS/N9617		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Social Work & Community Health	Last reviewed on	16/12/2019
Occupation	Counselling	Next review date	16/12/2024



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

National Occupational Standard	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: <ul style="list-style-type: none"> SA1. report and record incidents
	Reading Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA2. read and understand company policies and procedures pertaining to managing biomedical waste and infection control and prevention
	Oral Communication (Listening and Speaking Skills)
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. take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues

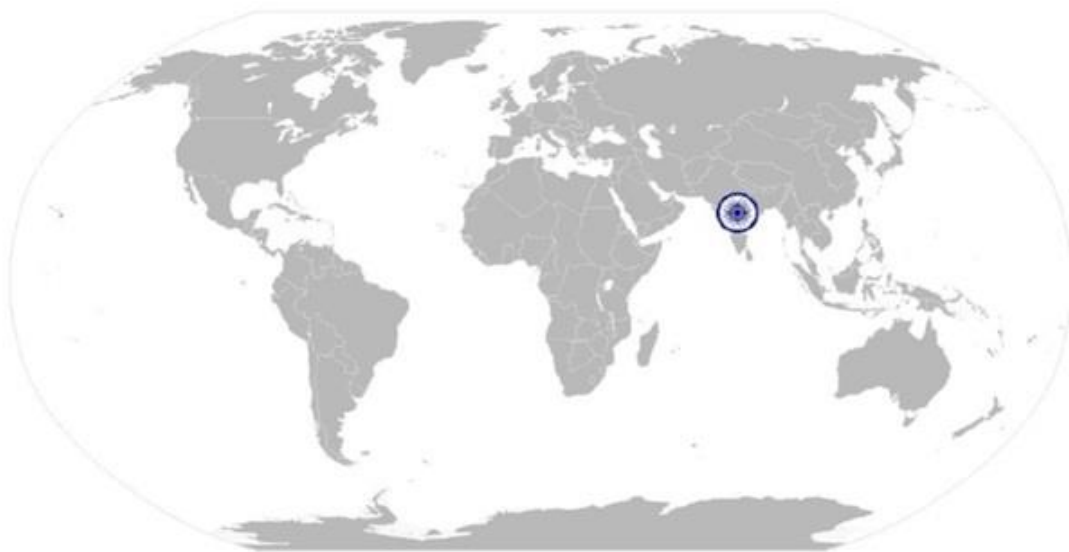
HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols

	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

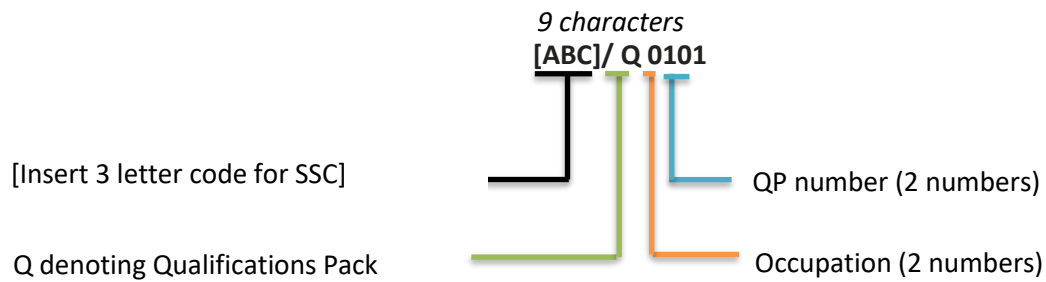
NOS Code	HSS/N9618		
Credits	TBD	Version number	1.0
Industry	Healthcare	Drafted on	12/05/2013
Industry Sub-sector	Social Work & Community Health	Last reviewed on	16/12/2019
Occupation	Counselling	Next review date	16/12/2024



