

## NSQF QUALIFICATION FILE

Approved in 21st NSQC Meeting – NCVET – 28<sup>th</sup> July, 2022

Rationalized in 24<sup>th</sup> NSQC Meeting Date 17 November 2022

Qualification Code  
2022/HLT/HSSC/06763

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](mailto: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

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### SUMMARY

1	<b>Qualification Title:</b> Patient Relations Associate						
2	<b>Qualification Code, if any:</b> HSS/Q6102						
3	<b>NCO code and occupation :</b> Healthcare Administration, NCO-2015/4225.9900						
4	<b>Nature and purpose of the qualification (Please specify whether qualification is short term or long term)</b> This is a short term course in which Individuals are responsible for counselling, assisting and supporting patients & visitors as per their needs along with effectively managing front desk services in a healthcare setup without giving any opinions / assurances on clinical matters.						
5	<b>Body/bodies which will award the qualification</b> Healthcare Sector Skill Council						
6	<b>Body which will accredit providers to offer courses leading to the qualification</b> Healthcare Sector Skill Council						
7	<b>Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)</b> Yes						
8	<b>Occupation(s) to which the qualification gives access</b> Individuals in this job are usually the first contact point in a healthcare organizations encountered by patients and visitors, whether on the phone, online or in person. They assist for coordination at Front Desk						
9	<b>Job description of the occupation</b> Individuals in this job are responsible for assisting and supporting patients & visitors as per their needs along with effectively managing front desk services in a healthcare setup without giving any opinions / assurances on clinical matters. They perform certain administrative task such as maintenance of records, paperwork, billing, basic management concepts & computer knowledge etc. They also supervise hospital front desk coordinators.						
10	<b>Licensing requirements</b> NA						
11	<b>Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)</b> NA						
12	<b>Level of the qualification in the NSQF</b> Level 5						
13	<b>Anticipated volume of training/learning required to complete the qualification</b> 150 (Th) + 150 (Pr) + 180 (OJT) + 60 (ES) = 540 Hrs						
14	<b>Indicative list of training tools required to deliver this qualification;</b> <table border="1"><thead><tr><th>Sno</th><th>Equipment Name</th><th>Minimum number of Equipment required (per batch of 20 trainees)</th></tr></thead><tbody><tr><td>1</td><td>CPR Manikin</td><td>2</td></tr></tbody></table>	Sno	Equipment Name	Minimum number of Equipment required (per batch of 20 trainees)	1	CPR Manikin	2
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2	Registration desk. Counter/phone/computer/internet facility,	1
3	PBAX SYSTEM	1
4	Mock HIS software	1
5	Admission counter with desk provided for keeping documents	1
6	Mock billing counter with cabinets of sample documents	1
7	Mock Procedure Rate List	1
8	TPA Desk	1
9	Stapler	4
10	Sample admission form/ requisite form/ visitor pass	8
11	Human Anatomy Model	2
12	Telephone directory	2
13	Sign boards	2
14	Fire extinguisher	2
15	Hospital Uniform	2
16	Newspaper/magazine/hospital journal stand	2
17	Hospital front office stationery	2
18	Hospital map	2
19	Hospital manual	2
20	First aid box	1
21	Credit Card Swap Machine	1

### 15 Entry requirements and/or recommendations and minimum age

- Completed 1st year of UG (UG Certificate)  
Or
- Pursuing 2nd year of UG  
Or
- Completed 1st year of diploma (after 12th)  
Or
- Pursuing 2nd year of 2-year diploma after 12th  
Or
- 12th pass with 1 year Vocational Education & training (NTC or NAC or CITS)  
Or
- Completed 3 year diploma after 10th with 1 year of relevant experience  
Or
- 12th Grade pass with 2 years of relevant experience  
Or
- 10th Grade pass with 4 years of relevant experience  
Or
- Previous relevant Qualification of NSQF Level 4 and with minimum education as  
8th Grade pass with 3 years of relevant experience  
Or
- Previous relevant Qualification of NSQF Level 4.5 with 1.5 years of relevant  
experience

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16	<p><b>Progression from the qualification (Please show Professional and academic progression)</b></p> <p><b>Horizontal</b> Level 5- Field Trainer, Field Assessor</p> <p><b>Vertical</b> Level 5.5- Deputy Duty Manager - Patient Relations Services, Level 6- Lead Trainer, Lead Assessor</p>																														
17	<p><b>Arrangements for the Recognition of Prior learning (RPL)</b></p> <p>HSSC has developed RPL policy to conduct pre assessment of students for gap analysis as per NOS, sharing the gap &amp; final assessments of students and certification. It is explained in section 1 under Assessment, Point 2</p>																														
18	<p><b>International comparability where known (research evidence to be provided)</b></p> <p>While writing the NOSs the UK NOSs were also referred to and an effort was taken to maintain comparability in the technical part of the NOSs.</p>																														
19	<p><b>Date of Planned Review of the Qualification</b></p> <p>After 3 years</p>																														
20	<p><b>Formal Structure of the Qualification</b></p> <p><b>Mandatory Components</b></p>																														
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DGT/VSQ/N0102 : Employability Skills (60 Hours)	60 hrs.	5
OJT Module	180 Hrs.	
<b>Sub Total A</b>	150 (Th) + 150 (Pr) + 180 (OJT) + 60 (ES) = 540 Hrs	5
<b>Original Components</b>		
<b>Title of Component and Identification code/NOS's/Learning Outcome</b>	<b>Estimated Size (Learning Hours)</b>	<b>Level</b>
<b>Sub Total B</b>		
<b>Total (A+B)</b>	<b>540 Hrs</b>	

### SECTION 1 ASSESSMENT

21	<b>Body/Bodies which will carry out assessment:</b> Healthcare Sector Skill Council
22	<b>How will RPL assessment be managed and who will carry it out?</b>  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.

