

## CRITERIA FOR ASSESSMENT OF TRAINEES

<b>Job Role</b>	General Duty Assistant
<b>Qualification Pack Code</b>	HSS/Q5101
<b>Sector Skill Council</b>	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. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

<b>Skills Practical and Viva (80% weightage)</b>	
	<b>Marks Allotted</b>
<b>Grand Total-1 (Subject Domain)</b>	<b>400</b>
<b>Grand Total-2 (Soft Skills and communication)</b>	<b>100</b>
<b>Grand Total-(Skills Practical and Viva)</b>	<b>500</b>
<b>Passing Marks (70% of Max. Marks)</b>	<b>350</b>
<b>Theory (20% weightage)</b>	
	<b>Marks Allotted</b>
<b>Grand Total-1 (Subject Domain)</b>	<b>80</b>
<b>Grand Total-2 (Soft Skills and Communication)</b>	<b>20</b>
<b>Grand Total-(Theory)</b>	<b>100</b>
<b>Passing Marks (50% of Max. Marks)</b>	<b>50</b>

Grand Total-(Skills Practical and Viva + Theory)		600			
Overall Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			
Detailed Break Up of Marks		Skills Practical & Viva			
Subject Domain		Pick any 2 NOS each of 200 marks totalling 400			
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS/ N 5101 (Assist nurse in bathing the patient)	PC1.Maintain the patient privacy and encourage patient do as much as possible to promote independence	200	10	0	10
	PC2.Identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort		50	10	40
	PC3.Check water temperature before patient checks in		10	2	8
	PC4.Follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes		50	10	40
	PC5. Dry patient skin by patting with a towel which decreases friction and prevents skin breakdown		4	0	4
	PC6. Never leave a patient unattended in bath room		4	2	2
	PC7. Wash from cleanest to dirtiest		10	2	8
	PC8. Observe and report unusual findings to the nurse		20	2	18
	PC9. Offer patient back rub after bathing and at bed time to stimulate circulation and relieve stress		10	10	0
	PC10. Apply lotion to dry skin if requested		2	2	0
	PC11. Clean tub shower chair before and after each use		20	10	10
	PC12. Always check each patients skin after bathing		10	10	0
<b>Total</b>			200	60	140

2. HSS/ N 5102 (Assist nurse in grooming the patient)	PC1. Maintain the patient's privacy and encourage patient do as much as possible to promote independence	200	10	0	10
	PC2. Show patient how they look after the grooming task is finished		20	0	20
	PC3. Use standard precautions and protocols for shaving and cutting nails		50	10	40
	PC4. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling		50	10	40
	PC5. Rinse toothpaste thoroughly from the mouth after brushing		40	5	35
	PC6. Store dentures in cool water with patients name to avoid confusion		30	5	25
	<b>Total</b>		200	30	170
3.HSS/ N 5103 (Assist patient in dressing)	PC1. Maintain the patient privacy and encourage patient do as much as possible to promote independence	200	40	10	30
	PC2. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly		160	20	140
	<b>Total</b>		200	30	170
4. HSS/ N 5104 (Support individuals to eat and drink)	PC1. Make the patient comfortable and encourage eating as recommended	200	5	0	5
	PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient		30	5	25
	PC3. Feed through spoon		5	2	3
	PC4. Assist in elimination and oral care prior to feeding		30	5	25
	PC5. Wash hands and mouth after feeding		30	5	25
	PC6. Measure input and record them		30	5	25
	PC7. During feeding observe and ensure that:				
	a. Elimination process is completed before feeding		10	12	28
	b. Oral care and grooming is performed before feeding		10		
	c. The patient is comfortable when being fed		10		
	d. The food provided is according to the dietary prescription of the prescribing physician or dietician		10		
	PC8. Patient is not having symptoms of distress like coughing and regurgitation		30	6	24
<b>Total</b>	200	40	160		

