

QUALIFICATION PACK – OCCUPATIONAL STANDARD FOR HEALTHCARE SECTOR

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

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Contents

1. Introduction and Contacts.....	1
2. Qualifications Pack.....	3
3. Glossary of Key Terms	5
4. OS Units.....	7
5. Annexure: Nomenclature for QP & OS....	21
6. Assessment Criteria.....	27

Introduction

Qualification Pack – Pradhan Mantri Arogya Mitra

SECTOR: Healthcare

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Non Direct Care

REFERENCE ID: HSS/Q6105

NCO CODE : NCO-2015/4419.9900

Brief Job Description: The Pradhan Mantri Arogya Mitra (AM) is the primary contact for the beneficiaries at every empanelled hospital care provider. The AM shall be extensively responsible for operating the Beneficiary Identification System to identify and verify the beneficiaries entitled under Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna (AB-PMJAY); undertaking Transaction Management such as submitting requests for Pre-Authorization and Claims and guiding the Beneficiary about the overall benefits under AB-PMJAY and providing information related to prompt treatment at empaneled health care provider.

Personal Attributes: The role holder needs to work in collaboration with healthcare providers and interact with patients and their families in a hospital setting. She/he should exhibit good coordination skills, self-discipline, dedication, persistence, ethical behavior and deal empathetically with patients. It is also important for the individual to have fluent communication skills in English/Hindi/local language, have adequate functional computer literacy, good hygiene and personal presentation.

Qualifications Pack Code	HSS/Q6105		
Job Role	Pradhan Mantri Arogya Mitra		
Credits(NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	01/08/2018
Sub-sector	Allied Health & Paramedics	Last reviewed on	01/08/2018
Occupation	Non Direct Care	Next review date	01/08/2019
NSQC Clearance on			

Job Role	Pradhan Mantri Arogya Mitra
Role Description	The role holder is a frontline health service professional who serves as a first contact for beneficiaries of the Ayushman Bharat Health Insurance Scheme, at the empaneled health care provider and provides patient support in the form of enrollments, insurance scheme information, claim assistance, etc.
NSQF level	4
Minimum Educational Qualifications	12 th standard passed
Maximum Educational Qualifications	Not Applicable
Prerequisite License or Training (Suggested but not mandatory)	Basic Computer Knowledge
Minimum Job Entry Age	18 years
Experience	Qualified ASHA workers with at least 1 year of experience preferred
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HSS/N6116: Prepare for help desk operations HSS/N6117: Provide relevant AB-PMJAY information to others HSS/N6118: Check eligibility and verify patients / beneficiaries for AB-PMJAY HSS/N6119: Submit registration, pre-authorization and claims requests and facilitate service HSS/N6120: Use computers, electronic and related equipment for carrying out various work activities HSS/N9615 Maintain interpersonal relationship with patients, colleagues and others HSS/N6121: Maintain professional personal standards of grooming and conduct HSS/N6122: Apply health and safety practices at the workplace
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential for learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Nil by mouth	A medical instruction, for patients who may not take any substances orally for various reasons
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.

Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.

Acronyms

Keywords /Terms	Description
NOS	National Occupational Standards
QP	Qualifications Pack
AB-PMJAY	Ayushman Bharat – Pradhan Mantri Jan Arogya Abhiyan
AM	Pradhan Mantri Arogya Mitra
UTs	Union Territories
NHA	National Health Agency
SHA	State Health Agency
BIS	Beneficiary Identification System
RSBY	Rashtriya Swasthya Bima Yojna
SCHIS	Senior Citizens Health Insurance Scheme
PMRSSM	Pradhan Mantri Rashtriya Swasthya Suraksha Mission.
DIU	District Implementation Unit
CUG	Closed User Group
TMS	Transaction Management system
UHC	Universal Health Coverage
SDG3	Sustainable Development Goal – 3
SECC	Socio-Economic Caste Census
HH-ID	Household Identity
PPD	Pre-authorizing Panel doctor
OTP	One Time Password
IT	Information Technology
OPD	Outpatient department
MoU	Memorandum of understanding
ID	Identity
PPE	Personal Protective Equipment
HSE	Health Safety and Environment
OHS	Occupational Health and Safety

HSS/N6116

Prepare for help desk operations

National Occupational Standard



Overview

This OS unit is about preparing the Pradhan Mantri Arogya Mitra helpdesk for operations, including self, information documents, forms and formats, equipment and its functionality, neatness and order, etc.

HSS/N6116
Prepare for help desk operations

Unit Code	HSS/N6116
Unit Title (Task)	Prepare for helpdesk operations
Description	This OS unit is about preparing the Pradhan Mantri Arogya Mitra helpdesk for operations, including self, information documents, forms and formats, equipment and its functionality, neatness and order, etc.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare self for operations • Prepare the kiosk/help Desk for operations • Set-up equipment and accessories at the helpdesk
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare self for operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. wear a clean set of clothing with identification/badges as required by workplace standards</p> <p>PC2. register as an Pradhan Mantri Arogya Mitra on the Beneficiary Identification System (BIS) to become an authorised BIS web user on the portal</p> <p>PC3. prepare and get notifications and acknowledgements of inventories, pending/special patient case logs, material consumption and requisitioning, repair and maintenance requirements, clear cut-off (handover/takeover)times, special circumstances, etc. for effective shift transitioning</p> <p>PC4. obtain and organise the required documents (technical and troubleshooting manuals reference guides, ready reckoners, etc.) and other sources of assistance conveniently, for ease of access when needed</p> <p>PC5. position oneself correctly and indicate that one is ready and available for service</p>
Prepare the kiosk/help Desk for operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. ensure the kiosk/help desk is structurally set-up as per instructions, clean and tidy and safe for operations, positioned correctly in an approved area, and not causing inconvenience to others</p> <p>PC7. obtain necessary stock of various supplies including information booklets/pamphlets, forms and formats, stationery, etc. as per need of inventory level requirements</p> <p>PC8. ensure signage related to the helpdesk is positioned correctly and is visible</p> <p>PC9. organise and lay out documents, stationery, equipment and accessories as per workflow and for efficient operations</p> <p>PC10. carry-out opening inventory procedures to account for available stock, record and report as per procedure</p>
Set-up equipment and accessories at the helpdesk	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. connect and set-up equipment and accessories correctly as per guidelines</p> <p>PC12. ensure supplies are adequate and ready for operations</p>

HSS/N6116

Prepare for help desk operations

	<p>Supplies: Toner/ink, paper, data cards, etc.</p> <p>PC13. ensure all equipment and accessories are in working condition and safe to operate</p> <p>PC14. position and place all equipment and accessories in manner to ensure safety and security</p> <p>PC15. test internet, phone signal connectivity and strength to determine adequacy for operations</p> <p>PC16. report any malfunction, damage, shortage of stock, missing item or sub-optimal performance to appropriate authority as per standard procedure</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. Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna (AB-PMJAY), its purpose and provisions</p> <p>KA2. state specific guidelines for the Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna (AB-PMJAY)</p> <p>KA3. eligibility criteria for AB-PMJAY</p> <p>KA4. key entities in the AB-PMJAY, their roles and responsibilities</p> <p>KA5. relationship of Pradhan Mantri Arogya Mitras and help desk with the empaneled health care provider</p> <p>KA6. own role, expectations and responsibilities</p> <p>KA7. organisation structure, roles and responsibilities of others, reporting structures, escalation matrix for various purposes</p> <p>KA8. responsibility for security of premises and kiosk/work station when not in use/unattended</p> <p>KA9. key success factors of AB-PMJAY and own performance</p> <p>KA10. professional standards and codes of practice for the area of work</p> <p>KA11. relevant standards, policies, procedure, human rights perspective for patients/beneficiaries</p> <p>KA12. how to engage with both medical team or concerned authority for support in case of requirement for health facilities for patients/beneficiaries</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of proper clothing and visible personal identification</p> <p>KB2. inventory and inventory management principles</p> <p>KB3. importance of maintaining good grooming standards at all times in the workplace</p> <p>KB4. usage of processes of biometric devices for attendance</p> <p>KB5. health and safety considerations in temporary work stations and installations</p> <p>KB6. importance of effective, accurate and detailed handover/takeover in shift operations</p> <p>KB7. documents and records used in handover/takeover in shift working</p> <p>KB8. organising principles for work station layout and positioning of documents, equipment, etc.</p> <p>KB9. importance of timely and accurately reporting any malfunction, damage, shortage of stock, missing item or sub-optimal performance to appropriate authority</p>

HSS/N6116

Prepare for help desk operations

	<p>KB10. importance of a neat, clean and ordered work station</p> <p>KB11. risks and problems of incorrect or unauthorized positioning of the kiosk/work station</p> <p>KB12. importance of correctly positioned and visible signage related to own workstation</p> <p>KB13. processes and procedures to test equipment for optimal functionality Equipment: Computer, Printer, Internet (Modem), Scanner, Digital Camera, WebCam, etc.</p> <p>KB14. importance of safe and secure storage of all equipment, supplies and records</p> <p>KB15. process to set-up and move kiosks safely</p>
Skills (S)	
A. Core Skills / Generic Skill	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. write inventory records</p> <p>SA2. write case logs and handover/takeover documentation and records in English/Hindi/local language</p> <p>SA3. write short texts including messages, instructions, case details in English/Hindi/local language</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read and interpret relevant information from equipment manuals and guidelines</p> <p>SA5. read case logs and handover/takeover documentation and records in English/Hindi/local language</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. discuss helpdesk/kiosk positioning and other arrangements with hospital authorities</p> <p>SA4. discuss with team members, handover/takeover information and other related details in English/Hindi/local language</p> <p>SA5. identify oneself and explain own role and responsibilities to authorities and other stakeholders</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on suitable alternatives for signage positioning in case it is not effective and visible</p> <p>SB2. collect relevant information within a time frame to make an informed decision</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. identify and use work flow order, sequence and other guiding factors for determining placement and positioning of equipment, accessories, document and supplies</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. connect customer satisfaction to organisational and own professional success</p>

HSS/N6116

Prepare for help desk operations

	SB5. identify customer needs as the source of own work and organizational purpose and existence
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. identify respective sources of relevant information and guidance support in case of various types of problems
	SB7. explain the importance of timely resolution as a factor for successful and effective problem solving
	SB8. identify limits and constraints in different problem solving contexts and the need to factor them in while devising effective and viable solutions
SB9. separate facts from assumptions in various problem solving scenarios	
Analytical Thinking	
The user/individual on the job needs to know and understand how to:	
SB10. breakdown a process into its constituent activities/stages for ease of analysis	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	
SB11. identify actions or circumstances that lead to increased risks in safety and security of people and materials in a public area	



