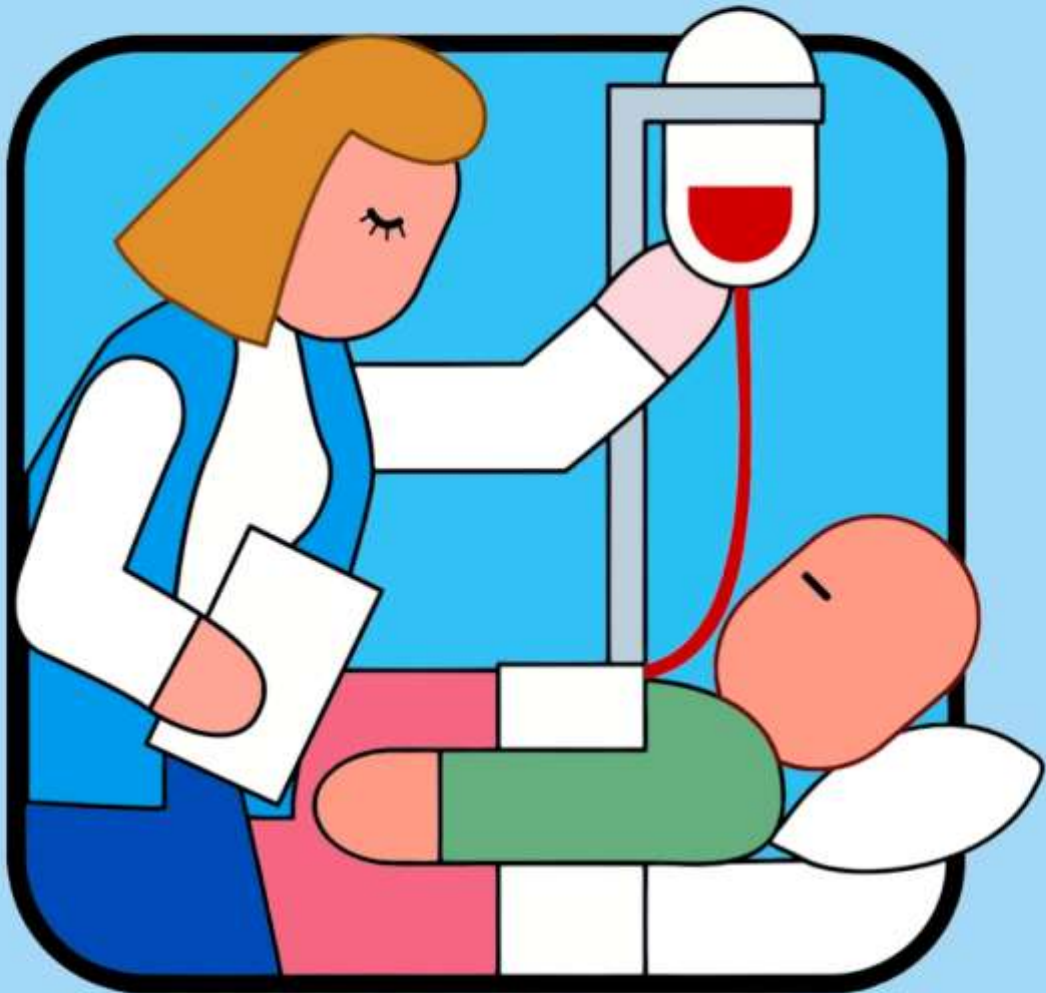




National Vocational Certificate level 2,
in (Paramedics)

Assistant Nurse



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This document has been produced with the technical assistance by the TVET Sector Support Programme, which is funded by the European Union, the Federal Republic of Germany and the Royal Norwegian Embassy. The Programme has been commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) and is being implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH in close collaboration with the National Vocational and Technical Training Commission (NAVTTTC) as well as provincial Technical Education and Vocational Training Authorities (TEVTAs) and private sector organizations.

National Vocational Certificate level 2, in (Paramedics)

“Assistant Nurse”

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INTRODUCTION

A nurse is a multidimensional tradesperson specialized in patient care management at hospital and carry out duties: related to nursing care, ward management, maintenance of hygienic conditions, maintenance of tools & equipment related to perform duty, administering medicine and communicating between patients and doctors.