5. HSS/ N 5105 (Assist patient in maintaining normal elimination)	PC1. Promptly respond to patients elimination needs	200	4	0	4
	PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode		50	10	40
	PC3. Wipe the patient and wash hands to prevent infection		50	10	40
	PC4. Use equipment correctly to prevent discomfort or injury		50	10	40
	PC5. Ensure/Maintain patients privacy at all times during the procedure		6	0	6
	PC6. Record changes in colour or texture of the elimination and report usual findings immediately		40	5	35
	<b>Total</b>		200	35	165
6. HSS/ N 5106 (Transferring patient within the hospital)	PC1. Use the equipment for transferring the patients correctly to avoid falls or injuries	200	10	2	8
	PC2. Ensure that the correct patient is being moved or wheeled out		10	2	8
	PC3. Understand patient's condition and estimate if additional help is required		30	5	25
	PC4. Transport the patient without causing trauma or injury		60	20	40
	PC5. Use proper body mechanics for transferring the patient		60	20	40
	PC6. Focus on safety first and ensure that the patient is comfortable		30	5	25
	<b>Total</b>		200	54	146
7.HSS/ N 5108 (Prevent and control infection)	PC1. Know all procedures required for infection control	200	30	30	0
	PC2. Follow standard precautions		50	10	40
	PC3. Be aware of rules to dispose of biomedical waste and sharps		50	20	30
	PC4. Follow high level of personal hygiene		20	2	18
	PC5. Practice medical asepsis		20	2	18
	PC6. Follow infection control procedures and should ensure that:				
	o All standard precautions and procedures are followed		10		
	o Protective gears are used while getting in contact with the patient		10	6	24
	o Consider all blood, body fluids and excreta contaminated		10		

	<b>Total</b>		200	70	130
8. HSS/ N 5109 (Assist nurse in performing procedures as instructed in the care plan)	PC1. Perform key procedures like inducing enema, prepare patient for being moved to the operation theatre	<b>200</b>	120	20	100
	PC2. Operate the equipment used to perform the procedure		80	20	60
	<b>Total</b>		200	40	160
9. HSS/ N 5110 (Assist nurse in observing and reporting changes in patient condition)	PC1. Observe colour changes like bluish or yellowish discoloration of the skin	<b>200</b>	50	20	30
	PC2. Observe changes in odour or consistency of urine and stools		50	20	30
	PC3. Communicate the observations in an appropriate language and construct		50	20	30
	PC4. Differentiate between immediate and routine reporting requirements		50	20	30
	<b>Total</b>		200	80	120
10. HSS/ N 5113 (Clean medical equipment under supervision of nurse)	PC1. Handle equipment safely or seek the help of nurse	<b>200</b>	40	10	30
	PC2. Use appropriate protective clothing and equipment when cleaning equipment		40	10	30
	PC3. Clean and maintain equipment according to manufacturer's instructions, any legal requirements and work setting procedures		40	10	30
	PC4. Report to appropriate people/nurse about the equipment that are unsuitable for use		40	10	30
	PC5. Dispose of any waste safely and according to legal requirements and organisation protocol		40	10	30
	<b>Total</b>		200	50	150
11. HSS/ N 5111 (Assist nurse in measuring patient parameters accurately)	PC1. Assist nurse in calibrating the scales and following manufacturer's guidelines	<b>200</b>	30	25	5
	PC2. Use different types of scales including manual, digital, standard, chair and bed scales		60	20	40
	PC3. Ensure that patient is comfortable and positioned correctly		60	20	40
	PC4. Ensure patient safety to prevent a fall or an injury		50	10	40
	<b>Total</b>		200	75	125
12. HSS/ N 5114 (Transport patient)	PC1. Perform effective hand hygiene and use personal protective equipment in accordance with the local and national policy/procedures	<b>200</b>	50	10	40

samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor)	PC2. Ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported		20	10	10
	PC3. Ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use, isolating and reporting any that are not		20	10	10
	PC4. Collect and transport clean linen avoiding cross contamination with used linen and use a trolley or vehicle specifically designated for the delivery of clean linen		50	10	40
	PC5. Hand over the patient documents and drugs to the concerned person		30	5	25
	PC6. Ensure that all documents and drugs are handed over carefully		30	5	25
	<b>Total</b>		200	50	150
13. HSS/ N 5115 [Carry out last office (Death care)]	PC1. Remove jewellery and any personal items, unless requested or advised otherwise. Ensure that appropriate records are made of any personal items left on the body or otherwise.	<b>200</b>	20	20	0
	PC2. Attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene		20	3	17
	PC3. Attempt to close the eyes, using a small piece of clinical tape if required		10	2	8
	PC4. Attach identification labels/wrist bands according to local guidelines and organisational policy		30	10	20
	PC5. Dress the patient in a gown/shroud or own clothes, as required		30	0	30
	PC6. Place an incontinence pad underneath to contain any soiling		30	0	30
	PC7. Place the body in the bag as per instructions, post completing any necessary documentation by nurse/physician		30	10	20
	PC8. If a body bag is not to be used, enclose the body in a sheet, securing it with adhesive tape		30	10	20
	<b>Total</b>		200	55	145
<b>Grand Total-1 (Subject Domain)</b>		<b>400</b>			