HSS/N6116

Prepare for help desk operations

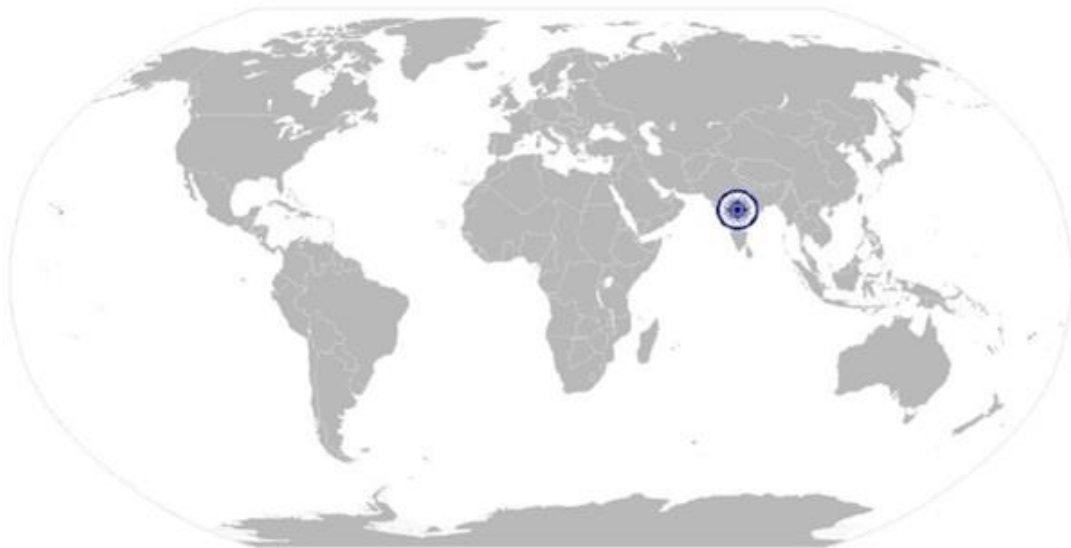
NOS Version Control

NOS Code	HSS/N6116		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	01/08/2018
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	01/08/2018
Occupation	Non Direct Care	Next review date	01/08/2019

[Back To Top](#)



National Occupational Standard



Overview

This unit is about providing AB-PMJAY details to others including patients/beneficiaries, their families and other stakeholders such as new team members or empaneled health care provider staff, etc.

HSS/N6117

Provide relevant AB-PMJAY information to beneficiaries

National Occupational Standard

Unit Code	HSS/N6117
Unit Title (Task)	Provide relevant AB-PMJAY information to beneficiaries
Description	This OS unit is about providing Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna details to others including patients, their families and other stakeholders such as new team members or empaneled health care provider staff, etc.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Obtain and verify necessary AB-PMJAY related information • Communicate information to others effectively • Provide documented information to targeted beneficiaries
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Obtain and verify necessary AB-PMJAY related information	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. identify the relevant information that is required by patients and their representatives regarding AB-PMJAY</p> <p>PC2. identify the relevant information required by authorities</p> <p>PC3. identify sources of information for various AB-PMJAY related queries</p> <p>PC4. identify various categories of beneficiaries</p> <p>PC5. obtain and keep accessible reference sources for verification of information and clarification of doubts</p>
Communicate information to beneficiaries effectively	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. provide information to patients/targeted beneficiaries regarding the eligibility verification process, documentation, benefits, packages, etc.</p> <p>PC7. inform ineligible patients and their representatives about the criteria for eligibility and their mismatching factors, politely, after verification through the BIS web portal</p> <p>PC8. provide information on AB-PMJAY inclusions and exclusions to patients Inclusions: e.g. Hospitalization, Surgery, follow-up treatments within 10 days Exclusions: e.g. OPD treatment</p> <p>PC9. provide information to the patient/beneficiary about the various processes of AB-PMJAY Various processes: Registration, pre-authorization, claims, feedback and grievance procedures, etc.</p> <p>PC10. communicate in an appropriate language and pace as understood by the enquirer</p> <p>PC11. enquire from patients/targeted beneficiaries and their representatives if they or their family members are aware of and registered for AB-PMJAY</p> <p>PC12. confirm correct understanding of information by the patient or their representatives</p>
Provide documented information to targeted beneficiaries	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. provide pamphlets/flyers or other documented information to the targeted beneficiaries on AB-PMJAY in appropriate language</p> <p>PC14. highlight or underline key information on information documents/flyers Key information: Information that addresses direct targeted beneficiary queries; contact information; list of documents required; etc.</p>

HSS/N6117
Provide relevant AB-PMJAY information to beneficiaries

	<p>PC15. provide lists of documents or information, with visual indicators, to semi-literate or illiterate beneficiaries while repeating information verbally for their understanding</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna (AB-PMJAY) , its purpose and provisions KA2. eligibility criteria for AB-PMJAY KA3. key entities in the AB-PMJAY, their role and responsibilities KA4. relationship of Pradhan Mantri Arogya Mitras and help desk with the EMPANELED HEALTH CARE PROVIDER KA5. own role, expectations and responsibilities KA6. organisation structure, roles and responsibilities of others, reporting structures, escalation matrix for various purposes KA7. responsibility for security of premises and kiosk/work station when not in use/unattended KA8. key success factors of AB-PMJAY and own performance KA9. professional standards and codes of practice for the area of work KA10. relevant legislation, standards, policies, procedure, human rights perspective for patients/beneficiaries KA11. how to engage with both medical team or concerned authority for support in case of requirement for health facilities for patients/beneficiaries
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. eligibility criteria for beneficiaries of the AB-PMJAY KB2. schemes that have been subsumed within the AB-PMJAY Schemes: Rashtriya Swasthya Bima Yojna (RSBY); Senior Citizens Health Insurance Scheme (SCHIS); KB3. documents eligible for individual and family verification of eligibility KB4. process to use the information kiosk KB5. inclusions and exclusions of AB-PMJAY for patients/beneficiaries KB6. process to get a beneficiary ayushman bharat card KB7. registration process for patients/beneficiaries KB8. pre-authorization process for patients/beneficiaries KB9. claim process for patient/beneficiaries KB10. feedback and grievance procedures available to patients/beneficiaries KB11. importance of communicating to people in simple and convenient language KB12. importance of highlighting and repeating information when communicating to others KB13. importance of factoring in limitations of literacy and language in effective communication KB14. importance of communicating effectively in sensitive contexts like healthcare and insurance
Skills	

HSS/N6117

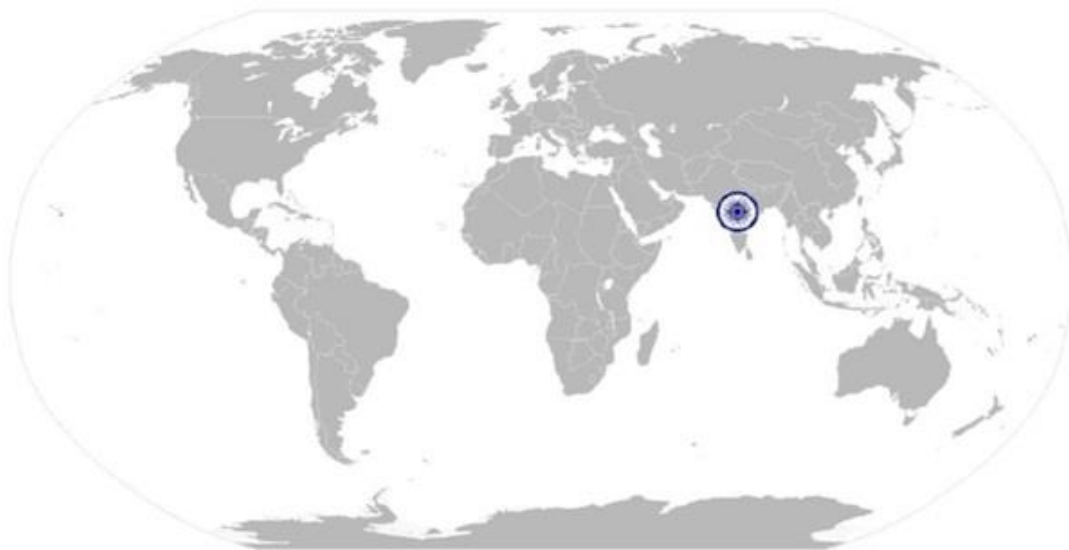
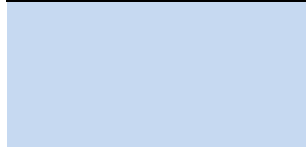
Provide relevant AB-PMJAY information to beneficiaries

A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. fill forms in English SA2. write short texts including messages, instructions, scheme details in English/Hindi/local language
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read and interpret relevant information from scheme documents, manuals and information sheets SA4. read information correctly on identification documents
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. provide scheme information to enquirers in English/Hindi/local language, clearly and accurately SA7. identify oneself and explain own role and responsibilities to authorities and other stakeholders SA8. speak to the supervisors and support personnel to clarify doubts or to seek new information following organisational and professional communication protocols
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. decide on appropriate communication language and style to communicate information effectively, factoring in the language limitations and preferences of the listeners SB2. collect relevant information within a time frame to make an informed decision
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. identify and use work flow order, sequence and other guiding factors for determining placement and positioning of equipment, accessories, document and supplies
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. connect customer satisfaction to organisational and own professional success SB5. identify customer needs as the source of own work and organizational purpose and existence
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. identify respective sources of relevant information and guidance support in case of various types of problems SB7. explain the importance of timely resolution as a factor for successful and effective problem solving SB8. identify limits and constraints in different problem solving contexts and the need to factor them in while devising effective and viable solutions SB9. separate facts from assumptions in various problem solving scenarios

HSS/N6117

Provide relevant AB-PMJAY information to beneficiaries

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB10. breakdown a process into its constituent activities/stages for ease of analysis
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB11. identify actions or circumstances that lead to increased risks in safety and security of people and materials in a public area SB12. identify own communication style and limitations to assess impact on effective communication, adapt to communicate effectively



