

Model Curriculum

Name- Multiskilled Health Assistant

QP Code- HSS/Q5109

QP Version- V1.0

NSQF Level- 3

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

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Training Parameters

Sector	Healthcare
Sub-Sector	Allied Health and Paramedics
Occupation	Non Direct Care
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3259
Minimum Educational Qualification and Experience	Grade 10 pass or equivalent
Pre-Requisite License or Training	
Minimum Job Entry Age	18 Years
Last Reviewed On	30/04/2024
Next Review Date	30/04/2027
NSQC Approval Date	30/04/2024
QP Version	1.0
Model Curriculum Creation Date	30/04/2024
Model Curriculum Valid Up to Date	30/04/2027
Model Curriculum Version	1.0
Minimum Duration of the Course	510 Hours
Maximum Duration of the Course	510 Hours

Program Overview

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

Training Outcomes

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

- Express the basic structure and function of healthcare delivery system in India.
- Describe basic structure and function of the human body.
- Discuss & verbalize the role of a multiskilled health assistant.
- Demonstrate skills and capacities in counsel and manage personnel who visits Healthcare Organization.
- Explain customer service excellence and patient satisfaction.
- Demonstrate billing activities.
- Manage and maintain the supply and order.
- Maintain proper storage and security condition for stock.
- Manage inventory of medicines and equipment.
- Demonstrate techniques to maintain the personal hygiene needs of a patient.
- Prepare patient unit and patient before during and after procedure
- Maintain interpersonal relationships with others.
- Maintain professional conduct at all times.
- Maintain a safe, healthy, and secure working environment.
- Follow infection control and sanitization policies and procedures as per sectoral work requirements.
- Segregate and dispose of waste disposal according to the SOPs.
- Apply fundamental concepts of healthy body into their daily lifestyle and practice

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
HSS/N5138: Maintain proper functioning of the healthcare set up	30:00	90:00	45:00	00:00	165:00
Module 1: Introduction to healthcare delivery systems	02:00	05:00			07:00
Module 2: Role and responsibilities of a multiskilled health assistant	01:00	05:00			06:00
Module 3: Introduction to medical terminology and basic medical equipment	02:00	05:00			07:00
Module 4: Payment and Billing	04:00	10:00			14:00

Module 5: Introduction to Hospital Policies and Procedures	02:00	05:00			07:00
Module 6: Customer service excellence and patient satisfaction	02:00	05:00			07:00
Module 7: Documentation and management of records	03:00	10:00			13:00
Module 8: Retention, preservation and destruction of records	02:00	10:00			12:00
Module 9: Medical record & Health Information Management System (HIMS)	05:00	15:00			20:00
Module 10: Transport patient sample and document within the set up	03:00	10:00			13:00
Module 11: Linen Management	04:00	10:00			14:00
HSS/N5139: Prepare procedure area and patient under guidance of healthcare professional	30:00	60:00	45:00	00:00	135:00
Module 12: Introduction to structure and function of the human Body	05:00	10:00			15:00
Module 13: Body Mechanics/ Positioning/ Transportation of patient	05:00	15:00			20:00
Module 14: Preparation of patient and its unit	15:00	20:00			35:00
Module 15: Cleaning, Disinfection, and Sterilization of articles	05:00	15:00			20:00
HSS/N5140: Manage inventory at healthcare set up	15:00	60:00	30:00	00:00	105:00
Module 16: Inventory Management	15:00	60:00			105:00
HSS/N9624: Maintain a safe and secure working environment	00:00	15:00	15:00	00:00	30:00
Module 17: Safety and emergency response at workplace	00:00	15:00			15:00

HSS/N9622: Follow sanitization and infection control guidelines	15:00	15:00	15:00	00:00	45:00
Module 18: Infection control policies and procedures	07:00	08:00			15:00
Module 19: Bio-medical waste management	08:00	07:00			15:00
Module 20: Employability Skills (30 Hrs.) Mapped to DGT/VSQ/N0101	30:00	00:00	00:00	00:00	30:00
Total	120:00	240:00	150:00	00:00	510:00