Annexure

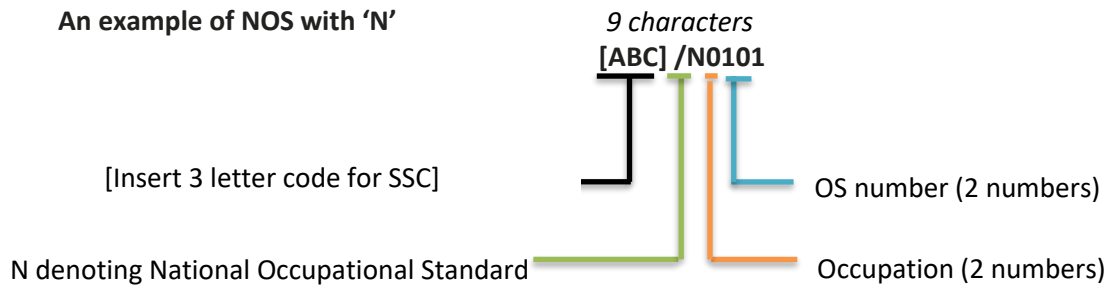
Nomenclature for QP and NOS

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

Criteria for Assessment of Trainees

Job Role: Diabetes Assistant

Qualification Pack: HSS/Q8703

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. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. 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.
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
HSS/N8708 Identify pre- diabetic and diabetic symptoms related risks	PC1.collect relevant patient information in a prescribed format from different sources as per organizational policies and procedures	191	70	38	33	12
	PC2.assist in checking patient's parameters such as height, weight and random blood sugar with a glucometer					13
	PC3.identify patient's risk factors and the likelihood of their impact on management of diabetes					11
	PC4.inform patients and their family members on prevention of diabetes and how to maintain healthy lifestyle					14
		191	70	38	33	50
HSS/N8707 Implement the treatment plan	PC1.explain insulin administration process and related information to the patient	496	187	72	57	8
	PC2.demonstrate the correct insulin injection technique to the patient					8

under the guidance of physician	PC3.demonstrate how to dispose off the waste generated from the procedure appropriately					2	
	PC4.brief the patient on how to record insulin administration such as the dose, timing and site of injection on a chart and initialing					12	
	PC5.demonstrate the correct use of a blood glucometer to monitor blood glucose and how to interpret the result					4	
	PC6.explain the patient about signs and symptoms of hyper or hypoglycemia					6	
	PC7.inform the concerned physician in case of hyper or hypo glycemia					8	
	PC8.discuss about various oral hypoglycemic agents with the patient					11	
	PC9.explain proper dose timings of oral hypoglycemic agents to the patient					12	
	PC10.inform the patient about possible adverse effects of wrong dosage and wrong timings					12	
	PC11.explain the patients about the importance of regulating carbohydrate intake					12	
	PC12.enlist various benefits of restricting saturated fats and substituting them with unsaturated fats and merits of consuming fibrous foods					12	
	PC13.explain the importance of exercise and precautions to be taken before and during exercise to the patient based on their condition (Type I and Type II diabetes)					11	
	PC14.explain the risks of smoking in relation to cardiovascular problems and other complications					12	
	PC15.communicate appropriately with the patient based on their age, learning style and skills					13	
	PC16.identify behaviours that demonstrate positive change in line with individual's diabetes management goals					13	
	PC17.explain the basic diabetes self-management practices to improve patient safety and well-being including precautions during travel					13	
	PC18.use effective Information, Education and Communication (IEC) material to provide information on diabetes to ignorant patients					11	
			496	187	72	57	180

HSS/N8704 Document the patient's record and follow-up activities	PC1.organize all relevant information in standardized formats related to patient's profile as per standard procedure for various purposes	190	52	30	38	14
	PC2.carry out detailed paperwork for documenting clinical and DSME related records as per norms and legislation					14
	PC3.use Hospital Information System (HIS) to maintain longevity of the records					12
	PC4.maintain and update follow-up register as per organizational policies					8
	PC5.schedule the next follow up appointment in consultation with physician and individual					12
	PC6.organize the previous records of the patient from database before scheduled appointment					10
		190	52	30	38	70
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
HSS/N9618 Follow infection control policies & procedures including biomedical waste disposal protocols	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					
	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