HSS/N6117 Provide relevant AB-PMJAY information to beneficiaries

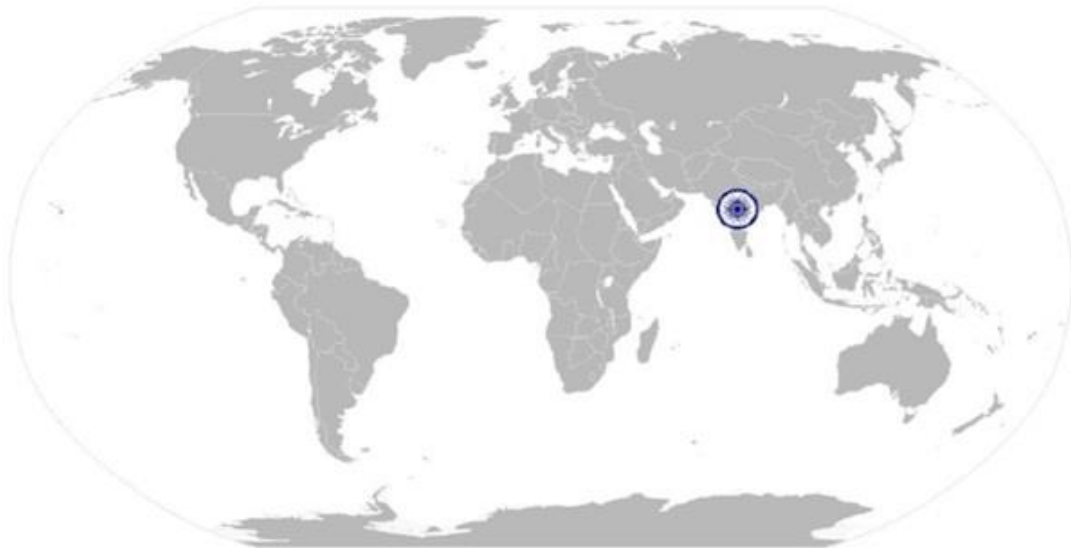
NOS Version Control

NOS Code	HSS/N6117		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	01/08/2018
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	01/08/2018
Occupation	Non Direct Care	Next review date	01/08/2019

[Back To Top](#)



National Occupational Standard



Overview

This OS unit is about facilitating the patient/beneficiary in registration, checking eligibility and providing services as per scheme commitments.

HSS/N6118 Check eligibility and verify patients / beneficiaries for AB-PMJAY

Unit Code	HSS/N6118
Unit Title (Task)	Check eligibility and verify patients / beneficiaries for AB-PMJAY
Description	This OS unit is about facilitating the patient/beneficiary in registration, checking eligibility and providing services as per scheme commitments.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Check eligibility and verify patients / beneficiaries for AB-PMJAY
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Check eligibility and verify patients / beneficiaries for AB-PMJAY	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. login to the Beneficiary Identification System (BIS) web portal successfully</p> <p>PC2. determine the eligibility of the patient for scheme related benefits by using various methods Various methods: Household Identity (HH-ID) number, questioning, physical document verification</p> <p>PC3. ask for the correct, eligible and required documents to check registration on the BIS portal</p> <p>PC4. carry out a physical verification of the potential beneficiary with the identity document to verify a first level match</p> <p>PC5. query the BIS web portal using ration card number, mobile number, name, family name and various other parameters to check registration of the patient</p> <p>PC6. verify family details into the BIS system accurately using ration card or questioning</p> <p>PC7. update and verify details of the patient/beneficiary using AADHAR verification options</p> <p>PC8. add and verify details of the patient/beneficiary Non-AADHAR verification options</p> <p>PC9. click a clear photograph of the patient/beneficiary using a digital camera or web cam</p> <p>PC10. scan documents like identity card, family card to establish beneficiary relations in the family</p> <p>PC11. upload photographs and documents on the BIS web portal in the relevant fields</p> <p>PC12. submit the records for further verification from approved authorities using laid down procedures</p> <p>PC13. follow notification message of approval for printing verified beneficiary Ayushman Bharat card after successful 'golden level' or final verification or record objection/deficiency and provide to the beneficiary</p> <p>PC14. store all equipment and accessories in a safe and secure manner, in designated storage, when it is not going to be attended to for extended period of time such as at night</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Ayushman Bharat – Pradhan Mantri Jan Arogya Yojna (AB-PMJAY) scheme, its purpose and provisions</p> <p>KA2. eligibility criteria for AB-PMJAY</p> <p>KA3. key entities in the AB-PMJAY, their role and responsibilities</p>

HSS/N6118 Check eligibility and verify patients / beneficiaries for AB-PMJAY

<p>organization and its processes)</p>	<p>KA4. relationship of Pradhan Mantri Arogya Mitras and help desk with the empaneled health care provider</p> <p>KA5. own role, expectations and responsibilities</p> <p>KA6. organisation structure, roles and responsibilities of others, reporting structures, escalation matrix for various purposes</p> <p>KA7. responsibility for security of premises and kiosk/work station when not in use/unattended</p> <p>KA8. key success factors of AB-PMJAY and own performance</p> <p>KA9. professional standards and codes of practice for the area of work</p> <p>KA10. how to engage with both medical team or concerned authority for support in case of requirement for health facilities for patients/beneficiaries</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. eligibility criteria for beneficiaries of the AB-PMJAY</p> <p>KB2. documents eligible for individual and family verification of eligibility</p> <p>KB3. process to use the information kiosk</p> <p>KB4. inclusions and exclusions of AB-PMJAY for patients/beneficiaries</p> <p>KB5. the Beneficiary Information System and information available as well as processes to be conducted in the same</p> <p>KB6. process to get a beneficiary Ayushman Bharat card</p> <p>KB7. data protection and privacy laws and guidelines when dealing with personal information and information documents of others</p> <p>KB8. feedback and grievance procedures available to patients/beneficiaries</p> <p>KB9. common grievances, errors and malpractices in cashless insurance contexts</p> <p>KB10. importance of reporting grievances, errors and malpractices to the right authorities in a timely manner</p> <p>KB11. patient/beneficiary needs and expectations from a healthcare facility and insurance agencies</p> <p>KB12. importance of communicating to people in simple and convenient language</p> <p>KB13. importance of highlighting and repeating information when communicating to others</p> <p>KB14. importance of factoring in limitations of literacy and language in effective communication</p> <p>KB15. importance of communicating effectively in sensitive contexts like healthcare and insurance</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. fill forms in English</p> <p>SA2. write short texts including messages, instructions, AB-PMJAY details in English/Hindi/local language</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read and interpret relevant information from AB-PMJAY documents, manuals and information sheets</p> <p>SA4. read information correctly on identification documents</p>

HSS/N6118 Check eligibility and verify patients / beneficiaries for AB-PMJAY

	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA5. provide AB-PMJAY information to enquirers in English/Hindi/local language, clearly and accurately SA6. identify oneself and explain own role and responsibilities to authorities and other stakeholders SA7. speak to the supervisors and support personnel to clarify doubts or to seek new information following organisational and professional communication protocols
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB1. decide on appropriate communication language and style to communicate information effectively, factoring in the language limitations and preferences of the listeners SB2. collect relevant information within a time frame to make an informed decision
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB3. identify and use work flow order, sequence and other guiding factors for determining placement and positioning of equipment, accessories, document and supplies
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB4. connect customer satisfaction to organisational and own professional success SB5. identify customer needs as the source of own work and organizational purpose and existence
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB6. identify respective sources of relevant information and guidance support in case of various types of problems SB7. explain the importance of timely resolution as a factor for successful and effective problem solving SB8. identify limits and constraints in different problem solving contexts and the need to factor them in while devising effective and viable solutions SB9. separate facts from assumptions in various problem solving scenarios
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB10. breakdown a process into its constituent activities/stages for ease of analysis
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB11. identify actions or circumstances that lead to increased risks in safety and security of people and materials in a public area SB12. identify own communication style and limitations to assess impact on effective communication, adapt to communicate effectively

HSS/N6118 Check eligibility and verify patients / beneficiaries for AB-PMJAY

NOS Version Control

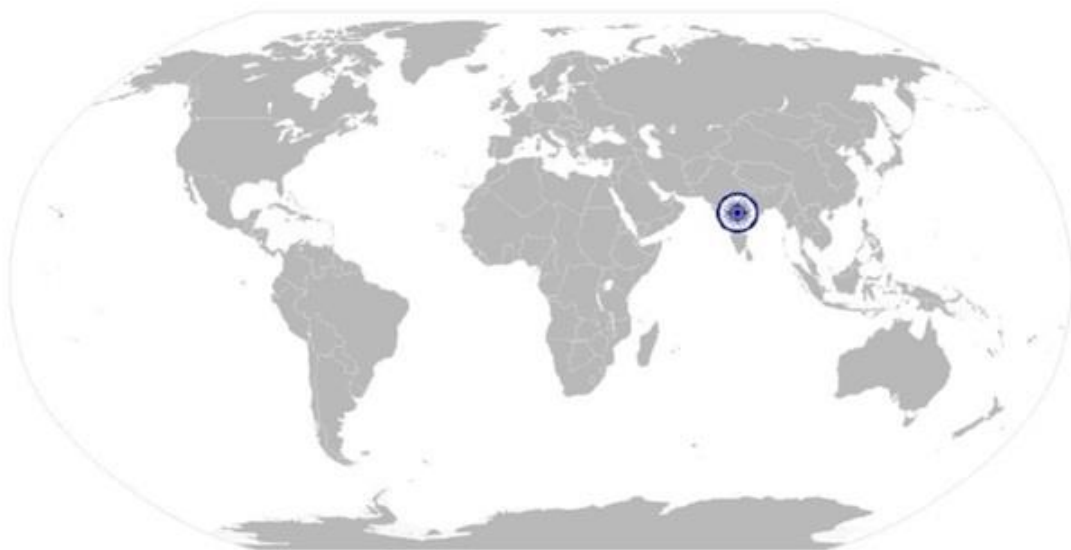
NOS Code	HSS/N6118		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	01/08/2018
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	01/08/2018
Occupation	Non Direct Care	Next review date	01/08/2019

[Back To Top](#)



HSS/N6119 Submit registration, pre-authorization and claims requests and facilitate service

National Occupational Standard



Overview

This OS unit is about facilitating the patient/beneficiary in registration, processing of pre-authorizations and claims, and providing services as per AB-PMJAY commitments.

