NSQF QUALIFICATION FILE
Approved in 21st NSQC Meeting – NCVET – 28th July, 2022
Rationalized in 24th NSQC Meeting Date 17 November 2022

**Qualification Code
2022/HLT/HSSC/06764**

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Healthcare Sector Skill Council

Office No. 520-521, 5th Floor, DLF Tower A, Jasola, New Delhi - 110025, India

Name and contact details of individual dealing with the submission

Name: Mr. Ashish Jain

Position in the organisation: Chief Executive Officer

Address if different from above: NA

Tel number(s): 011-40505850, 011 41017346

E-mail address: ashish.jain@healthcare-ssc.in

List of documents submitted in support of the Qualifications File

1. Model Curriculum - Annexure1
2. Occupational Mapping Report-Annexure 2
3. Industry Validations- Annexure 3
4. Communication with Line Ministry- Annexure 4

SUMMARY

1	**Qualification Title:**	Healthcare Quality Assurance Manager
2	**Qualification Code, if any:** HSS/Q6106	
3	**NCO code and occupation :** Nearest Mapping to NCO-2015/2263.9900 and Healthcare Administration	
4	**Nature and purpose of the qualification (Please specify whether qualification is short term or long term)** - This is a short term up-skilling course in which individuals would ensure that healthcare organization gets the right guidance to implement quality accreditation/ certification standards and healthcare personnel are guided to follow quality parameters at all times.	
5	**Body/bodies which will award the qualification** Healthcare Sector Skill Council	
6	**Body which will accredit providers to offer courses leading to the qualification** Healthcare Sector Skill Council	
7	**Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)** Yes	
8	**Occupation(s) to which the qualification gives access** Healthcare Quality Assurance Manager work either as consultant or within the Quality Department of hospitals and healthcare organizations. This could also be the additional role given to the existing healthcare professionals heading towards quality accreditation. These professionals could also usually be absorbed in tertiary/large hospitals or secondary hospitals, single specialty hospitals, nursing homes as well as standalone healthcare providers as consultants or within quality department.	
9	**Job description of the occupation** A Healthcare Quality Assurance Manager's main job is to ensure that healthcare organization gets the right guidance to implement quality accreditation/ certification standards and healthcare personnel are guided to follow quality parameters at all times	
10	**Licensing requirements** NA	
11	**Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)** NA	

12	**Level of the qualification in the NSQF** Level 6
13	**Anticipated volume of training/learning required to complete the qualification** 120 (Th) + 60 (Pr) + 300 (OJT) + 90(ES) = 570 Hrs
14	**Indicative list of training tools required to deliver this qualification;** 1. Case studies and flowcharts describing classification of the hospitals (5 copies) 2. Case studies describing all modules (5 copies for each module) 3. Sample training modules for training quality aspects (3) 4. Sample formats of reports and hospital quality documents (5 copies) 5. Sample standard hospital protocols (5 copies) 6. Current Guidelines on handling of biomedical wastes (5 copies) 7. Hand washing equipment and hand rubs (10) 8. Spill kit (2) 9. Case studies and role play videos for portraying effective networking amongst the team members (5 copies) 10. Different colour coded bins (2 each) 11. Guidelines of BMWM (5 copies) 12. First aid kit (2 kits) 13. Computer with internet facility and latest MS office (5) 14. NABH standards latest edition (5 copies) 15. Policies & Procedures for Assessment, Surveillance and Re Assessment of HCO (5 copies)
15	**Entry requirements and/or recommendations and minimum age** • Pursuing 4th year UG (in case of 4-year UG with honours/ honours with research) in the relevant field (Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS)/Graduate (Nursing/ Allied Health Professionals)/BDS) Or • Medical Graduate (MBBS/ BHMS/ BAMS/ BUMS) Or • Graduate (Nursing/ Allied Health Professionals Or • Post-Graduate (Masters/ PG Diploma in healthcare administration) Or • Previous relevant Qualification of NSQF Level 5.5 (Deputy Duty Manager-Patient Relation Services) with 1.5 year of experience Minimum Age: 18 years
16	**Progression from the qualification (Please show Professional and academic progression)** **Horizontal** Level 6- Duty Manager - Patient Relations Services, Lead Trainer, Lead Assessor
17	**Arrangements for the Recognition of Prior learning (RPL)** HSSC has developed RPL policy to conduct pre assessment of students for gap analysis as per NOS, sharing the gap & final assessments of students and certification. It is explained in section 1 under Assessment, Point 2