In order to meet the demand for Assistant Nurse in health care system, National Vocational and Technical Training Commission (NAVTTTC) in collaboration with TVET Sector Support Programme (TVET-SSP) has developed National Vocational Qualification comprising of generic, functional and technical competency standards for Assistant Nurse occupation.

To facilitate the process of developing National Qualifications for Assistant Nurse, Qualification Development Committee (QDC) was established under NVQF Operational Manual-1.

The competency standards, which are benchmarks for the performance, cover both the domestic and commercial aspects of a Nurse's job. While setting standards for a Nurse's performance, required skills, underpinning knowledge and attitudes expected of a Nurse have been inculcated in these competency standards.

Experts from relevant industry have thoroughly reviewed and validated the competency standards as proposed by the QDC in terms of their relevancy and currency to the requirement of the job. The validated competency standards will provide the basis for further development of curriculum, assessment materials and instructional materials that will support competency-based training and assessment activities.

PURPOSE OF THE QUALIFICATION

The purpose of this training is to develop a range of skills and techniques, personal skills and attributes essential for successful performance as an Assistant Nurse while meeting the requirements of the industry. It also enables the trainee to pursue his/her career as a Nurse with greater employment and entrepreneurial skills to progress.

Specific objectives of these Qualifications are as under:

- Improve the overall quality of training delivery and setting national benchmarks for training of Nurses in the country

- Provide basis for competency-based assessment which is recognized and accepted by employers
- Establish a standardized and sustainable system of training for Nurses in the country

Graduate of this qualification would be able to:

- Administering medications
- Managing intravenous (IV) lines
- Caring for patients
- Observing and recording patients' conditions
- Communicating with doctors
- Providing emotional support to patients and their families
- Advising patients on how to self-administer medication and physical therapy
- Educating patients and the public on disease management and medical conditions

DATE OF VALIDATION

These national qualifications have been validated by the Qualifications Validation Committee (QVC) on 7th& 8th August 2018 and they will remain in currency until August 2023.

CODE OF QUALIFICATION

Qualification Title	Code
National Vocational Certificate Level-2, in Paramedics (Assistant Nurse)	0913NUR01

ENTRY REQUIREMENTS

The entry requirement for Level-2 in Paramedics (Assistant Nurse) is at least Matric or equivalent.

QUALIFICATION DEVELOPMENT COMMITTEE

The Qualifications Development Committee consisted of following members:

Sr. No.	Name	Designation	Organization	Contact info.
1.	Ms. Kousar Nawab	Charge Nurse	Akram Medical Complex	0304-5019245
2	Ms. Muqadas Parveen	Staff Nurse	Akram Medical Complex	0304-4430332
3	Ms, Haseena Anwar	Staff Nurse	Akram Medical Complex	0305-1812726
4	Ms. Mumtaz Mickarther	Nursing Supervisor/NICU In-charge	Sharif Medical City Hospital	0307-5878494
5	Ms. Sumaira Feroz	Charge Nurse	Mayo Hospital Lahore	0304-4261936
6	Ms. Aysha Basharat	Charge Nurse	Mayo Hospital Lahore	0336-4155328
7	Ms. Iqbal Naz	Nursing Manager	Sharif Medical City Hospital	0345-4280040
8	Ms. Alishba Joseph	Registered Nurse	Sharif Medical City Hospital	0304-4497290
9	Ms. Amina Sajid	Staff/Register Nurse	Pakistan Kidney & Liver Institute, Lahore	0333-4896104
10	Ms. Safyan Siddique	Register Nurse	Sharif Medical City Hospital	0335-7721985
11	Mr. Muhammad Naeem Akhtar	Senior Technical Advisor	GIZ Islamabad	0300-9438051
12	Mr. Atif Mahmood	Technical Advisor	GIZ Islamabad	0302-8556303
13	Ms. Qamar Fatima	Technical Advisor	GIZ Lahore	0300-6185525
14	Mr. Asmatullah Khan	Director	NAVTTTC, Islamabad	0302-5250775
15	Mr. Muhammad Ishaq	Deputy Director	NAVTTTC, Islamabad	0300-5304401