HSS/N6119 Submit registration, pre-authorization and claims requests and facilitate service

National Occupational Standard	Unit Code	HSS/N6119
	Unit Title (Task)	Submit registration, pre-authorization and claims requests and facilitate service
	Description	This OS unit is about facilitating the patient/beneficiary in registration, checking eligibility, processing of pre-authorizations and claims, and providing services as per AB-PMJAY commitments.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Register patients/beneficiaries into AB-PMJAY • Verify the pre-authorization • Ensure patient services are delivered as per AB-PMJAY guidelines
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Register patients/beneficiaries into the AB-PMJAY	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. register patients/beneficiaries in the transaction management system (TMS) with approved beneficiary Ayushman Bharat card when they visit or through telephone in case of emergencies PC2. login and register patient details accurately in the designated field Patient details: Patient beneficiary Ayushman Bharat card number, card address, communication address, hospital details and action type PC3. generate patient ID and print registration documents as per requirement
	Verify the pre-authorization and submit reimbursement claims	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC4. verify pre-authorization process in the transaction management system initiated by doctor/hospital staff by logging into the system PC5. collect, scan and upload documents required for pre-authorization request PC6. generate a claim number by successfully verifying the pre-authorization PC7. generate status responses to queries for checking pre-authorizing panel doctor (PPD) decision and comments PC8. coordinate with the doctor/hospital staff to address objections and resubmit the request PC9. communicate to patient or relevant hospital staff status and decision for pre-authorization or claim along with reasons for the same PC10. verify patient discharge summary, provide follow-up information to the beneficiaries PC11. submit the reimbursement claim accurately, as per laid down procedure, liaising with the Medical officer for collecting necessary documents

HSS/N6119 Submit registration, pre-authorization and claims requests and facilitate service

<p>Ensure patient services are delivered as per AB-PMJAY guidelines</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. ensure that the patient, from the time of pre-authorization to discharge, is getting all the benefits as per AB-PMJAY norms</p> <p>PC13. liaise with the empaneled health care provider for timely admission and availability of bed to patient</p> <p>PC14. guide patients/beneficiaries to locate correct facilities and receive prompt treatment</p> <p>PC15. ensure that all facilities and services that are being rendered to Beneficiary Ayushman Bharat Card holder are without charging any amount</p> <p>PC16. process card holder's request for duplicate card in case of loss or damage as per laid down procedures</p> <p>PC17. record and forward all grievances to the notice of Grievance Cell directly or through District Coordinator</p> <p>PC18. track and report refund of any investigation amount collected in contravention of AB-PMJAY guidelines</p> <p>PC19. track number of returns for the pre-authorization requests submitted</p> <p>PC20. seek feedback from the patient/beneficiary at various stages in prescribed format and process the same</p> <p>PC21. report any irregularity or inadequacy noticed to the concerned supervisors</p> <p>PC22. store all equipment and accessories in a safe and secure manner, in designated storage, when it is not going to be attended to for extended period of time such as at night</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. eligibility criteria for AB-PMJAY</p> <p>KA2. key entities in the AB-PMJAY, their roles and responsibilities</p> <p>KA3. relationship of Pradhan Mantri Arogya Mitras and help desk with the empaneled health care provider</p> <p>KA4. own role, expectations and responsibilities</p> <p>KA5. organisation structure, roles and responsibilities of others, reporting structures, escalation matrix for various purposes</p> <p>KA6. responsibility for security of premises and kiosk/work station when not in use/unattended</p> <p>KA7. key success factors of AB-PMJAY and own performance</p> <p>KA8. professional standards and codes of practice for the area of work</p> <p>KA9. how to engage with both medical team or concerned authority for support in case of requirement for health facilities for patients/beneficiaries</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. eligibility criteria for beneficiaries of the AB-PMJAY</p> <p>KB2. schemes that have been subsumed within the AB-PMJAY Schemes: Rashtriya Swasthya Bima Yojna (RSBY); Senior Citizens Health Insurance Scheme (SCHIS);</p> <p>KB3. process to use the information kiosk</p>

HSS/N6119 Submit registration, pre-authorization and claims requests and facilitate service

	<p>KB4. inclusions and exclusions of AB-PMJAY for patients/beneficiaries</p> <p>KB5. the Transaction Management System and information available as well as the processes to be conducted in the same</p> <p>KB6. process to get a Beneficiary Ayushman Bharat Card</p> <p>KB7. registration process for patients/beneficiaries</p> <p>KB8. pre-authorization process for patients/beneficiaries</p> <p>KB9. claim process for patient/beneficiaries</p> <p>KB10. data protection and privacy laws and guidelines when dealing with personal information and information documents of others</p> <p>KB11. basic principles related to SI utilisation, Pre-post benefits, Referred cases, Portability cases,</p> <p>KB12. Laboratory and Diagnostics and investigations as clubbed in surgical and medical packages.</p> <p>KB13. Process of admission, discharge, death etc.</p> <p>KB14. Need of documentation such as prescription, BHT, OT note, discharge summary etc. which are required in claim processing</p> <p>KB15. feedback and grievance procedures available to patients/beneficiaries</p> <p>KB16. common grievances, errors and malpractices in cashless insurance contexts</p> <p>KB17. importance of reporting grievances, errors and malpractices to the right authorities in a timely manner</p> <p>KB18. patient/beneficiary needs and expectations from a healthcare facility and insurance agencies</p> <p>KB19. importance of communicating to people in simple and convenient language</p> <p>KB20. importance of highlighting and repeating information when communicating to others</p> <p>KB21. importance of factoring in limitations of literacy and language in effective communication</p> <p>KB22. importance of communicating effectively in sensitive contexts like healthcare and insurance</p>
Skills (S)	
C. 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. fill forms in English SA2. write short texts including messages, instructions, AB-PMJAY details in English/Hindi/local language
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. read and interpret relevant information from AB-PMJAY documents, manuals and information sheets SA4. read information correctly on identification documents
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA5. provide AB-PMJAY information to enquirers in English/Hindi/local language, clearly and accurately

HSS/N6119 Submit registration, pre-authorization and claims requests and facilitate service

	<p>SA6. identify oneself and explain own role and responsibilities to authorities and other stakeholders</p> <p>SA7. speak to the supervisors and support personnel to clarify doubts or to seek new information following organisational and professional communication protocols</p>
<p>D. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on appropriate communication language and style to communicate information effectively, factoring in the language limitations and preferences of the listeners</p> <p>SB2. collect relevant information within a time frame to make an informed decision</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. identify and use work flow order, sequence and other guiding factors for determining placement and positioning of equipment, accessories, document and supplies</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. connect customer satisfaction to organisational and own professional success</p> <p>SB5. identify customer needs as the source of own work and organizational purpose and existence</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. identify respective sources of relevant information and guidance support in case of various types of problems</p> <p>SB7. explain the importance of timely resolution as a factor for successful and effective problem solving</p> <p>SB8. identify limits and constraints in different problem solving contexts and the need to factor them in while devising effective and viable solutions</p> <p>SB9. separate facts from assumptions in various problem solving scenarios</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. breakdown a process into its constituent activities/stages for ease of analysis</p>
<p>Critical Thinking</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. identify actions or circumstances that lead to increased risks in safety and security of people and materials in a public area</p> <p>SB12. identify own communication style and limitations to assess impact on effective communication, adapt to communicate effectively</p>	

HSS/N6119 Submit registration, pre-authorization and claims requests and facilitate service

NOS Version Control

NOS Code	HSS/N6119		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	01/08/2018
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	01/08/2018
Occupation	Non Direct Care	Next review date	01/08/2019

[Back To Top](#)



HSS/N6120 Use computers, electronic and related equipment for carrying out various work activities

National Occupational Standard



Overview

This unit is about using computers, electronics devices, accessories and related equipment for various work activities in the health insurance context

HSS/N6120 Use computers, electronic and related equipment for carrying out various work activities

National Occupational Standard

Unit Code	HSS/N6120
Unit Title (Task)	Use computers, electronic and related equipment for carrying out various work activities
Description	This unit is about using computers, electronics devices, accessories and related equipment for various work activities in the health insurance context
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Use basic computer functionalities • Use web, phone and digital cameras • Use computer accessories and electronic office devices
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Use basic computer functionalities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. setup main components of a computer correctly and start it</p> <p>PC2. operate the computer to access data and information on it and through it as per authorized privileges</p> <p>PC3. identify the operating system, information storage system and applications/software used for data storage and retrieval</p> <p>PC4. navigate computer drives, directories, folders and software applications to access specified file locations and search for specified files or data</p> <p>PC5. use database applications to input, modify, retrieve and store information</p> <p>PC6. use various search and select methods/parameters including key words, ID numbers, data type, drop down menu selections to retrieve data</p> <p>PC7. follow the organisational access control and data security policies to access data and information</p> <p>PC8. access internet and relevant portals/sites</p> <p>PC9. query for information on the internet</p> <p>PC10. follow electrical safety precautions while using computers which use electricity to run</p> <p>PC11. follow ergonomic guidelines specified for working on computers</p> <p>PC12. follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)</p> <p>PC13. log in to computer systems and application using various access verification methods such as passwords, OTP, bio-metrics, etc.</p> <p>PC14. seek assistance of IT helpdesk available as per organisational policy in case of computer related problems</p>

HSS/N6120 Use computers, electronic and related equipment for carrying out various work activities

<p>Use web, phone and digital cameras</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. use web cameras by switching it on, off and clicking photos through built-in applications</p> <p>PC16. use phone and digital cameras to click clear and well composed identification photographs, in a safe manner</p> <p>PC17. load and unload data cards to digital cameras, computers and phone devices</p> <p>PC18. locate picture files on storage medium, download, upload, save, name, rename, delete, and transfer files from one device to another</p> <p>PC19. use basic image modification features such as brighten and crop to manipulate and edit images</p> <p>PC20. seek permission before clicking someone’s photographs</p> <p>PC21. follow data protection and privacy laws and guidelines when dealing with personal photographs of others</p>
<p>Use computer accessories and electronic office devices</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC22. use photocopier machines to photocopy documents clearly</p> <p>PC23. use feature on photocopier machines to adjust output quality and size</p> <p>PC24. use a scanner to scan documents and photographs clearly</p> <p>PC25. transfer scanned files between using various methods</p> <p>PC26. use a printer to print documents from a computer or an external storage device</p> <p>PC27. connect printers to computer and load them with paper</p> <p>PC28. test printer output, ink/toner and connectivity</p> <p>PC29. replace toner/ink/cartridges in printers correctly</p> <p>PC30. operate electrical/electronic devices following principles and practices of electrical safety at times</p> <p>PC31. assess safety of electronic device and related accessories by observing for damage, wear and tear, etc.</p> <p>PC32. act on any electrical safety risk immediately with suitable action and report the same for maintenance and repair to the right authority</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. organization’s access control policy, data security policy and confidentiality policy</p> <p>KA2. organisational policy for naming stored files, maintaining backups and version control</p> <p>KA3. organisational hierarchy, various department, reporting structure and escalation matrix</p> <p>KA4. common information and data relevant to one’s job role as per the organisational context</p> <p>KA5. various software applications used in the organisation for storage, retrieval and communication of data and information</p>