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18	**International comparability where known (research evidence to be provided)** While writing the NOSs the UK & Australia NOSs were also referred to and an effort was taken to maintain comparability in the technical part of the NOSs.		
19	**Date of Planned Review of the Qualification** After 3 years		
20	**Formal Structure of the Qualification** **Mandatory Components**		

Title of Component and Identification code/NOS's/Learning Outcome	**Estimated Size (Learning Hours)**	**Level**
HSS/N6123: Study the healthcare organization, plan and develop quality processes accordingly	30 hrs.	6
HSS/N6124: Perform gap analysis of healthcare quality procedures and implement improvement strategy	15 hrs.	6
HSS/N6125: Identify training needs and organize training interventions to meet healthcare quality standards	15 hrs.	6
HSS/N6126: Carry out internal audits and review the audit findings with management at all stages of healthcare organization	15 hrs.	6
HSS/N6127: Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation/ certification	15 hrs.	6
HSS/N6128: Promote Institutionalizing continuous quality improvement in healthcare organization	15 hrs.	6
HSS/N6129: Apply NABH standards for accreditation of healthcare organization	30 hrs.	6
HSS/N9615: Maintain interpersonal relationship with colleagues, patients and others	15 hrs.	4
HSS/N9616: Maintain professional & medico-legal conduct	7.5 hrs.	4
HSS/N9617: Maintain a safe, healthy and secure working environment	7.5 hrs.	4
HSS/N9618: Follow biomedical waste disposal and infection control policies and procedures	15 hrs.	4

DGT/VSQ/N0103 : Employability Skills (90 Hours)	90 Hrs.		5
OJT Module	300 Hrs.		
Sub Total A	120 (Th) + 60 (Pr) + 300 (OJT) + 90(ES) = 570 Hrs		
Elective Components			
Title of Component and Identification code/NOS's/Learning Outcome	**Estimated Size (Learning Hours)**	**Level**	
NA	NA	NA	
Sub Total B	**NA**		
Total (A+B)	**570 Hrs**	**6**	

SECTION 1
ASSESSMENT

21	**Body/Bodies which will carry out assessment:** Healthcare Sector Skill Council
22	**How will RPL assessment be managed and who will carry it out?** HSSC conducts QP-NOS based direct three-way assessment for each candidate applied for recognition of prior learning (vis. Certifying the un-certified but skilled workforce who acquired skills through experience of years). Here, the candidates may undergo bridge training of gaps identified and apply for assessments.
23	**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.** The HSSC Accreditation process is divided into two steps: 1) Pre-accreditation process: ● Apply for Accreditation: Application form with desired documents in prescribed format to be sent.

- Document Compliance Check: to be done for ensuring the compliance and adherence of applied assessing body according to criteria laid down by HSSC.

- Once the assessing body clears the due diligence process, the accreditation is given along with terms and conditions.

2) Post-accreditation process: Post accreditation, the accredited assessing bodies needs to ulfil following minimum eligibility criteria or requisites for implementation:

- All Empanelled Assessors would have to undergo "Train the Assessor" Program from time to time.

- Accredited Assessing Body would have to abide with requisite time-lines, policies and regulations declared by HSSC.

- Accredited Assessing Body with times would have to contribute in expansion of the questionnaire.

QA Regarding Assessment Criteria & papers:

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

The assessment papers for both theory and practical are developed by Subject Matter Experts (SME). The assessments papers are also checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

The assessments are designed so as to assess maximum parts during the practical hands-on work. The technical limitations at the training centres are taken care of during theory and viva.