Module Details

Module 1: Introduction to healthcare delivery systems

Mapped to: HSS/N5138

Terminal Outcomes:

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

Duration: 02:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the healthcare delivery system in India at the primary, secondary, tertiary, and quaternary levels. Distinguish between various types of healthcare setting like Uni-specialty clinic, polyclinic, PHC, CHC, Medical store, diagnostic facility, etc. Differentiate between various healthcare settings like hospitals, home settings, digital healthcare, pharmacies, diagnostics, community healthcare, rehabilitation, hospice care, specialty-based care settings, etc. List different departments in a hospital. 	<ul style="list-style-type: none"> Prepare a report summarizing the observations about basic structure and function of healthcare delivery system in India. Prepare a hierarchical chart of different career options at various healthcare settings.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Visit to various healthcare settings for field assignment	

Module 2: Role and responsibilities of a Multiskilled Health Assistant

Mapped to: HSS/N5138

Terminal Outcomes:

- Describe the key roles and responsibilities of a Multiskilled Health Assistant.

Duration: 01:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the role and responsibilities of the multiskilled health assistant. Distinguish between the scope of practice of a multiskilled health assistant and that of other healthcare professionals. Discuss the roles of multi-disciplinary team personnel. Discuss the role of multiskilled health assistant in the different departments of hospital such as front desk office, admission counter, stock department, wards, TPA desk, billing, pharmacy, laboratory, radiology, scanning, orthopedics, gynecology, ophthalmology, dental etc. Explain the challenges and limitations of the role. 	<ul style="list-style-type: none"> Prepare a chart depicting roles and responsibilities of personnel at different departments/types of healthcare settings such as front desk office, admission counter, stock department, wards, TPA desk, billing, pharmacy, laboratory, radiology, scanning, orthopedics, gynecology, ophthalmology, dental etc.
-Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen, medical equipments like Sphygmomanometer, Thermometer, weighing machine, stethoscope, ECG etc	

Module 3: Introduction to medical terminology and basic medical equipment

Mapped to: HSS/N5138

Terminal Outcomes:

- Use medical terminology and medical equipment in daily living activity of patient.

Duration: 02:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify medical terms and related tariffs/discounts/promotions which can be advised to relevant patients. • Discuss the basic utility of medical equipment. • Identify different medical equipment as per their name. 	<ul style="list-style-type: none"> • Demonstrate the use of different medical equipment. • Prepare a chart of different medical equipment depicting their functions.
-Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
3D models of human body and accessory organs, model human skeletal system, organ specimen, medical equipments like Sphygmomanometer, Thermometer, weighing machine, stethoscope, ECG etc	

Module 4: Payment and Billing

Mapped to: HSS/N5138

Terminal Outcomes:

- Demonstrate the use of different modes of payment.
- Demonstrate the process of scanning, swapping and transaction.

Duration: 04:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain about different modes of Payment utilized in healthcare industry. • Discuss the process of receiving payment from visitors/carers and submit to authorities as per organizational protocol and process. • Discuss checking the authenticity of currency notes. • Explain the process of providing or issuing bills to carers as and when required as per organizational protocol and process. • Describe various TPA/Insurance services available. • Explain the need and use of bar code scanning and card swapping for transaction/payment. • Describe details of different types of taxes (VAT, Service tax, GST etc.) or as applicable. • Explain basic accounting principles. • Describe about various National Health Insurance Scheme and beneficiaries. 	<ul style="list-style-type: none"> • Demonstrate the use of different modes of payment processing. • Demonstrate the process of using machine to generate bills. • Demonstrate the use of bar codes scanning, swapping machine and transaction machine. • Demonstrate the method of checking authenticity of currency notes.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Audio Visual aide, Charts, Poster, Sample currency, Fake currencies, True currencies PBAX machine	