QUALIFICATIONS VALIDATION COMMITTEE

The Qualifications Validation Committee consisted of following members:

Sr. No.	Name	Designation	Organization	Phone No.	Email
1.	Ms. Iqbal Naz	Nursing Manager	Shrief Medical City Hospital, Lahore	0345-4280040	Iqbal.naz.75@gmail.com
2	Sumaira Feroze	Charge Nurse	Mayo Hospital, Lahore	0304-4261936	arzusumairaferoz@gmail.com
3	Mehvish Zulifqar	Charge Nurse	Punjab Institute of Cardiology, Lahore	0306-4558616	Iqrazulifqar590@gmail.com
4	Amna Azhar	Charge Nurse	Punjab Institute of Cardiology, Lahore	0306-6875834	Amnaazhar210@gmail.com
5	Shakeela Anayat	Charge Nurse	Civil Hospital, Quetta	0332-1367530	Shellmall7@gmail.com
6	Shahnaz Sadiq	Nursing Supervisor	Sharief Medical City Hospital, Lahore	0308-8501264	Shunayajee992@gmail.com
7	Fazilat ul Noor	Charge Nurse,	Jinnah Hospital, Lahore	0305-4004465	Zeenatnoor4@gmail.com
8	Samara Sardar	Charge Nurse,	General Hospital, Lahore	0324-4907792	Samrasardar12345@gmail.com
9	Sadaf Iftakhar	Nursing Instructor	Punjab Vocational Training Council	0333-4723988	Sadafintikhar60@gmail.com
10	Shafi Ullah	Registered Nurse Officer	District Head Quarter Hospital, Bannu	0346-9447559	Hairan559@yahoo.com
11	Azam Peter	Charge Nurse	Quaid e Azam International Hospital, Islamabad	0302-5134490	Azampeter8@gmail.com

REGULATIONS FOR THE QUALIFICATION AND SCHEDULE OF UNITS

Not Applicable

SUMMARY OF COMPETENCY STANDARDS

Code	Competency Standards	Level	Credits	Category
091300569	Provide Basic Nursing Care to Patients	2	30	Functional
091300570	Take Vital Signs & Monitor Patient	2	30	Technical
091300571	Maintain Hygiene and Workplace Safety Requirements	2	30	Technical
091300572	Provide Advance Nursing Care	3	50	Functional
091300573	Manage Risk and Emergencies	2	12	Generic
091300574	Maintain Stock	2	10	Generic
041600453	Occupational health and safety	2	3	Technical
041600455	Communicate in the workplace to support customers and team	3	6	Technical
041600459	Work effectively in a customer service - sales environment	3	7	Technical
041600460	Develop professionalism	3	3	Technical
041600461	Comply with health and safety regulations	3	2	Technical

Competency Standard: Provide Basic Nursing Care to Patients

Overview

This Competency Standard identifies the competencies required to carry out nursing practices at workplace in accordance with the organization's guidelines and procedures. You are expected to work in a team for holistic care of the patient. This competency standard would also enable you to perform nursing care activities and document the tasks performed. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
1. Maintain IV cannulations	P1. Prepare tray for IV cannulation with required equipment P2. Communicate IV cannulation procedure to the patient to take consent P3. Identify the suitable IV site as per indications P4. Pass and secure IV cannula by using Aseptic measures to ensure smooth functioning (in/out) P5. Label the IV site with date and time to ensure timely replacement P6. Discard the wastes/sharp as per disposal procedures
2. Take blood sample as prescribed	P1. Prepare tray for blood sample with required equipment P2. Take patient's consent for blood sample collection P3. Identify the suitable site as per indications P4. Draw blood sample by using Aseptic measures as per test requirements P5. Label the blood sample with patient's details as per standard P6. Discard the wastes/sharp as per disposal policy P7. Document patient's file with sample collection record P8. Select the specific vials according to the specificity of the test P9. Ensure timely submission of the sample in lab
3. Maintain oxygen saturation & give oxygen as required	P1. Check oxygen saturation level by using appropriate equipment P2. Administer oxygen through different kits as per patient condition P3. Monitor patient's condition to achieve minimum