HSS/N6120 Use computers, electronic and related equipment for carrying out various work activities

	<p>KA6. information systems used in the organisation for recording and managing data and information</p> <p>KA7. own role, expectations and responsibilities</p> <p>KA8. responsibility for security of office and electronic equipment</p> <p>KA9. key success factors of AB-PMJAY and own performance</p> <p>KA10. professional standards and codes of practice for the area of work</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. main components of a computer and how-to setup a computer</p> <p>KB2. various operating systems commonly used by organizations for their computers</p> <p>KB3. how to start, operate and navigate computers using common operating systems such as Windows, Linux and iMac</p> <p>KB4. various data storages accessible through computers</p> <p>KB5. common information storage systems used for storage and retrieval of data</p> <p>KB6. various application software used in organizations to store, retrieve and communicate information</p> <p>KB7. electrical safety precautions while using computers which use electricity to run</p> <p>KB8. ergonomic guidelines specified for working on computers</p> <p>KB9. cyber security guidelines while storing, retrieving or communicating information online (through the internet)</p> <p>KB10. methods to deal with computer related problems</p> <p>KB11. data protection and privacy laws and guidelines when dealing with personal photographs or personal information documents of others</p> <p>KB12. features and use of various camera devices including web cam, phone cameras and digital cameras</p> <p>KB13. care procedures for camera devices</p> <p>KB14. data cards, usage and precautions</p> <p>KB15. editing image files</p> <p>KB16. various electronic image formats</p> <p>KB17. storing, transferring, deleting, uploading and downloading image files</p> <p>KB18. purpose, features and use of various office electronic devices</p> <p>Office electronic devices: photocopier, scanner, printer</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. fill in relevant forms and formats clearly and accurately</p> <p>SA2. write messages, notes and short descriptive text with reasonable accuracy for accurate reading comprehension and interpretation of the information text</p>

HSS/N6120 Use computers, electronic and related equipment for carrying out various work activities

	SA3. write factual and quantitative information such as details of people, areas, equipment, dates, timelines, nature of stock and quantities correctly
	SA4. document and maintain the record as per company policy
	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA5. read official documents in English to interpret main points correctly SA6. read ID documents, AB-PMJAY documents and information displayed at the workplace to interpret main points correctly SA7. read notes or comments from the supervisor, other co-workers or vendors SA8. read and extract relevant information from documentation including purpose, nature of document, etc.
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA9. communicate effectively with co-workers (seniors, peers, subordinates and temporary staff) and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases SA10. interact in English/Hindi/local language to respond to customers and co-workers in a language they are comfortable with SA11. use effective listening and probing /questioning skills to understand requirement of the visitors, vendors and user/coordinating departments SA1. provide clear instructions to the co-workers for the formalities they need to complete for submitting or retrieving documents and other information
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. identify category of documentation, purpose of it and the appropriate storage facility to be used accordingly SB2. determine level of confidentiality and security requirements of the document and store accordingly as per company procedure SB3. determine authorisation requirements as per company policy before passing on information in order to prevent unauthorised access and data protection
B. Professional Skills	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB4. plan one's day to day tasks to achieve optimum productivity SB5. be punctual and work as per priorities agreed with supervisors SB6. plan and organise official and personal work so as to have minimum downtime at work

HSS/N6120 Use computers, electronic and related equipment for carrying out various work activities

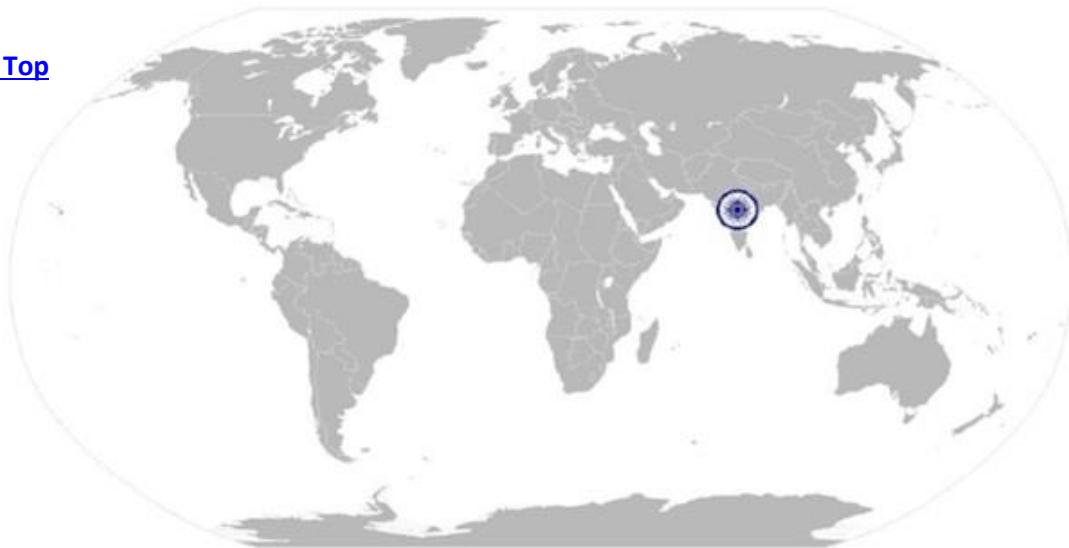
	<p>SB7. plan and organise documentation and device storage, in order to establish ease of identification, retrieval, and safety & security of information</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. follow good customer service practices with internal and external customers</p> <p>SB9. differentiate between good and bad customer service to internal customers</p> <p>SB10. maintain appropriate physical distance with visitors or co-workers during conversations</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. identify respective sources of relevant information and guidance support in case of various types of problems</p> <p>SB12. explain the importance of timely resolution as a factor for successful and effective problem solving</p> <p>SB13. identify limits and constraints in different problem solving contexts and the need to factor them in while devising effective and viable solutions</p> <p>SB14. separate facts from assumptions in various problem solving scenarios</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. breakdown a process into its constituent activities/stages for ease of analysis</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. identify actions or circumstances that lead to increased risks in safety and security of people and materials in a public area</p> <p>SB17. identify own communication style and limitations to assess impact on effective communication, adapt to communicate effectively</p>

HSS/N6120 Use computers, electronic and related equipment for carrying out various work activities

NOS Version Control

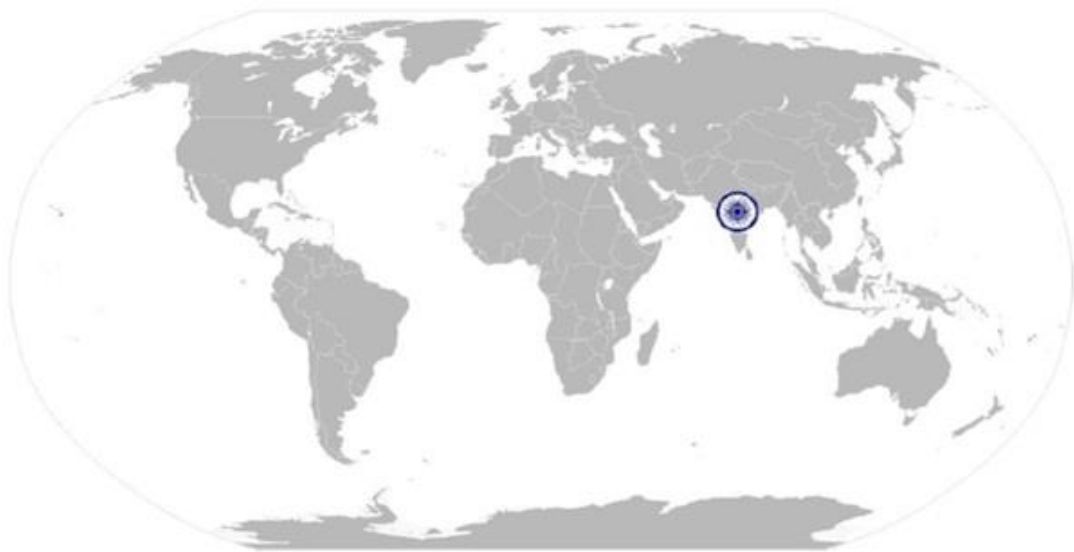
NOS Code	HSS/N6120		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	30/07/2018
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	30/07/2018
Occupation	Non Direct Care	Next review date	01/08/2021

[Back To Top](#)



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

National Occupational Standard



Overview

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

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

National Occupational Standard

Unit Code	HSS/N 9615
Unit Title (Task)	Maintain interpersonal relationship with patients, colleagues and others
Description	This OS unit is about effective communication and exhibiting professional behavior with co-workers, patients & their family members in response to queries or as part of health advice and counseling. It also describes the skills required for meeting work requirements by allied health professionals working in a team or collaborative environment.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Communicating and maintaining professional behavior with co-workers, patients & their families Working with other people to meet requirements Establishing and managing requirements, planning and organizing work, ensuring accomplishment of the requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating & maintaining professional behavior with co-workers and patients & their families	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics</p> <p>PC2. utilize all training and information at one's disposal to provide relevant information to the individual</p> <p>PC3. confirm that the needs of the individual have been met</p> <p>PC4. respond to queries and information needs of all individuals</p> <p>PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality</p> <p>PC6. respect the individual's need for privacy</p> <p>PC7. maintain any records required at the end of the interaction</p>
Working with other people to meet requirements	<p>PC8. integrate one's work with other people's work effectively</p> <p>PC9. utilize time effectively and pass on essential information to other people on timely basis</p> <p>PC10. work in a way that shows respect for other people</p> <p>PC11. carry out any commitments made to other people</p> <p>PC12. reason out the failure to fulfill commitment</p> <p>PC13. identify any problems with team members and other people and take the initiative to solve these problems</p>