Soft Skills and Communication		Pick one field from part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totalling 100			
National Occupational Standards (NOS)	Performance Criteria (PC)	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
<b>Part 1 (Pick one field randomly carrying 50 marks)</b>					
<b>1. Communication &amp; Proactiveness</b>					
HSS/ N 5107 (Communicating appropriately with co-workers)	PC1. Be a good listener	25	3	0	3
	PC2. Speak clearly and slowly in a gentle tone		3	0	3
	PC3. Use the correct combination of verbal and non-verbal communication		3	0	3
	PC4. Use language familiar to the listener		3	0	3
	PC5. Give facts and avoid opinions unless asked for		3	0	3
	PC6. Structure brief and logical messages		10	3	7
	<b>Total</b>			25	3
HSS/ N 5112 (Respond to patient's call)	PC1. Promptly respond to call bell	25	5	2	3
	PC2. Communicate the medical needs to the nurse station without delay		8	3	5
	PC3. Courteously and sensitively meet patient needs		2	0	2
	PC4. Ensure that the patient is at ease or comfortable		2	0	2
	PC5. Quickly scan the patients surrounding and take appropriate action		8	4	4
	<b>Total</b>			25	9
<b>Communication &amp; Proactiveness Total</b>		<b>50</b>	50	12	38
<b>2. Attitude</b>					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	30	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4

	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
	<b>Total</b>		30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	<b>20</b>	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
	<b>Total</b>		20	7	13
<b>Attitude Total</b>		<b>50</b>	50	19	31
<b>3. Attiquete</b>					
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	<b>25</b>	10	5	5
	PC2. Utilise time effectively		3	0	3
	PC3. Ensure his/her work meets the agreed requirements		3	0	3
	PC4. Treat confidential information correctly		3	3	0

	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		6	3	3
	<b>Total</b>		25	11	14
HSS/ N 5107 (Communicating appropriately with co-workers)	PC1. Be a good listener	<b>25</b>	3	0	3
	PC2. Speak clearly and slowly in a gentle tone		3	0	3
	PC3. Use the correct combination of verbal and non-verbal communication		3	0	3
	PC4. Use language familiar to the listener		3	0	3
	PC5. Give facts and avoid opinions unless asked for		3	0	3
	PC6. Structure brief and logical messages		10	3	7
	<b>Total</b>		25	3	22
<b>Attiquete Total</b>	<b>50</b>	50	14	36	

**Part 2 (Pick one field as per NOS marked carrying 50 marks)**

**1. Team Work (Evaluate with NOS: HSS/N/5109, 5110, 5113)**

HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	<b>50</b>	3	0	3
	PC2. Integrate one's work with other people's work effectively		3	0	3
	PC3. Pass on essential information to other people on timely basis		3	0	3
	PC4. Work in a way that shows respect for other people		3	0	3
	PC5. Carry out any commitments made to other people		6	6	0
	PC6. Reason out the failure to fulfil commitment		6	6	0
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8
	PC8. Follow the organisation's policies and procedures		10	4	6
	<b>Total</b>		50	24	26

**2. Safety management (Evaluate with NOS: HSS/N/5101, 5102, 5103, 5104, 5106, 5111)**

HSS/ N 9606 (Maintain a safe, healthy, and secure working)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	<b>50</b>	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4

environment)	PC3. Report any identified breaches in health, safety, and security procedures to the designated person	4	3	1
	PC4. Identify potential hazards and breaches of safe work practices	6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority	6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected	6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently	6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person	6	4	2
	PC9. Complete any health and safety records legibly and accurately	6	2	4
	<b>Total</b>	<b>50</b>	<b>25</b>	<b>25</b>

### 3. Waste Management (Evaluate with NOS: HSS/N/5105, 5108, 5114, 5115)

HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	<b>50</b>	6	2	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	0	4
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste		8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for		4	4	0