The assessment will be completely based on the assessment criteria as mentioned in the Qualification Pack developed by HSSC.

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

The following tools are proposed to be used for final assessment:

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

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

2 Viva/Structured Interview: This tool will be used to assess the conceptual understanding and the behavioural aspects with regard to the job role and the specific task at hand. It will also include questions on safety, quality, environment and equipment's etc.

3 Written Test (Online): Under this test few key items which cannot be assessed practically will be assessed. The written online assessment will comprise of:

5. True / False Statements

ii Multiple Choice Questions

iii Matching Type Questions.

iv) Fill in the blanks

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by HSSC for assessing each job role. The assessors are oriented/trained on strategy which is outlined on following mandatory parameters:

1) Guidance regarding NSQF
2) Qualification Pack Structure
3) Guidance for the assessor to conduct assessment
4) Guidance for trainees to be given by assessor before the start of the assessments.
5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet

	The assessment agencies are instructed to empanel assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments.

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in "Formal structure of the qualification" in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Title of Component:

Job Role	Healthcare Quality Assurance Manager
Qualification Pack Code	HSS/Q6106
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment
6.   Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council.
Either each element/Performance Criteria (PC) will be assigned marks proportional to its importance in NOS.
SSC will also lay down proportion of marks for Theory, viva and Skills Practical for each element/PC.
2. The assessment for the theory part will be based on knowledge bank of questions approved by the
SSC.
3. Individual assessment agencies will create unique question papers for theory part for each
candidate/batch at each examination/training center (as per assessment criteria below).
7.   Individual assessment agencies will create unique evaluations for skill practical & viva for every student
at each examination/ training center based on these criteria.
5. In case of successfully passing as per passing percentage of the job role, the trainee is certified for the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks
HSS/N6123.Study the healthcare organization, plan and develop quality processes accordingly	55	-	20	-	75
HSS/N6124.Perform gap analysis of healthcare quality procedures and implement improvement strategy	42	-	15	-	57
HSS/N6125.Identify training needs and organize training interventions to meet healthcare quality standards	33	-	15	-	48
HSS/N6126.Carry out internal audits and review the audit findings with management at all stages of healthcare organization	60	-	25	-	85
HSS/N6127.Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation/ certification	57	-	21	-	78
HSS/N6128.Promote Institutionalizing continuous quality improvement in healthcare organization	30	-	10	-	40
HSS/N6129.Apply NABH standards for accreditation of healthcare organization	56	-	25	-	81
HSS/N9615.Maintain interpersonal relationship with patients, colleagues and others	13	-	-	-	13
HSS/N9616.Maintain professional & medico-legal conduct	19	-	-	-	19

HSS/N9617.Maintain a safe, healthy and secure working environment	20	-	9	30	59
HSS/N9618.Follow infection control policies & procedures including biomedical waste disposal protocols	21	-	13	30	64
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50
Total	**426**	**30**	**153**	**60**	**669**

SECTION 2

25. EVIDENCE OF LEVEL

Title/Name of the Qualification/Component: Healthcare Quality Assurance Manager		Level : 6	
NSQF Domain	Outcomes of the Qualification/Component	How the Outcomes are related to NSQF Level Descriptors	NSQF Level
Process	A Healthcare Quality Assurance Manager's main job is to ensure that healthcare organization gets the right guidance to implement quality accreditation/ certification standards and healthcare personnel are guided to follow quality parameters at all times. They need to work. The individual needs to acquire the required knowledge and skills about studying the current system and scope of services of healthcare organization and then selecting the quality standards to further develop standard processes and procedures manual for upgrading the quality of the healthcare organization; performing gap analysis in healthcare organization as per agreed quality accreditation/certification standards and accordingly implement the quality procedures with healthcare personnel for compliance and adherence to the standards; identifying training needs and organizing training interventions for employees of healthcare organization to meet healthcare quality standards; creating mechanism of carrying out internal audits and review the audit findings with management for quality, regulatory and statutory compliances at all stages of healthcare organization for devising mechanism of improvement; preparing healthcare organization for applying to agreed accreditation/certification body and	Healthcare Quality Assurance Manager require well developed skill, with clear choice of procedures in familiar context. demands wide range of specialised technical skill, clarity of knowledge and practice in broad range of activity involving standard & non-standard practices	6