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

<p>Establishing and managing requirements</p>	<p>PC14. establish, agree, and record the work requirements PC15. ensure his/her work meets the agreed requirements PC16. treat confidential information correctly PC17. work in line with the organization’s procedures and policies and within the limits of his/her job role</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: KA1. guidelines on communicating with patients and other individuals KA2. guidelines on maintaining confidentiality and respecting need for privacy KA3. the business, mission, and objectives of the organization KA4. the scope of work of the role KA5. the responsibilities and strengths of the team and their importance to the organization KA6. the information that is considered confidential to the organization KA7. effective working relationships with the people external to the team, with which the individual works on a regular basis KA8. procedures in the organization to deal with conflict and poor working relationships KA9. the relevant policies and procedures of the organization</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand: KB1. how to communicate effectively (face-to-face, by telephone and in writing) KB2. how to handle stressful or risky situations when communicating with patients and/or other individuals KB3. when to ask for assistance when situations are beyond one’s competence and authority KB4. how to maintain confidentiality and respect an individual’s need for privacy KB5. how to ensure that all information provided to individuals is from reliable sources KB6. disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination KB7. the essential information that needs to be shared with other people KB8. the importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB9. the importance of integrating ones work effectively with others KB10. the types of working relationships that help people to work well together and the types of relationships that need to be avoided</p>

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


	<p>KB11.the types of opportunities an individual may seek out to improve relationships with others</p> <p>KB12.how to deal with difficult working relationships with colleagues and others</p> <p>KB13.the importance of asking the appropriate individual for help when required</p> <p>KB14.the importance of planning, prioritizing and organizing</p> <p>KB15.the importance of clearly establishing work requirement</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1.write effectively to share information with the team members</p> <p>SA2.write at least one local/ official language used in the local community</p> <p>SA3. report progress and results</p> <p>SA4. record problems and resolutions</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. read and understand work related documents and information shared by different sources</p> <p>SA6. read organizational policies and procedures</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. communicate essential information to colleagues face-to-face or through telecommunication</p> <p>SA8.speak at least one local language</p> <p>SA9. question others appropriately in order to understand the nature of the request or compliant</p> <p>SA10. report progress and results</p> <p>SA11. interact with other individuals</p> <p>SA12. negotiate requirements and revised agreements for delivering them</p>	
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions on information to be communicated based on needs of the individual and various regulations and guidelines</p>
	Plan and Organize

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

	<p>The user/individual on the job needs to know and understand how to: SB2. plan and organize files and documents</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to: SB3. be responsive to problems of the individuals SB4. be available to guide, counsel and help individuals when required SB5. be patient and non-judgmental at all times SB6. communicate effectively with patients and their family, physicians, and other members of the health care team SB7. be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern SB8. be sensitive to potential cultural differences SB9. maintain patient confidentiality SB10. respect the rights of the patient(s)</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to: SB11. understand problems and suggest an optimum solution after evaluating possible solutions</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to: Not applicable</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to: Not applicable</p>

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

NOS Version Control

NOS Code	HSS/N 9615		
Credits (NSQF)	TBD	Version number	1.0
Industry	Healthcare	Drafted on	18/01/2017
Industry Sub-sector	Allied Health & Paramedics	Last reviewed on	06/12/2017
Occupation		Next review date	05/12/2021

[Back To Top](#)

HSS/N6121 Maintain professional personal standards of grooming and conduct

National Occupational Standard



Overview

This OS unit is about maintaining and displaying professional standards of grooming and conduct in the workplace.

HSS/N6121 Maintain professional personal standards of grooming and conduct

National Occupational Standard

Unit Code	HSS/N6121
Unit Title (Task)	Maintain professional personal standards of grooming and conduct
Description	This OS unit is about maintaining and displaying professional standards of grooming and conduct in the workplace.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Maintain personal grooming and hygiene standards • Conduct oneself in a professional manner
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain personal grooming and hygiene standards	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> PC1. display appropriate professional appearance for the workplace Professional appearance: clean uniform, neat and combed hair, polished footwear, well-manicured nails, etc. PC2. wear masks and head gear in sensitive areas PC3. ensure one is free from any foul body odor or bad breath by maintaining proper oral hygiene PC4. maintain clean hands by regular washing
Conduct one-self in a professional manner	To be competent, the user/individual on the job must: <ul style="list-style-type: none"> PC5. refrain from chewing during talking or communicating with others PC6. communicate in a professional manner at all times, without using slang, or casual expletives, foul words, etc. PC7. use appropriate titles and terms of respect to the customers PC8. communicate and act respecting diversity, without making sexist or derogatory comments about any caste, religion, sect, colour, creed, nationality, etc. PC9. act in line with principles of equal opportunity and inclusion, eliminating unfair bias from decisions PC10. give information to others clearly, at a pace and in a manner that helps them to understand PC11. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible PC12. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks PC13. demonstrate responsible and disciplined behaviors at the workplace Disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc. PC14. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict
Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. legal and statutory polices and legislations on unfair discrimination, equal opportunity and diversity

HSS/N6121 Maintain professional personal standards of grooming and conduct

(Knowledge of the company / organization and its processes)	<p>KA2. organisation structure, roles and responsibilities of others, reporting structures, escalation matrix for various purposes</p> <p>KA3. key success factors of AB-PMJAY and own performance</p> <p>KA4. relevant people and their responsibilities within the work area</p> <p>KA5. escalation matrix and procedures for reporting work and employment related issues</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of good grooming and personal hygiene</p> <p>KB2. importance of taking precautions by covering hand, mouth and hair in certain areas in healthcare facilities</p> <p>KB3. elements of good grooming and personal hygiene</p> <p>KB4. methods to avoid body odour</p> <p>KB5. importance of avoiding casual expletives and unpleasant terms while communicating professional circles</p> <p>KB6. what is diversity and importance of respecting diversity</p> <p>KB7. principles of equal opportunity and inclusion</p> <p>KB8. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer</p> <p>KB9. importance of ethics for professional success</p> <p>KB10. importance of discipline for professional success</p> <p>KB11. what constitutes disciplined behavior for a working professional</p> <p>KB12. common reasons for interpersonal conflict</p> <p>KB13. importance of developing effective working relationships for professional success</p> <p>KB14. expressing and addressing grievances appropriately and effectively</p> <p>KB15. importance and ways of managing interpersonal conflict effectively</p>
Skills (S)	
A. Core Skills / Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read basic terms and terminologies to accurately interpret work related documents</p> <p>SA2. read and interpret accurate information from various relevant work instructions and records</p>
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. write clear and legible notes to self, colleagues and seniors to pass messages, keep records, prepare to-do lists, take down instructions</p> <p>SA4. write basic numbers, quantities and work related terminology for operational requirements in the local language</p>
Oral Communication (Listening and Speaking skills)	<p>The user/individual on the job needs to know and understand how to:</p>

HSS/N6121 Maintain professional personal standards of grooming and conduct

	<p>SA5. interact with the supervisor appropriately (correct protocol and manner of speaking) in order to understand the basic requirements of the product, production plans and other associated requirements</p> <p>SA6. give clear answers to customers about the type of output required and answer queries</p> <p>SA7. display active listening skills while interacting with customers and others in the workplace</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>NA</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. take steps within one's limits of authority to initiate modification in plan if the circumstances require it</p>
	<p>Customer centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. check that work meets customer requirements</p> <p>SB3. deliver consistent and reliable service to internal and external customers</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. work with customers, co-workers and supervisor to resolve any issues that threaten disruption, increase risk, cause delays or under-achievement of quality and targets as per the planned schedule</p>
	<p>Analytical Thinking</p>
<p>NA</p>	
<p>Critical Thinking</p>	
<p>NA</p>	

HSS/N6121 Maintain professional personal standards of grooming and conduct

NOS Version Control

NOS Code	HSS/N6121		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	01/08/2018
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	01/08/2018
Occupation	Non Direct Care	Next review date	01/08/2019

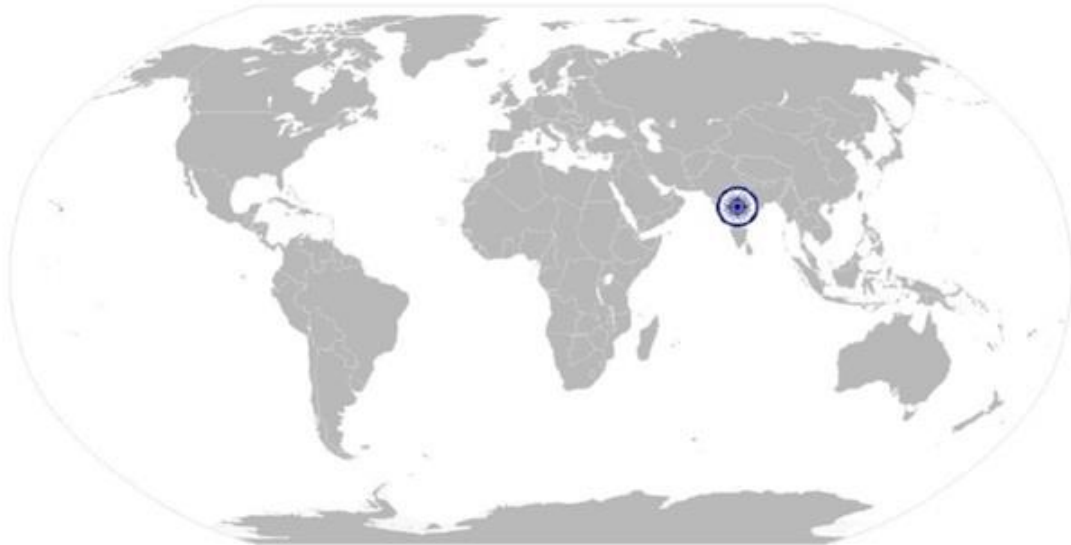
[Back To Top](#)



HSS/N6122

Apply health and safety practices at the workplace

National Occupational Standard



Overview

This unit deals in detail with application of health and safety practices in a training and assessment environment.