Module 5: Introduction to Hospital Policies and Procedures

Mapped to: HSS/N5138

Terminal Outcomes:

- Describe different policies and procedure of a healthcare organization

Duration: 02:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Understand about hospital policies and procedures of healthcare organization • Understand about hospital departments/diagnostic available with HCO/services available and direct patient to accurate unit. • Know about schemes/ tariffs/discounts/promotions which can be advised to relevant patients/carer's or visitors in accordance with Healthcare Team • Understand about leaving policies of patient such as LAMA (Leave against medical advice etc.) • Know about how to deal with cases such as thefts, Misappropriation, Report mix-ups, Damage to property, abuse etc. 	<ul style="list-style-type: none"> • Prepare sample registers for LAMA and DAMA policy. • Prepare a sample report for different cases such as theft, damage to hospital property and abuse etc • Prepare a chart of schemes/ tariffs and discounts as per the healthcare facility • Prepare a chart of different services available in a hospital
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Tools, equipment, trolley, beds, sample formats of reports and hospital documents, consumables, surgical equipments etc	

Module 6: Customer service excellence and patient satisfaction

Mapped to: HSS/N5138

Terminal Outcomes:

- Describe the rights and responsibilities of patient
- Identify the patient needs

Duration: 02:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify needs of the patients/carers to find resolution • Have adequate knowledge about internal process /promotions/tariffs/schemes/benefits which can be provided to patients • Build empathetic relationship with the patient's/ visitors • Use appropriate language and tone and listen carefully to the queries • Show sensitivity and adequate support for all irrespective to gender/culture/age/social difference/language etc. • Maintain proper body language and dress code • Seek feedback from visitors • Ensuring management of foreign clients with differences in culture and language. 	<ul style="list-style-type: none"> • Prepare a sample chart on policies and procedure, and schemes of a healthcare organization. • Prepare a chart of patient needs
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Tools, equipment, trolley, beds, sample formats of reports and hospital documents, consumables, surgical equipments etc	

Module 7: Documentation and management of records

Mapped to: HSS/N5138

Terminal Outcomes:

- Demonstrate technical skills of Storage and retention and retrieval of database and records.
- Maintain confidentiality of records.

Duration: 03:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Define the role and responsibilities of Multiskilled health assistant in management of records. • Explain the method of record/ documents keeping as per the organization protocol and review them for completion. • Explain the process of maintaining records of diagnostic and clinical results in the report carefully. • Discuss regular update to the reports. • Describe the storage duration of different files i.e., for normal cases, death case and medico-legal case. • Enumerate the process of arranging records properly in shelves in numeric order to facilitate easy retrieval when required. • Explain the importance of maintaining confidentiality of documents. • Describe in detail about various consent forms. • Explain the purpose of obtaining written consent of the authorized person before releasing any patient related information. • Explain the process of updating follow-up register as per organizational policies. • Describe Standard Operating Procedure (SOPs) regarding storage, retrieval, access of records to client and disposal of records. 	<ul style="list-style-type: none"> • Enter data in various forms and format according to the standard guidelines. • Create a sample set of documents to record procedure related information of client. • Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client. • Demonstrate the use of Hospital Information System (HIS) to prepare a sample record on client dietetic information.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital documents, various forms of consent	

Module 8: Retention, preservation and destruction of records

Mapped to: HSS/N5138

Terminal Outcomes:

- Demonstrate technical skills required for recording the diagnostic and clinical results in the report carefully
- List the steps to organize old documents for storing purpose.