	supporting before, during and after external audit process of achieving the accreditation/certification; institutionalizing continuous quality improvement within healthcare organization and supporting healthcare organization during surveillance and monitoring of quality post-accreditation/certification. Having acquired above knowledge and skills; the Healthcare Quality Assurance Manager needs to decipher NABH standards and apply for NABH accreditation and support the healthcare organization till achievement of final NABH accreditation		
Professional knowledge	The individual in this job should possess the knowledge of the best industry practices, the knowledge about statistical tools to collect and analyze various data, should be dynamic in upcoming trends of quality management tools and sound knowledge of National and International guidelines on patient safety as appropriate. They needs to know and understand the background of the organizational structure and staff of the healthcare organization; basics of critical functioning of the healthcare organization; the various departments in the healthcare organization and its interdependency; the critical outcomes expected from each department of the organization; basics of quality concepts, quality terminology, quality control, quality assurance, quality management, quality audits, quality tools and root cause analysis; dimensions of quality management- safety, respect and caring, timeliness, efficacy, effectiveness, efficiency, continuity, availability and appropriateness/	Healthcare Quality Assurance Manager must have knowledge of facts, principles, processes and general concepts, in order to perform activities correctly.	6

	equity; regulatory and statutory rules as appropriate applicable for workplace and healthcare organization; quality frameworks including workplace specific frameworks and the relevant standards laid down by national &/or international accrediting bodies ; standards related to occupational safety and hazards & medical device data systems, maintenance management systems as per organization and national agencies		
Professional skill	The individual in this job should possess a good command over communication, good auditing skills, skills to use the best industry practices, the statistical tools to collect and analyze various data, good interpersonal skills including teamwork. They needs to know and understand how to draft memos, requests and e-mail to stakeholders, co-workers, and vendors to provide them with work updates and to request appropriate information without appropriate language errors regarding grammar or sentence construct; prepare checklist, document findings and observations, status and progress reports; keep abreast with the latest knowledge by reading relevant materials; discuss task lists, schedules, and work-plan with management, colleagues and subordinates; question stakeholders appropriately in order to understand the nature of the problem and make a diagnosis; keep stakeholders informed about progress; make decisions pertaining to the concerned area of work; prepare action plan and roadmap for fulfilling the identified gaps in the healthcare organization in terms of quality standards; manage relationships with colleagues and stakeholders who may be stressed, frustrated, confused, or angry ; build relationships with stakeholders and use patient and safety centric approach; think through the problem,	Healthcare Quality Assurance Manager are required to demonstrate a range of cognitive and practical skill, required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information.	6

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	evaluate the possible solution(s) and suggest an optimum /best possible solution(s); deal with clients lacking the technical background to solve the problem on their own; identify immediate or temporary solutions to resolve delays; identify resources or behavioral change required to accomplish the roadmap and action plan; prioritize the task within the roadmap and action plan. The job requires individuals to possess key qualities such as patience, confidence, maturity, compassion, patient centricity, good listening. They must be skilled to interact with a wide range of personality types in both pleasant and difficult circumstances. It is also important for the individual to have a good level of physical fitness and healthy body with well-maintained hygiene circumstances. They should be able to exhibit fine motor skills, Analytical skills, Detail oriented, Integrity, Interpersonal skills, Technical skills, Computer Skills.		
Core skill	The individual needs to acquire the required knowledge and skills about studying the current system and scope of services of healthcare organization and then selecting the quality standards to further develop standard processes and procedures manual for upgrading the quality of the healthcare organization; performing gap analysis in healthcare organization as per agreed quality accreditation/certification standards and accordingly implement the quality procedures with healthcare personnel for compliance and adherence to the standards; identifying training needs and organizing training interventions for employees of healthcare organization to meet healthcare quality standards; creating mechanism of carrying out internal audits and review the audit findings with management for quality, regulatory and statutory compliances at all stages of	Healthcare Quality Assurance Manager requires desired mathematical skill, understanding of social, political and natural environment; collecting and organising information and communication.	6