	transport and disposal			
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks	4	4	0
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures	4	4	0
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols	4	4	0
	<b>Total</b>	50	32	18
<b>Grand Total-2 (Soft Skills and Communication)</b>		<b>100</b>		
<b>Detailed Break Up of Marks</b>				<b>Theory</b>
<b>Subject Domain</b>				<b>Pick all NOS totalling 80 marks</b>
<b>National Occupational Standards (NOS)</b>	<b>Performance Criteria (PC)</b>	<b>Weightage</b>		
1. HSS/ N 5101 (Assist nurse in bathing the patient)	PC1.Maintain the patient privacy and encourage patient do as much as possible to promote independence	6		
	PC2.Identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort			
	PC3.Check water temperature before patient checks in			
	PC4.Follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes			
	PC5. Dry patient skin by patting with a towel which decreases friction and prevents skin breakdown			
	PC6. Never leave a patient unattended in bath room			
	PC7. Wash from cleanest to dirtiest			
	PC8. Observe and report unusual findings to the nurse			
	PC9. Offer patient back rub after bathing and at bed time to stimulate circulation and relieve stress			
	PC10. Apply lotion to dry skin if requested			
	PC11. Clean tub shower chair before and after each use			
	PC12. Always check each patients skin after bathing			
2. HSS/ N 5102 (Assist nurse in grooming the	PC1. Maintain the patient's privacy and encourage patient do as much as possible to promote independence	6		

patient)	PC2. Show patient how they look after the grooming task is finished	
	PC3. Use standard precautions and protocols for shaving and cutting nails	
	PC4. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling	
	PC5. Rinse toothpaste thoroughly from the mouth after brushing	
	PC6. Store dentures in cool water with patients name to avoid confusion	
3.HSS/ N 5103 (Assist patient in dressing)	PC1. Maintain the patient privacy and encourage patient do as much as possible to promote independence	6
	PC2. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly	
4. HSS/ N 5104 (Support individuals to eat and drink)	PC1. Make the patient comfortable and encourage eating as recommended	6
	PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient	
	PC3. Feed through spoon	
	PC4. Assist in elimination and oral care prior to feeding	
	PC5. Wash hands and mouth after feeding	
	PC6. Measure input and record them	
	PC7. During feeding observe and ensure that:	
	a. Elimination process is completed before feeding	
	b. Oral care and grooming is performed before feeding	
	c. The patient is comfortable when being fed	
d. The food provided is according to the dietary prescription of the prescribing physician or dietician		
PC8. Patient is not having symptoms of distress like coughing and regurgitation		
5. HSS/ N 5105 (Assist patient in maintaining normal elimination)	PC1. Promptly respond to patients elimination needs	6
	PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode	
	PC3. Wipe the patient and wash hands to prevent infection	
	PC4. Use equipment correctly to prevent discomfort or injury	
	PC5. Ensure/Maintain patients privacy at all times during the procedure	
	PC6. Record changes in colour or texture of the elimination and report usual findings immediately	

6. HSS/ N 5106 (Transferring patient within the hospital)	PC1. Use the equipment for transferring the patients correctly to avoid falls or injuries	6
	PC2. Ensure that the correct patient is being moved or wheeled out	
	PC3. Understand patient's condition and estimate if additional help is required	
	PC4. Transport the patient without causing trauma or injury	
	PC5. Use proper body mechanics for transferring the patient	
	PC6. Focus on safety first and ensure that the patient is comfortable	
7.HSS/ N 5108 (Prevent and control infection)	PC1. Know all procedures required for infection control	8
	PC2. Follow standard precautions	
	PC3. Be aware of rules to dispose of biomedical waste and sharps	
	PC4. Follow high level of personal hygiene	
	PC5. Practice medical asepsis	
	PC6. Follow infection control procedures and should ensure that:	
	o All standard precautions and procedures are followed	
	o Protective gears are used while getting in contact with the patient	
o Consider all blood, body fluids and excreta contaminated		
8. HSS/ N 5109 (Assist nurse in performing procedures as instructed in the care plan)	PC1. Perform key procedures like inducing enema, prepare patient for being moved to the operation theatre	6
	PC2. Operate the equipment used to perform the procedure	
9. HSS/ N 5110 (Assist nurse in observing and reporting changes in patient condition)	PC1. Observe colour changes like bluish or yellowish discoloration of the skin	6
	PC2. Observe changes in odour or consistency of urine and stools	
	PC3. Communicate the observations in an appropriate language and construct	
	PC4. Differentiate between immediate and routine reporting requirements	
10. HSS/ N 5113 (Clean medical equipment under supervision of nurse)	PC1. Handle equipment safely or seek the help of nurse	6
	PC2. Use appropriate protective clothing and equipment when cleaning equipment	
	PC3. Clean and maintain equipment according to manufacturer's instructions, any legal requirements and work setting procedures	