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**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 fulfill 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.

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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:

- i. True / False Statements
- ii Multiple Choice Questions
- iii Matching Type Questions.
- iv) Fill in the blanks

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	<p>QA Regarding Assessors:</p> <p>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:</p> <ol style="list-style-type: none"><li>1) Guidance regarding NSQF</li><li>2) Qualification Pack Structure</li><li>3) Guidance for the assessor to conduct assessment</li><li>4) Guidance for trainees to be given by assessor before the start of the assessments.</li><li>5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet</li></ol> <p>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.</p>
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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:**

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<b>Job Role</b>	Patient Relations Associate
<b>Qualification Pack Code</b>	HSS/ Q 6102
<b>Sector Skill Council</b>	Healthcare Sector Skill Council

### **Guidelines for Assessment**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. 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).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
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/N6104. Assess patient requirement and act accordingly	42	50	20	30	142
HSS/N6105. Prepare for patient admission, registration & direct patient to accurate unit as per medical advice	80	50	38	75	243
HSS/N6106. Liaise & coordinate with healthcare team for effective patient management	25	-	10	25	60
HSS/N6107. Assist & coordinate during discharge & referral services & TPA services	90	50	40	80	260
HSS/N6108. Facilitate billing & process cash/credit transactions	40	50	20	30	140

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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/N0102.Employability Skills (60 Hours)	20	30	-	-	50
<b>Total</b>	<b>370</b>	<b>230</b>	<b>150</b>	<b>300</b>	<b>1050</b>

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### SECTION 2

#### 25. EVIDENCE OF LEVEL

Title/Name of the Qualification/Component: Patient Relations Associate			Level : 5
NSQF Domain	Outcomes of the Qualification/Component	How the Outcomes are related to NSQF Level Descriptors	NSQF Level
Process	Individuals in this job are responsible for assisting and supporting patients & visitors as per their needs along with effectively managing front desk services in a healthcare setup without giving any opinions / assurances on clinical matters. They perform certain administrative task such as maintenance of records, paperwork, billing, basic management concepts & computer knowledge etc.	Patient Relations Associate require well developed skill, with clear choice of procedures in familiar context	
Professional knowledge	Patient Relations Associate in a part of multidisciplinary team and be comfortable in making decisions pertaining to their area of work. Individuals should have understanding of Safety of patients , Consent, Reporting & Documentation, Basic Structure and Function of Human Body, Ageing and Ageing Process, Medical Terminology & hospital front desk work, Infection Control & Prevention, Personnel Hygiene, patients Rights & Responsibilities, , Emergency Handling till the time medical team/EMS team comes in, safety & first aide measures, Lifting & Moving,	Patient Relations Associate must have knowledge of facts, principles, processes and general concepts, in order to perform activities correctly.	
Professional skill	Patient Relations Associate requires to have good communication and interpersonal skills along with a pleasing personality to attend to all sorts of enquiries from the patients with efficient rapport building. 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.	Patient Relations Associate 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.	

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	They should be able to exhibit fine motor skills, Analytical skills, Detail oriented, Integrity, Interpersonal skills, Technical skills, Computer Skills.		
Core skill	Patient Relations Associate 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.	Patient Relations Associate requires desired mathematical skill, understanding of social, political and natural environment; collecting and organising information and communication.	
Responsibility	Patient Relations Associate is responsible for aspects of coordination at hospital front desk to ensure customer satisfactions. Assess patient requirement and act accordingly, Prepare for patient admission, registration & direct patient to accurate unit as per medical advice, Liaison & coordinate with healthcare team for effective patient management, Individuals must always perform their duties in a calm, reassuring empathetic and efficient manner.	Patient Relations Associate 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 irate clients, VIP's, officials. This is critical as it indicates that the person is responsible for his own work and learning. Patient Relations Associate may also have some responsibility for Hospital Front Desk Coordinator work and learning. The Patient Relations Associate may have some responsibility for Front Desk Coordinator work &	

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		Learning. These individuals can be described as “fully skilled workers” or “supervisors”	
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### SECTION 3

#### EVIDENCE OF NEED

26	<p>estimated uptake of estimate?</p> <p><b>Basis</b></p>	<p>What evidence is there that the qualification is needed? What is the this qualification and what is the basis of this</p> <p><b>In case of SSC</b></p>
	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	<p><b>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences</b></p> <p>The qualification is per policy recommendation given by MoHFW The qualification is approved by NSQC in the year 2019.</p>	
28	<p><b>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</b></p> <ul style="list-style-type: none"> <li>The qualification is approved by NSQC in the year 2019 and already at NQR (2019/HLT/HSSC/3358)</li> </ul>	

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29	<p><b>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</b></p> <ul style="list-style-type: none"><li>● Agencies/personnel would be appointed by the HSSC to interact with training providers, employers, assessors to gather feedback in implementation.</li><li>● Monitoring of results of assessments, training delivery</li><li>● Employer feedback will be sought post-placement</li><li>● A formal review is scheduled in three year time</li></ul>
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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	<p><b>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?</b> <b><i>Show the career map here to reflect the clear progression</i></b></p> <p><b>Horizontal</b> Level 5- Field Trainer, Field Assessor</p> <p><b>Vertical</b> Level 5.5- Deputy Duty Manager - Patient Relations Services, Level 6- Lead Trainer, Lead Assessor</p>
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