HSS/N6122

Apply health and safety practices at the workplace

National Occupational Standard	Unit Code	HSS/N6122
	Unit Title (Task)	Apply health and safety practices at the workplace
	Description	This unit deals in detail with application of health and safety practices in a training and assessment environment.
	Scope	This unit/ task covers the following: <ul style="list-style-type: none"> Apply relevant health and safety practices at the workplace Maintain a healthy and hygienic environment Deal with emergency situations Follow fire safety requirements
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Apply relevant health and safety practices at the workplace	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC1. identify and report health and safety issues relating to immediate work environment according to procedures PC2. work safely and apply workplace related health and safety practices including using appropriate personal protective equipment (PPE) where required PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies PC4. document and report all hazards, accidents and near-miss incidents as per set process PC5. document safety records according to organisational policies
	Maintain a healthy and hygienic environment	To be competent, the user/ individual on the job must be able to: <ul style="list-style-type: none"> PC6. maintain the work area in a clean and tidy condition PC7. report hygiene related concerns promptly to the relevant authority
	Follow emergency procedures	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC8. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments PC9. participate in emergency procedures <p>Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work</p>
	Follow fire safety requirements	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC10. use the various appropriate fire extinguishers on different types of fires correctly <p>Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as</p>

HSS/N6122

Apply health and safety practices at the workplace

	<p>appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)</p> <p>PC11. demonstrate rescue techniques applied during fire hazard PC12. demonstrate good housekeeping in order to prevent fire hazards</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company /organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. Health Safety and Environment (HSE) practices including the appropriate use of personal protective equipment- hand gloves, safety shoes, safety goggles, masks, apron, Safe use of tools and equipment, taking action and reporting hazardous events, Communication protocols for reporting risks and hazardous events</p> <p>KA2. relevant Occupational Health and Safety (OHS) regulations</p> <p>KA3. relevant statutory legislation</p> <p>KA4. relevant enterprise/site safety procedures</p> <p>KA5. enterprise /site emergency procedures and techniques</p> <p>KA6. procedures for the recording, reporting and maintenance of workplace safety and hygiene</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. meaning of “hazards” and “risks”</p> <p>KB2. health and safety hazards commonly present in the work environment and related precautions</p> <p>KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible</p> <p>KB4. possible causes of risk and accident</p> <p>KB5. methods of accident prevention</p> <p>KB6. where to find all the general health and safety equipment in the workplace</p> <p>KB7. various dangers associated with the use of electrical equipment</p> <p>KB8. importance of using protective clothing/equipment while working</p> <p>KB9. precautionary activities to prevent the fire accident</p> <p>KB10. various causes of fire Causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc.</p> <p>KB11. techniques of using the different fire extinguishers</p> <p>KB12. different methods of extinguishing fire</p> <p>KB13. different materials used for extinguishing fire</p>

HSS/N6122

Apply health and safety practices at the workplace

	<p>Materials: sand, water, foam, CO2, dry powder</p> <p>KB14. rescue techniques applied during a fire hazard</p> <p>KB15. various types of safety signs and what they mean</p> <p>KB16. content of written accident report</p> <p>KB17. potential injuries and ill health associated with incorrect manual handling</p> <p>KB18. safe lifting and carrying practices</p> <p>KB19. personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KB20. potential impact to a person who is moved incorrectly</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. fill in relevant forms and formats clearly and accurately</p> <p>SA2. write messages, notes and short descriptive text with reasonable accuracy for accurate reading comprehension and interpretation of the information text</p> <p>SA3. write factual and quantitative information such as details of people, areas, equipment, dates, timelines, nature of incident and quantities correctly</p> <p>SA1. document and maintain the records for hazard spotting, incidents, accidents, etc. as per company's policy</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. read official documents in English and Local Language to interpret main points correctly</p> <p>SA5. read job sheets, health and safety signage, public communication, company policy documents and information displayed at the workplace to interpret main points correctly</p> <p>SA6. read notes or comments from the supervisor, other co-workers or vendors</p> <p>SA2. read and extract relevant information from documentation including purpose, nature of document, etc.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA7. communicate effectively with co-workers (seniors, peers, subordinates and temporary staff) and others, responding to their queries using clear speech, professionally acceptable tone of voice, words, and phrases</p> <p>SA8. interact in English and the local language to respond to co-workers in a language they are comfortable with</p>

HSS/N6122

Apply health and safety practices at the workplace

	<p>SA9. use effective listening and probing /questioning skills to understand requirement of the visitors, safety officers, vendors and user/coordinating departments</p> <p>SA3. provide clear instructions to the co-workers for the formalities they need to complete for submitting or retrieving documents and other information</p>
A. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. list various types of information that may be required and their verified sources that assist in decision making in emergencies
	SB2. take timely decisions and the importance of time as a factor in decision making
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB3. gather information regarding minimum health and safety standards to be maintained in the organisation from reliable sources
	SB4. list reliable sources of information of actual health and safety parameters, of prevailing practice and environmental work conditions within the organisation to compare against desired standards
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
SB5. list customer needs in case there is an emergency on premises	
SB6. explain the impact of environment, health and safety conditions and related accidents /incidents within the organisation on customers and organisational success	
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB7. apply problem solving skills that require negotiation to resolve problems of a difficult nature within organisation protocols	
SB8. take action as appropriate to requests or problems, based on company policy	
SB9. escalate matters to seniors or resolve matters by oneself, based on nature of the issue and limits of authority required to address it	
Analytical Thinking	
The user/ individual on the job needs to know and understand how to:	
SB10. observe, record, analyse and modify work practices and environmental conditions to achieve improved health and safety outcomes for the organisation	
SB11. explain the concept and need of defined and documented processes	
SB12. list elements of good health and safety standards and steps that can be taken to reduce health and safety risks and hazards in an organisation in order to match those standards	
Critical Thinking	
The user/individual on the job needs to know and understand how to:	

HSS/N6122

Apply health and safety practices at the workplace

	<p>SB13. identify and classify impact of various worker behaviour and practices as beneficial or damaging to health and safety conditions in the organisation</p> <p>SB14. explain which staff behaviours and work practices need to be encouraged or discouraged, on the basis of how they contribute to development of positive or negative organisational culture and orientation towards health and safety</p> <p>SB15. identify potential sources and motives of work place crime and intentional actions to damage, harm, injure, and disrupt work, workers and the organisation</p> <p>SB16. list indicators of potential, intentional, criminal or damaging acts and potential preventive actions that may help avoid its occurrence in various situations</p>
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HSS/N6122

Apply health and safety practices at the workplace

NOS Version Control

NOS Code	HSS/N6122		
Credits (NSQF)	TBD	Version number	1.0
Sector	Healthcare	Drafted on	01/08/2018
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	01/08/2018
Occupation		Next review date	01/08/2019

[Back to Top](#)



Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC] / Q 0101



[Insert 3 letter code for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)

Occupational Standard

9 characters

An example of NOS with 'N'

[ABC] / N 0101



[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)

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
Rehabilitative	76-85
Community Related	86-95
Generic/ General Health	96-99

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

Criteria For Assessment Of Trainees

Job Role: Qualification Pack for Pradhan Mantri Arogya Mitra

Qualification Pack: HSS/Q6105

Sector Skill Council: Healthcare Sector Skill Council

Guidelines for Assessment:

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

Compulsory NOS				Marks Allocation	
Total Marks: 700					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
HSS/N6116 Prepare for helpdesk operations	PC1. wear a clean set of clothing with identification/badges as required by workplace standards	100	6	2	4
	PC2. register as an Pradhan Mantri Arogya Mitra on the Beneficiary Identification System (BIS) to become an authorised BIS web user on the portal		8	3	5

PC3. prepare and get notifications and acknowledgements of inventories, pending/special patient case logs, material consumption and requisitioning, repair and maintenance requirements, clear cut-off (handover/takeover)times, special circumstances, etc. for effective shift transitioning	6	2	4
PC4. obtain and organise the required documents (technical and troubleshooting manuals reference guides, ready reckoners, etc.) and other sources of assistance conveniently, for ease of access when needed	6	2	4
PC5. position oneself correctly and indicate that one is ready and available for service	6	2	4
PC6. ensure the kiosk/help desk is structurally set-up as per instructions, clean and tidy and safe for operations, positioned correctly in an approved area, and not causing inconvenience to others	8	3	5
PC7. obtain necessary stock of various supplies including information booklets/pamphlets, forms and formats, stationery, etc. as per need of inventory level requirements	6	2	4
PC8. ensure signage related to the helpdesk is positioned correctly and is visible	6	2	4
PC9. organise and lay out documents, stationery, equipment and accessories as per workflow and for efficient operations	6	2	4
PC10. carry-out opening inventory procedures to account for available stock, record and report as per procedure	6	2	4
PC11. connect and set-up equipment and accessories correctly as per guidelines	6	2	4
PC12. ensure supplies are adequate and ready for operations	6	2	4

	PC13. ensure all equipment and accessories are in working condition and safe to operate		6	2	4
	PC14. position and place all equipment and accessories in manner to ensure safety and security		6	2	4
	PC15. test internet, phone signal connectivity and strength to determine adequacy for operations		7	3	4
	PC16. report any malfunction, damage, shortage of stock, missing item or sub-optimal performance to appropriate authority as per standard procedure		5	2	3
		Total	100	35	65
HSS/N6117 Provide relevant AB-PMJAY information to beneficiaries	PC1. identify the relevant information that is required by patients and their representatives regarding AB-PMJAY	100	7	3	4
	PC2. identify the relevant information required by authorities		6	2	4
	PC3. identify sources of information for various AB-PMJAY related queries		6	2	4
	PC4. identify various categories of beneficiaries		7	3	4
	PC5. obtain and keep accessible reference sources for verification of information and clarification of doubts		6	2	4
	PC6. provide information to patients/targeted beneficiaries regarding the eligibility verification process, documentation, benefits, packages, etc.		8	3	5
	PC7. inform ineligible patients and their representatives about the criteria for eligibility and their mismatching factors, politely, after verification through the BIS web portal		8	3	5
	PC8. provide information on AB-PMJAY inclusions and exclusions to patients		8	3	5
	PC9. provide information to the patient/beneficiary about the various processes of AB-PMJAY		8	3	5
	PC10. communicate in an appropriate language and pace as understood by the enquirer		6	2	4