Duration: 02:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the process of reviewing all the medical records for completion. • Discuss the process of recording the diagnostic and clinical results in the report carefully. • Explain the steps to retain the medical records as per the organization protocol that reflect the clinical care provided to a patient, including provider notes, nurses’ notes, diagnostic testing and medication lists. • List the steps to organize old documents for storing purpose. • Explain how to store the medical records including the old records. • Describe the storage duration of different files i.e. for normal cases, death case and medico-legal case, and for cases related to transplant. • Discuss the process of taking written consent of the authorized person before releasing any patient related information under supervision. • Discuss the process for destroying any old medical record with the required approval. • Explain the process of maintaining the record files for required duration as per statutory requirements and guidelines. 	<ul style="list-style-type: none"> • Demonstrate the steps to organize old documents for storing purpose. • Demonstrate the method to store the medical records including the old records. • Demonstrate the process of taking written consent of the authorized person before releasing any patient related information under supervision. • Discuss the process for destroying any old medical record with the required approval.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital documents, various forms of consent	

Module 9: Health Information Management System (HIMS)

Mapped to: HSS/N5138

Terminal Outcomes:

- Explain about Health Information Management System (HIMS)
- Demonstrate the various registration modalities on HIS
- Demonstrate the use of HIS system

Duration: 05:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the Health Information Management System (HIMS). • Explain the previously existing HIMS in the Healthcare department. • Describe the current global best practices of HIMS. • Discuss the significance of adoption of best practices in the hospital. • Describe various modalities for Patient Registration in HIS • Describe various characteristics of HIS • Describe about important information and credentials to be captured by patient/attenders for HIS • Describe basic functioning of HIS • Describe escalation matrix in case of non-compliances. • Assess working status of HIS as and when required. • Maintain database of visitors/patients etc. • Describe the importance of Electronic Health Records/Medical Records/Computerized patient record systems 	<ul style="list-style-type: none"> • Demonstrate the use of HIMS system • Demonstrate the process of maintaining patient data on HIS • Demonstrate the process to retrieve the data from HIS • Demonstrate the process of patient registration on HIS
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Sample formats of reports and hospital documents, various forms of consent	

Module 10: Transport patient sample and document within the set up

Mapped to: HSS/N5138

Terminal Outcomes:

- Describe the protocols, process and policies for transportation of patient document and sample.

Duration: 03:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Identify the correct sample/ document is being transferred with in the set up. Ensure that document/ sample has transferred to the right person/ department. Describe relevant protocols, good practices, standards, policies and procedures while transferring the sample or document. 	<ul style="list-style-type: none"> Demonstrate the process of transferring document and sample in different departments.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Tools, equipment, trolley, beds, sample formats of reports and hospital documents, consumables, surgical equipments etc	

Module 11: Linen Management

Mapped to: HSS/N5138

Terminal Outcomes:

- Carry out cleaning, disinfection, and segregation of soiled linen.
- Demonstrate the method of transporting clean and soiled linen.
- Proper storage of linen

Duration: 04:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss about the types of linen used in healthcare set-up. • Recognize the need of periodic changing of linen. • Explain proper storage of linen. • Identify damaged linen and report in line with relevant requirements, policies and procedures. • Apply hygiene and infection control associated with handling of linen. • Discuss about cleaning and disinfection process of soiled linen. • Explain the correct methods for handling, segregation and transport of used and unused linen. • Explain the process of maintaining linen stock. 	<ul style="list-style-type: none"> • Demonstrate use of personal protective equipment & personal hygiene practices while handling contaminated linen. • Demonstrate hand hygiene. • Demonstrate storage management techniques. • Demonstrate the different types of disinfection processes. • Demonstrate the cleaning, disinfection methods. • Demonstrate the process of transporting linen in laundry trolley.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Disinfectants, drinking water, broom, mops, BMW bins, PPE etc	

Module 12: Introduction to structure and function of the human Body

Mapped to: HSS/N5139

Terminal Outcomes:

- Describe basic structure and function of the human body.