	healthcare organization for devising mechanism of improvement; preparing healthcare organization for applying to agreed accreditation/certification body and supporting before, during and after external audit process of achieving the accreditation/certification; institutionalizing continuous quality improvement within healthcare organization and supporting healthcare organization during surveillance and monitoring of quality post-accreditation/certification. They should have the ability to understand and follow complex technical instructions, ability to pay close attention to detail, ability to effectively use computer applications such as spreadsheets, word processing, ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position, familiarity with the techniques of maintaining a filing system, accuracy, good dexterity, dependability, initiative, good judgment, physical condition commensurate with the demands of the position. Keep abreast of the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities.		
Responsibility	Healthcare Quality Assurance Manager is responsible to study the healthcare organization, plan and develop quality processes accordingly; Perform gap analysis and implement the healthcare quality procedures adhering to quality accreditation/certification standards; Identify training needs and organize training interventions to meet healthcare quality standards; Carry out internal audits and review the audit findings with management for quality, regulatory and statutory compliances at all stages of healthcare organization; Prepare and support healthcare organization before, during and after external audits for achieving quality accreditation/certification.	Healthcare Quality Assurance Manager is responsible to carry out the job not only in familiar situations, but also where problems may arise as they are dealing with clients with varied type of issues such as management, accreditation/certification body secretariat; departmental heads, irate clients, VIP's, officials, etc. This is critical as it indicates that the person is responsible for his own work and	6

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<td>They needs to decipher NABH standards and apply for NABH accreditation and support the healthcare organization till achievement of final NABH accreditation. They also needs to promote Institutionalizing continuous quality improvement in healthcare organization

Individuals must always perform their duties in a calm, reassuring empathetic and efficient manner.</td>
<td>learning. Healthcare Quality Assurance Manager would also have full responsibility for works and learning of employees of healthcare organization to meet healthcare quality standards as well as for creating mechanism of carrying out internal audits and review the audit findings with management, departmental heads and staff of healthcare organization for quality, regulatory and statutory compliances at all stages of healthcare organization for devising mechanism of improvement and institutionalizing continuous quality improvement within healthcare organization.</td>
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SECTION 3
EVIDENCE OF NEED

26	estimated uptake of estimate?	What evidence is there that the qualification is needed? What is the this qualification and what is the basis of this
	Basis	**In case of SSC**
	Need of qualification	While collecting data from the companies for the occupational map & functional analysis, we also took feedback from industry, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of HSSC gave final approval and endorsement for the same.
	Industry Relevance	The industry validation is submitted along with its summary sheet for reference.
	Usage of qualification	The SSC would submit details of the employment generated (wherever applicable) and realised
	Estimated uptake	The workforce in allied healthcare sector need expected to around 74 lac by 2022 double the workforce employed in 2013 as envisaged in Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection as per the draft report of NSDC Human Resource & Skills Requirement in Healthcare Sector.

27	**Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences** The qualification is per policy recommendation given by MoHFW The qualification is approved by NSQC in the year 2019.
28	**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification** The qualification is approved by NSQC in the year 2019 and already at NQR (2019/HLT/HSSC/3596)
29	**What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here** - Agencies/personnel would be appointed by the HSSC to interact with training providers, employers, assessors to gather feedback in implementation. - Monitoring of results of assessments, training delivery - Employer feedback will be sought post-placement - A formal review is scheduled in three years time

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4
EVIDENCE OF PROGRESSION

30	**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?** *Show the career map here to reflect the clear progression* **Horizontal** Level 6- Duty Manager - Patient Relations Services, Lead Trainer, Lead Assessor

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.