	PC11. enquire from patients/targeted beneficiaries and their representatives if they or their family members are aware of and registered for AB-PMJAY		6	2	4
	PC12. confirm correct understanding of information by the patient or their representatives		6	2	4
	PC13. provide pamphlets/flyers or other documented information to the targeted beneficiaries on AB-PMJAY in appropriate language		6	2	4
	PC14. highlight or underline key information on information documents/flyers		6	2	4
	PC15. provide lists of documents or information, with visual indicators, to semi-literate or illiterate beneficiaries while repeating information verbally for their understanding		6	2	4
		Total	100	36	64
HSS/N6118 Check eligibility and provide IDs to patients/beneficiaries for AB-PMJAY	PC1. login to the Beneficiary Identification System (BIS) web portal successfully	100	5	2	3
	PC2. determine the eligibility of the patient for scheme related benefits by using various methods		10	4	6
	PC3. ask for the correct, eligible and required documents to check registration on the BIS portal		10	4	6
	PC4. carry out a physical verification of the potential beneficiary with the identity document to verify a first level match		10	4	6
	PC5. query the BIS web portal using ration card number, mobile number, name, family name and various other parameters to check registration of the patient		10	4	6
	PC6. verify family details into the BIS system accurately using ration card or questioning		8	3	5

	PC7. update and verify details of the patient/beneficiary using AADHAR verification options	8	3	5
	PC8. add and verify details of the patient/beneficiary Non-AADHAR verification options	6	2	4
	PC9. click a clear photograph of the patient/beneficiary using a digital camera or web cam	6	2	4
	PC10. scan documents like identity card, family card to establish beneficiary relations in the family	6	2	4
	PC11. upload photographs and documents on the BIS web portal in the relevant fields	6	2	4
	PC12. submit the records for further verification from approved authorities using laid down procedures	4	1	3
	PC13. follow notification message of approval for printing verified beneficiary Ayushman Bharat card after successful 'golden level' or final verification or record objection/deficiency and provide to the beneficiary	6	2	4
	PC14. store all equipment and accessories in a safe and secure manner, in designated storage, when it is not going to be attended to for extended period of time such as at night	5	2	3
	Total	100	37	63
HSS/N6119	PC1. register patients/beneficiaries in the transaction management system (TMS) with approved beneficiary Ayushman Bharat card when they visit or through telephone in case of emergencies	4	2	2

Submit registration, pre-authorization and claims requests and facilitate service	PC2. login and register patient details accurately in the designated field	4	2	2
	PC3. generate patient ID and print registration documents as per requirement	3	1	2
	PC4. verify pre-authorization process in the transaction management system initiated by doctor/hospital staff by logging into the system	5	2	3
	PC5. collect, scan and upload documents required for pre-authorization request	5	2	3
	PC6. generate a claim number by successfully verifying the pre-authorization	5	2	3
	PC7. generate status responses to queries for checking pre-authorizing panel doctor (PPD) decision and comments	5	2	3
	PC8. coordinate with the doctor/hospital staff to address objections and resubmit the request	5	2	3
	PC9. communicate to patient or relevant hospital staff status and decision for pre-authorization or claim along with reasons for the same	5	2	3
	PC10. verify patient discharge summary, provide follow-up information to the beneficiaries	5	2	3
	PC11. submit the reimbursement claim accurately, as per laid down procedure, liaising with the Medical officer for collecting necessary documents	5	2	3
	PC12. ensure that the patient, from the time of pre-authorization to discharge, is getting all the benefits as per AB-PMJAY norms	5	2	3

	PC13. liaise with the empaneled health care provider for timely admission and availability of bed to patient		5	2	3
	PC14. guide patients/beneficiaries to locate correct facilities and receive prompt treatment		5	2	3
	PC15. ensure that all facilities and services that are being rendered to Beneficiary Ayushman Bharat Card holder are without charging any amount		4	2	2
	PC16. process card holder's request for duplicate card in case of loss or damage as per laid down procedures		4	2	2
	PC17. record and forward all grievances to the notice of Grievance Cell directly or through District Coordinator		4	2	2
	PC18. track and report refund of any investigation amount collected in contravention of AB-PMJAY guidelines		5	2	3
	PC19. track number of returns for the pre-authorization requests submitted		5	2	3
	PC20. seek feedback from the patient/beneficiary at various stages in prescribed format and process the same		4	2	2
	PC21. report any irregularity or inadequacy noticed to the concerned supervisors		4	2	2
	PC22. store all equipment and accessories in a safe and secure manner, in designated storage, when it is not going to be attended to for extended period of time such as at night		4	2	2
		Total	100	43	57
HSS/N6120 Use computers, electronic and related equipment for carrying out various work activities	PC1.setup main components of a computer correctly and start it	100	3	1	2
	PC2.operate the computer to access data and information on it and through it as per authorised privileges		3	1	2
	PC3.identify the operating system, information storage system and applications/software used for data storage and retrieval		3	1	2

PC4.navigate computer drives, directories, folders and software applications to access specified file locations and search for specified files or data	3	1	2
PC5.use database applications to input, modify, retrieve and store information	3	1	2
PC6.use various search and select methods/parameters including key words, ID numbers, data type, drop down menu selections to retrieve data	3	1	2
PC7.follow the organisational access control and data security policies to access data and information	3	1	2
PC8.access internet and relevant portals/sites	3	1	2
PC9.query for information on the internet	3	1	2
PC10.follow electrical safety precautions while using computers which use electricity to run	3	1	2
PC11.follow ergonomic guidelines specified for working on computers	3	1	2
PC12.follow cyber security guidelines while storing, retrieving or communicating information online (through the internet)	5	2	3
PC13.log in to computer systems and application using various access verification methods such as passwords, OTP, bio-metrics, etc.	5	2	3
PC14.seek assistance of IT helpdesk available as per organisational policy in case of computer related problems	3	1	2
PC15.use web cameras by switching it on, off and clicking photos through built-in applications	3	1	2
PC16.use phone and digital cameras to click clear and well composed identification photographs, in a safe manner	3	1	2
PC17.load and unload data cards to digital cameras, computers and phone devices	3	1	2

	PC18.locate picture files on storage medium, download, upload, save, name, rename, delete, and transfer files from one device to another		3	1	2
	PC19.use basic image modification features such as brighten and crop to manipulate and edit images		3	1	2
	PC20.seek permission before clicking someone's photographs		3	1	2
	PC21.follow data protection and privacy laws and guidelines when dealing with personal photographs of others		3	1	2
	PC22.use photocopier machines to photocopy documents clearly		3	1	2
	PC23.use feature on photocopier machines to adjust output quality and size		3	1	2
	PC24.use a scanner to scan documents and photographs clearly		3	1	2
	PC25.transfer scanned files between using various methods		3	1	2
	PC26.use a printer to print documents from a computer or an external storage device		3	1	2
	PC27.connect printers to computer and load them with paper		3	1	2
	PC28.test printer output, ink/toner and connectivity		3	1	2
	PC29.replace toner/ink/cartridges in printers correctly		3	1	2
	PC30.operate electrical/electronic devices following principles and practices of electrical safety at times		3	1	2
	PC31.assess safety of electronic device and related accessories by observing for damage, wear and tear, etc.		3	1	2
	PC32.act on any electrical safety risk immediately with suitable action and report the same for maintenance and repair to the right authority		3	1	2
		Total	100	34	66
HSS/N 9615 Maintain interpersonal relationship with	PC1. communicate effectively with all individuals regardless of age, caste,	100	10	4	6

colleagues, patients and others	gender, community or other characteristics				
	PC2. utilize all training and information at one's disposal to provide relevant information to the individual	6	2	4	
	PC3. confirm that the needs of the individual have been met	4	0	4	
	PC4. respond to queries and information needs of all individuals	4	2	2	
	PC5. adhere to guidelines provided by one's organization or regulatory body relating to confidentiality	4	2	2	
	PC6. respect the individual's need for privacy	10	4	6	
	PC7. maintain any records required at the end of the interaction	4	2	2	
	PC8. integrate one's work with other people's work effectively	4	2	2	
	PC9. utilize time effectively and pass on essential information to other people on timely basis	10	4	6	
	PC10. work in a way that shows respect for other people	4	2	2	
	PC11. carry out any commitments made to other people	4	2	2	
	PC12. reason out the failure to fulfill commitment	4	2	2	
	PC13. identify any problems with team members and other people and take the initiative to solve these problems	4	2	2	
	PC14. establish, agree, and record the work requirements	4	2	2	
	PC15. ensure his/her work meets the agreed requirements	4	2	2	
	PC16. treat confidential information correctly	10	4	6	
	PC17. work in line with the organization's procedures and policies and within the limits of his/her job role	10	4	6	
	Total	100	42	58	
HSS/N6121 Maintain professional personal	PC1.display appropriate professional appearance for the workplace	100	7	3	4

standards of grooming and conduct	PC2.wear masks and head gear in sensitive areas		5	2	3
	PC3.ensure one is free from any foul body odour or bad breath by maintaining proper oral hygiene		5	2	3
	PC4.maintain clean hands by regular washing		5	2	3
	PC5.refrain from chewing during talking or communicating with others		5	2	3
	PC6.communicate in a professional manner at all times, without using slang, or casual expletives, foul words, etc.		10	3	7
	PC7.use appropriate titles and terms of respect to the customers		5	2	3
	PC8.communicate and act respecting diversity, without making sexist or derogatory comments about any caste, religion, sect, colour, creed, nationality, etc.		10	3	7
	PC9.act in line with principles of equal opportunity and inclusion, eliminating unfair bias from decisions		10	3	7
	PC10.give information to others clearly, at a pace and in a manner that helps them to understand		7	3	4
	PC11.display helpful behaviour by assisting others in performing tasks in a positive manner, where required and possible		10	3	7
	PC12.consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		7	3	4
	PC13.demonstrate responsible and disciplined behaviour at the workplace		7	3	4
	PC14.escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		7	3	4
		Total	100	37	63
MEP/N6122 Apply health and safety practices at the workplace	PC1. identify and report health and safety issues relating to immediate work environment according to procedures	100	9	3	6

PC2. work safely and apply workplace related health and safety practices including using appropriate personal protective equipment (PPE) where required	9	3	6
PC3. follow procedures and instructions for dealing with hazards, within the scope of responsibilities and competencies	8	3	5
PC4. document and report all hazards, accidents and near-miss incidents as per set process	6	2	4
PC5. document safety records according to organisational policies	6	2	4
PC6. maintain the work area in a clean and tidy condition	9	3	6
PC7. report hygiene related concerns promptly to the relevant authority	8	3	5
PC8. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	9	3	6
PC9. participate in emergency procedures	9	3	6
PC10. use the various appropriate fire extinguishers on different types of fires correctly	9	3	6
PC11. demonstrate rescue techniques applied during fire hazard	9	3	6
PC12. demonstrate good housekeeping in order to prevent fire hazards	9	3	6
Total	100	34	66