	PC4. Report to appropriate people/nurse about the equipment that are unsuitable for use	
	PC5. Dispose of any waste safely and according to legal requirements and organisation protocol	
11. HSS/ N 5111 (Assist nurse in measuring patient parameters accurately)	PC1. Assist nurse in calibrating the scales and following manufacturer's guidelines	6
	PC2. Use different types of scales including manual, digital, standard, chair and bed scales	
	PC3. Ensure that patient is comfortable and positioned correctly	
	PC4. Ensure patient safety to prevent a fall or an injury	
12. HSS/ N 5114 (Transport patient samples, drugs, patient documents and manage changing and transporting laundry/ linen on the floor)	PC1. Perform effective hand hygiene and use personal protective equipment in accordance with the local and national policy/procedures	6
	PC2. Ensure linen receptacles that have not been filled or secured correctly in line with local policy are not collected or transported	
	PC3. Ensure that trolleys or vehicles are cleaned, with or without disinfection, and check that they are in good working order before use, isolating and reporting any that are not	
	PC4. Collect and transport clean linen avoiding cross contamination with used linen and use a trolley or vehicle specifically designated for the delivery of clean linen	
	PC5. Hand over the patient documents and drugs to the concerned person	
	PC6. Ensure that all documents and drugs are handed over carefully	
13. HSS/ N 5115 [Carry out last office (Death care)]	PC1. Remove jewellery and any personal items, unless requested or advised otherwise. Ensure that appropriate records are made of any personal items left on the body or otherwise.	6
	PC2. Attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene	
	PC3. Attempt to close the eyes, using a small piece of clinical tape if required	
	PC4. Attach identification labels/wrist bands according to local guidelines and organisational policy	
	PC5. Dress the patient in a gown/shroud or own clothes, as required	
	PC6. Place an incontinence pad underneath to contain any soiling	
	PC7. Place the body in the bag as per instructions, post completing any necessary documentation by nurse/physician	

	PC8. If a body bag is not to be used, enclose the body in a sheet, securing it with adhesive tape	
<b>Grand Total-1 (Subject Domain)</b>		<b>80</b>
<b>Soft Skills and Communication</b>		<b>Select each part each carrying 10 marks totalling 20</b>
<b>National Occupational Standards (NOS)</b>	<b>Performance Criteria (PC)</b>	<b>Weightage</b>
1.HSS/ N 5107 (Communicating appropriately with co-workers)	PC1. Be a good listener	4
	PC2. Speak clearly and slowly in a gentle tone	
	PC3. Use the correct combination of verbal and non-verbal communication	
	PC4. Use language familiar to the listener	
	PC5. Give facts and avoid opinions unless asked for	
	PC6. Structure brief and logical messages	
2. HSS/ N 5112 (Respond to patient's call)	PC1. Promptly respond to call bell	2
	PC2. Communicate the medical needs to the nurse station without delay	
	PC3. Courteously and sensitively meet patient needs	
	PC4. Ensure that the patient is at ease or comfortable	
	PC5. Quickly scan the patients surrounding and take appropriate action	
3. HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	2
	PC2. Work within organisational systems and requirements as appropriate to one's role	
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority	
	PC4. Maintain competence within one's role and field of practice	
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice	
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times	

	PC7. Identify and manage potential and actual risks to the quality and safety of practice	
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements	
4. HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	2
	PC2. Integrate one's work with other people's work effectively	
	PC3. Pass on essential information to other people on timely basis	
	PC4. Work in a way that shows respect for other people	
	PC5. Carry out any commitments made to other people	
	PC6. Reason out the failure to fulfil commitment	
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems	
	PC8. Follow the organisation's policies and procedures	
5. HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	2
	PC2. Utilise time effectively	
	PC3. Ensure his/her work meets the agreed requirements	
	PC4. Treat confidential information correctly	
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role	
6. HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	2
	PC2. Comply with health, safety and security procedures for the workplace	
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person	
	PC4. Identify potential hazards and breaches of safe work practices	
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority	
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected	
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently	
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person	
	PC9. Complete any health and safety records legibly and accurately	

7. HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	2
	PC2. Work within organisational systems and requirements as appropriate to the role	
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority	
	PC4. Maintain competence within the role and field of practice	
	PC5. Use protocols and guidelines relevant to the field of practice	
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times	
	PC7. Identify and manage potential and actual risks to the quality and patient safety	
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem	
8. HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste	
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements	
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste	
	PC5. Check the accuracy of the labelling that identifies the type and content of waste	
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal	
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal	
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks	
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures	
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols	
<b>Grand Total-2 (Soft Skills and Communication)</b>		<b>20</b>