	oxygen saturation level
	P4. Update nursing progress report as per hospital policy
4. Perform dressing procedure according to patient's requirement	P1. Prepare trolley for dressing with required equipment P2. Adopt appropriate method for wound cleaning through proper aseptic measures P3. Apply suitable dressing as prescribed by the physician P4. Update nursing progress report as per hospital policy P5. Discard the waste according to disposal policy of the hospital
5. Prepare patient for medical & surgical procedure	P1. Take patient / guardian consent before the procedure as per policy P2. Ensure completion of pre-op check list before the procedure P3. Prepare patient for predetermined procedure P4. Document the performed procedure in patient's file
6. Handover/ takeover patient at the end of shift	P1. Complete patient file record for handing over to the next shift P2. Delegate responsibilities to next shift nurse as per departmental policy

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Basic knowledge of Anatomy and physiology of human body
- Purpose, procedure and techniques of physical assessment
- Identification of size and sites of IV cannulation
- Indication, contraindication and complication of IV cannulation
- Five rights of medications (Right patient, Right drug, Right dose, Right route, Right time)
- Different methods of sampling
- Collection, storage and transfer of sample
- Aseptic techniques
- Procedure, indication, and contraindication of Naso Gastric (NG) tube and foley's catheter
- Naso Gastric tube feeding and lavage

- Types, rules and techniques of dressing
- Types & methods of oxygenation
- Protocol of preparation of patient to perform procedure
- Basic computer skills: data entry, Printing, Emailing
- Communication skills: Counselling of patient, Active Listening, Interpretation of patient's message
- Code of ethics:
 - a. Autonomy (respect the patient's will),
 - b. Non-maleficence (Do not harm to the patient)
 - c. Beneficence: Do maximum good to the patient,
 - d. Justice (Equal distribution of resources among patient)
 - e. Fidelity (Keep your promise to the patient)
 - f. Veracity (Tell the truth to patient)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Able to perform holistic nursing care to the patient independently
- Capable to demonstrate in assisting all medical and surgical procedures efficiently
- Select and apply appropriate dressing on the wound using aseptic measures
- Capable of documenting the procedures performed during Nursing care

Competency Standard: Take Vital Signs & Monitor Patient

Overview

This competency standard identifies the competencies required to take base line data of patient according to the standard and procedures. You are expected to measure vital signs, height, weight and perform ECG with accuracy by following the standard procedures and record the results. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
1. Measure blood pressure of patient	P1. Assess patient's condition and apparatus for the accuracy of procedure P2. Measure the blood pressure to obtain base line data of patient and document in patient's file for further treatment
2. Monitor patient's pulse	P1. Assess the patient to identify appropriate site (e.g. radial or brachial) to monitor pulse P2. Monitor pulse as per standard protocol (e.g. count for one minute) and document in patient's file for further treatment
3. Take temperature of patient	P1. Assess patient and temperature by thermometer for the accuracy of procedure P2. Take temperature reading to obtain base line data and document in patient's file for further treatment
4. Count patient's respiration rate	P1. Count respiratory rate as per standard protocol (count respiration for one minute) P2. Document respiratory rate in patient's file for further treatment
5. Assess pain score of	P1. Assess patient's pain score through specific