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> List down various body parts. Explain the Organisation of body cells, tissues, organs, organ systems, membranes, and glands in the human body. Describe cells and tissues and their types. Describe different types of organ systems. Discuss different types of body fluids. Discuss the skin components and underlying structures. Explain the structure and functioning of human body systems using charts and models. 	<ul style="list-style-type: none"> Identify various body parts/organs using 3D models of human organ system. Design various working models depicting functioning of each human body system.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster, AV Aids for Understanding Human Body Structure and Function	
Tools, Equipment and Other Requirements	
3Dmodels of human body and accessory organs, model human skeletal system, organ specimen	

Module 13: Body Mechanics/ Positioning/ Transportation of patient

Mapped to: HSS/N5139

Terminal Outcomes:

- Explain the use of correct body mechanics to prevent any injury to self and patient.
- Explain the importance of positioning in the treatment and recovery of patient.
- Demonstrate different positions.
- Demonstrate the use of assisted devices like wheelchair, stretcher, walker, crutches and canes in the mobility and transportation of patient.

Duration: 05:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the kinetics of joints and movements. • Discuss mechanisms that affect movements in human body. • Explain general principles of movements. • Discuss about the proper body mechanics. • Explain the process and precautions to be taken care while transferring the patient. • Describe standards for prevention of patient's fall. • Describe measures to be taken to prevent falls. • Describe action in event of a fall incident. • Describe importance of positioning for a patient in treatment and recovery. • Explain various types of positions and postures to be maintained ideal for various procedures. • Describe various kinds of means available for transferring patients. • Describe care to be taken while transferring patient. • Discuss importance of physical moments for wellbeing. • Describe usage of modes used for mobility and their maintenance. • Describe care while patient is walking or using assisted devices. 	<ul style="list-style-type: none"> • Demonstrate usage of wheelchair, stretcher, shifting of patient from bed to stretcher, stretcher to operation theatre table etc., and in special situations. • Demonstrate usage of assisted devices like walker, cane, crutches etc while walking the patient. • Demonstrate the various types of positions like supine, left lateral, lithotomy, fowlers etc. • Demonstrate the correct use of body mechanics while lifting or transferring the patient.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Nursing manikin, wheelchair, stretcher, cane, crutches, walker, bed, operation table etc	

Module 14: Preparation of patient and its unit

Mapped to: HSS/N5139

Terminal Outcomes:

- Demonstrate the method of Bed making.
- Discuss the different types of bed.
- Carry out preparation of patient and its unit as per the procedure.
- Types of specialized departments or units
- Demonstrate the method of checking vital parameters.

Duration: 15:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss about the types of linen used in healthcare set-up. • Recognize the need of periodic changing of linen. • Develop understanding & procedures of Hand Hygiene. • Discuss the techniques of Grooming. • Explain the importance of using PPE. • Explain the importance of obtaining written consent. • Discuss the way of checking working condition of all equipment, material and items required for procedure. • Describe the process of reporting the changes in patients' overall condition. • Explain the need and types of instruments, equipment required as per the area and unit. • Discuss about the different type of specialized healthcare set-ups like pharmacy, diagnostic laboratories, imaging labs, dental, ortho, ophthal and gynae and their requirements. • Explain the need and types of instruments, equipment required as per the specialization. • Recognize different types of table or bed used in different set-ups according to specialization like gynaecology table, orthopaedic table, etc. • Explain the general and professional standard related to specialization • Prepare patients for examination by carrying out sensitization to get them ready for the procedure. • Assist doctor in various procedures related to patient need. • Identify different types of tables or bed used in different set-ups according to specialization like gynaecology table, orthopaedic table, etc. • Explain the general and professional standard related to specialization. • Explain about patient preparation for examination by carrying out sensitization to get them ready for the procedure. • Discuss about assisting doctor in various 	<ul style="list-style-type: none"> • Demonstrate preparation of an empty bed, occupied bed and room after discharge etc. • Prepare room/unit for admission and procedure. • Demonstrate the process of checking parameters like height and weight through digital scale; use of pulse oximeter and digital BP apparatus. • Demonstrate the techniques of recovery position. • Demonstrate the part preparation procedure. • Create flow charts showing steps of patient preparation for any procedure. • Prepare a chart depicting different types of tools and equipments used in different set ups or departments. • Prepare a sample trolley with placement of equipment, tools, and material as per the procedure. • Prepare a chart depicting different types of bed, tables, and trolley according to specialization. • Demonstrate the process of preparing trolley for different procedures as per the need.

<p>procedures related to patient need.</p> <ul style="list-style-type: none"> • Explain the need of necessary tools are made ready in the treatment room before scheduled time for a procedure by sterilizing them against infection. • Prepare documents and file for the patient and assist them to fill. • Describe collecting relevant information from patient to fill documents. • Explain the importance of maintaining dignity and privacy of patients 	
<p>Classroom Aids:</p>	
<p>Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Nursing manikin, wheelchair, stretcher, cane, crutches, walker, bed, operation table etc</p>	

Module 15: Cleaning, Disinfection, and Sterilization of articles

Mapped to: HSS/N5139

Terminal Outcomes:

- Carry out cleaning, sterilization and disinfection procedures as required for equipments

Duration: 05:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the suitable cleaning agent and method/procedure for cleaning. • Inspect the functionality of required articles for next procedure. • Differentiate between cleaning, disinfection, and sterilization. • Discuss the indications and selection criteria for instruments and material for sterilization and disinfection. • Discuss about different methods of sterilization such as physical and chemical methods. • Classify disinfectants based on consistency, spectrum of activity and mechanism of action. • Discuss about disinfection process of surfaces, equipment. • Discuss the ways of checking efficacy of sterilization or disinfection performed. • Describe about the decontamination process of commonly used basic patient care equipment 	<ul style="list-style-type: none"> • Create flow charts showing steps of different sterilization methods. • Create flow charts showing steps of different disinfection methods. • Demonstrate the different methods of sterilizing different types of equipment, tools, and instrument. • Demonstrate the different types of disinfection processes as required for surfaces, equipment, and materials. • Demonstrate the method of disposal of consumable items according to the hospital protocols.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Disinfectants, autoclave, Linen, tools, surgical and non-surgical equipment	

Module 16: Inventory Management

Mapped to: HSS/N5140

Terminal Outcomes:

- Maintain inventory of equipment and stock.
- Apply disposal policies of organization for expired consumables and devices.

Duration: 15:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the inventory management best practices. • Explain the process of maintaining inventory of stock like linen, general clinical equipment, tools, consumables, non-consumables, etc. • Explain the importance of keeping record of date of manufacturing and expiry and any loss of commodities or consumables. • Discuss inventory replenishment and distribution systems. • Identify stock which is not complying with inventory control guidelines. • Discuss the process of removing stock not complying with inventory control guidelines. • Discuss about re-process or discard stock not complying with inventory control guidelines. • Discuss about SOP of reporting or discarding the expired consumables. 	<ul style="list-style-type: none"> • Demonstrate Pre-packing, assembling and labelling stock. • Prepare a sample checklist to check availability of various types of instruments, consumable, and non-consumable items, equipment, etc. • Demonstrate the appropriate disposal of expired or outdated or near expiry product & medical devices.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
Tools, Equipment and Other Requirements	
Medicines, equipment, tools, surgical and non-surgical equipment, consumables etc	

Module 17: Safety and emergency response at workplace

Mapped to: HSS/N9624

Terminal Outcomes:

- Respond to institutional emergencies safely and appropriately
- Perform Basic Life Support or basic first aid in medical emergency situations, as and when required

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
	<ul style="list-style-type: none"> • Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency. • Prepare a chart of the precautions to be taken for personal safety or self-safety. • Demonstrate how to perform Basic Life Support (BLS). • Create a chart depicting different types of protective devices such as restraints and safety devices. • Create a flow chart depicting common emergency situations and its referral mechanism. • Demonstrate disaster management techniques to deal with institutional emergencies.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Crash cart trolley, first aid box, CPR nursing manikin, Ambu bag with mask adult, torch, physical restraints, fire extinguisher	

Module 18: Infection control policies and procedures

Mapped to: HSS/N9622, v1.0

Terminal Outcomes:

- Develop techniques of self-hygiene
- Apply infection control policies and procedures during daily activities

Duration: 07:00	Duration: 08:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the concept of healthy living. • Describe the importance of infection control and prevention. • List strategies for preventing transmission of pathogenic organisms. • Describe the nosocomial infections. • Explain the importance of incident reporting. • Discuss in brief about COVID-19 coronavirus infection. • Explain the concept of immunization. • Describe the hand-hygiene guidelines and procedures used in healthcare-settings. • Explain the importance of using Personal Protective Equipment (PPE). • List the types of PPE. • Describe the process of wearing and removing each of the PPE. • Explain various vaccinations against common infectious diseases. 	<ul style="list-style-type: none"> • Demonstrate the steps of spillmanagement. • Demonstrate the procedures of handhygiene. • Demonstrate the process of donning and doffing of PPE.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Hypochlorite solution, chlorhexidine, alcohol swab, apron, lab coat, gloves, mask, cap, shoes, safety goggles and spectacles, towels, cotton, isopropyl alcohol, disposable cartridge and syringes, spill kit	

Module 19: Bio-medical waste management

Mapped to: HSS/N9622

Terminal Outcomes:

- Dispose of different types of biomedical waste in appropriate colour coded bins/containers.
- Apply local guidelines of biomedical waste disposal system during daily activities.

Duration: 08:00	Duration: 07:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Categorize the different types of biomedical waste. • Explain the importance and mechanism of proper and safe disposal, transportation, and treatment of bio-medical waste. • Identify the various types of colour coded bins/containers used for disposal of biomedical waste. • Explain the importance of following local guidelines of biomedical waste disposal. 	<ul style="list-style-type: none"> • Segregate the biomedical waste applying the local guidelines. • Create a chart depicting different types of biomedical waste and various types of colour coded bins/containers used for disposal of biomedical waste. • Prepare a report on the observations from field assignment about the structure of transportation and treatment of biomedical waste.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster.	
Tools, Equipment and Other Requirements	
Different coded color bins, chart for color coding of bins Visit to biomedical waste treatment plant for field assignment	

Module 20: Employability Skills (30 Hrs.) Mapped to DGT/VSQ/N0101

Mandatory Duration: 30:00			
Location: On-Site			
S.No.	Module Name	Key Learning Outcomes	Duration (hours)
1.	Introduction to Employability Skills	<ul style="list-style-type: none"> Discuss the importance of Employability Skills in meeting the job requirements. 	1
2.	Constitutional values - Citizenship	<ul style="list-style-type: none"> Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. Show how to practice different environmentally sustainable practices. 	1
3.	Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> Discuss 21st century skills. Display positive attitude, self-motivation, problem solving, time management skills and continuous learning mindset in different situations. 	1
4.	Basic English Skills	<ul style="list-style-type: none"> Use appropriate basic English sentences/phrases while speaking. 	2
5.	Communication Skills	<ul style="list-style-type: none"> Demonstrate how to communicate in a well-mannered way with others. Demonstrate working with others in a team. 	4
6.	Diversity & Inclusion	<ul style="list-style-type: none"> Show how to conduct oneself appropriately with all genders and PwD. Discuss the significance of reporting sexual harassment issues in time. 	1
7.	Financial and Legal Literacy	<ul style="list-style-type: none"> Discuss the significance of using financial products and services safely and securely. Explain the importance of managing expenses, income, and savings. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws. 	4
8.	Essential Digital Skills	<ul style="list-style-type: none"> Show how to operate digital devices and use the associated applications and features, safely and securely. Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely. 	3
9.	Entrepreneurship	<ul style="list-style-type: none"> Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges. 	7
10.	Customer Service	<ul style="list-style-type: none"> Differentiate between types of customers. Explain the significance of identifying customer needs and addressing them. Discuss the significance of maintaining hygiene and dressing appropriately. 	4
11	Getting ready for apprenticeship & Jobs	<ul style="list-style-type: none"> Create a biodata. Use various sources to search and apply for jobs. Discuss the significance of dressing up neatly and maintaining hygiene for an interview. Discuss how to search and register for apprenticeship opportunities. 	2

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

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

Mandatory Duration: 150:00 hours

Module Name: On-the-Job Training

Location: On Site

Terminal Outcomes

- Demonstrate the use of different medical equipment.
- Prepare a chart of different medical equipment depicting their functions.
- Demonstrate the use of different modes of payment process.
- Demonstrate the process of using machine to generate bills.
- Demonstrate the use of bar codes scanning, swapping machine and transaction machine.
- Demonstrate the method of checking authenticity of currency notes.
- Demonstrate usage of wheelchair, stretcher, shifting of patient from bed to stretcher, stretcher to operation theatre table etc., and in special situations.
- Demonstrate usage of assisted devices like walker, cane, crutches etc while walking the patient.
- Demonstrate the various types of positions like supine, left lateral, lithotomy, fowlers etc.
- Demonstrate the correct use of body mechanics while lifting or transferring the patient.
- Demonstrate preparation of an empty bed, occupied bed and room after discharge etc.
- Prepare room/unit for admission and procedure.
- Demonstrate the process of checking parameters like height, weight through digital scale.
- Demonstrate the techniques of recovery position.
- Demonstrate the different methods of sterilizing different types of equipment, tools, and instrument.
- Demonstrate the different types of disinfection processes as required for surfaces, equipment, soiled linen, and materials.
- Demonstrate the method of disposal of consumable items according to the hospital protocols.
- Demonstrate Pre-packing, assembling and labelling stock.
- Prepare a sample checklist to check
- availability of various types of medicines, instruments, consumable, and non-consumable items, equipment, etc.
- Demonstrate the appropriate disposal of expired or outdated or near expiry product & medical devices.
- Demonstrate the part preparation procedure.
- Create flow charts showing steps of patient preparation for any procedure.
- Prepare a chart depicting different types of tools and equipments used in different set ups or departments.
- Prepare a sample trolley with placement of equipment, tools, and material as per the procedure.
- Prepare a chart depicting different types of bed, tables, and trolley according to specialization.
- Demonstrate the process of preparing trolley for different procedures as per the need.
- Demonstrate the process of transferring document and sample in different departments.
- Demonstrate use of personal protective equipment & personal hygiene practices while handling waste.
- Demonstrate hand hygiene.
- Demonstrate storage management techniques
- Demonstrate how to compile all the relevant information in sample formats necessary to create the database of client.
- Demonstrate the use of Hospital Information System (HIS) to prepare a sample record on client dietetic information.
- Demonstrate usage of hospital emergency codes and basic first aid in a mock drill depicting an institutional emergency.
- Demonstrate the steps of spill management.
- Demonstrate the procedures of hand hygiene.
- Demonstrate the process of donning and doffing of PPE.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate	MBBS, BAMS, BHMS	1		1		
Ph. D.	Nursing	2		1		
M.Sc.	Nursing	2		1		
B.Sc.	Nursing	3		1		
General Nursing and Midwifery (GNM)	Nursing	3		1		

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Multiskilled Health Assistant" mapped to QP: "HSS/Q", version 1.0 with scoring of minimum 80%.	Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0" with minimum score of 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Medical Graduate	MBBS, BAMS, BHMS	2		2		
Ph. D.	Nursing	3		2		
M.Sc.	Nursing	4		3		
B.Sc.	Nursing	6		3		
General Nursing and Midwifery (GNM)	Nursing	6		3		

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Multiskilled Health Assistant” mapped to QP: “HSS/Q”, version 1.0 with scoring of minimum 80%.	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, v2.0” with minimum score of 80%.

Assessment Strategy

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

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

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

The following tools would be used for final assessment:

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

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

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

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

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

QA Regarding Assessors:

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

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

References

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.

Acronyms and Abbreviations

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