<p>patient</p>	<p>pain rating scale</p> <p>P2. Document pain score in patient's file for further treatment</p>
<p>6. Obtain blood sugar level of patient</p>	<p>P1. Assess apparatus for the accuracy of procedure</p> <p>P2. Measure the blood sugar level to obtain base line data and document in patient's file for further treatment</p>
<p>7. Measure weight & height of patient</p>	<p>P1. Assess tools for the accuracy of reading</p> <p>P2. Measure the weight, height and document it in patient file for further treatment/assessment</p>
<p>8. Perform Electro cardiogram (ECG) of the patient</p>	<p>P1. Assess ECG machine for accuracy of procedure</p> <p>P2. Explain the procedure to the patient as per policy</p> <p>P3. Maintain privacy of the patient as per the hospital's policy</p> <p>P4. Perform ECG by using appropriate method, record time, date and document in patient's file for further treatment</p>
<p>9. Maintain intake /output chart of patient</p>	<p>P1. Monitor intake/output of patient in each duty shifts</p> <p>P2. Document the intake /output in the patient's chart / file</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Terms related to Vital signs; (Hypertension, Hypotension, Bradycardia, Tachycardia, Hyperthermia, Hypothermia, Dyspnea)
- Normal ranges of temperature:(98-degreeF) pulse:(60-100 beats / minute) respiration:(16-20) and blood pressure:(120/80)
- Sites and methods of taking vital signs
- Abnormalities related to temperature, pulse, respiration, blood pressure and Blood Sugar Level (BSL):(Fasting 70-100mg/dl Random: 100-126 mg/dl)
- Factor affecting to temperature, pulse, respiration and blood pressure
- Pain measurement methods and tools
- Pain management according to pain rating score
- Blood sugar monitoring methods:(By Gluco Meter, by laboratory)
- ECG technique
- Purpose and calculation of intake and output of patient
- Normal range of intake 2300ml/day and output 2300ml / day in specific conditions
- Normal height and weight ranges as per age and condition
- Blood Sugar Level (BSL)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Take vital signs accurately and differentiate between ranges/values
- Perform ECG accurately and independently by following the standard procedure
- Maintain documentation of each procedure e.g. intake and out putchart, vital signs chart and blood sugar level chart

Competency Standard: Maintain Hygiene and Workplace Safety Requirements

Overview

These Competency Standards identify the competencies required to maintain the hygiene of patient by using different nursing procedures as per standards. You are expected to perform bed bath, oral hygiene, perineal care and isolation of the patient by keeping in view the safety measures. You are also expected to perform fumigation, sterilization and waste management at your work place. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
1. Give bed bath to the patient	<p>P1. Explain procedure to the conscious patient before bath as per policy</p> <p>P2. Prepare bath trolley with required equipment's</p> <p>P3. Give bath as per patient condition following defined protocol and update nursing progress notes</p>
2. Change patient kit and bed linen	<p>P1. Explain procedure to the patient before changing the kit/bed linen as per policy</p> <p>P2. Prepare linen trolley according to patient's condition</p> <p>P3. Change patient kit/bed linen as per defined method and document in patient's file</p>
3. Give oral care to patient	<p>P1. Prepare oral care tray with defined equipment's</p> <p>P2. Perform oral care with aseptic measures according to defined SOP and document in patient's file</p>
4. Perform Perineal care to patient	<p>P1. Take consent of patient before perineal care as per policy</p> <p>P2. Prepare perineal care tray according to patient's condition</p> <p>P3. Perform perineal care with aseptic measures according to defined SOP and document in patient's file</p>
5. Isolate the patient according to disease severity	<p>P1. Prepare isolation room according to patient condition</p> <p>P2. Prepare personal protective equipment (PPE) trolley according to patient need</p>

	<p>P3. Shift patient to isolation room by following the specified protocol and document in patient's file</p> <p>P4. Label the patient's room according to the disease</p>
<p>6. Prepare tools and equipment for sterilization</p>	<p>P1. Prepare equipment for sterilization according to defined procedural set</p> <p>P2. Send/Received equipment for sterilization as per defined process</p> <p>P3. Document sterilized equipment details in over register as per hospital policy</p>
<p>7. Perform fumigation of the ward</p>	<p>P1. Evacuate and conceal the room to restrict ventilation</p> <p>P2. Prepare equipment and solution for fumigation process</p> <p>P3. Ensure fumigation process through culture/sensitivity and update record in fumigation register</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Purpose, indication, and contraindication of bed bath
- Methods of bed bath
- Principles and types of bed making
- Indications and procedures of oral hygiene
- Complications of neglected mouth care
- Ethical consideration and procedure of perineal care
- Purpose, indication and contraindication of perineal care
- Principles and indications of isolation
- Types and procedure of isolation
- Standard precautions in procedures
- Types and methods of sterilizations
- Preparation and procedures of fumigation
- Classifications of waste
- Precautions and waste management policy

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Able to understand and carry out nursing procedures according to standard measures
- Effective implementation of infection control measures according to guidelines and SOPs

Competency Standard: Provide Advance Nursing Care to Patients

Overview

This Competency Standard identifies the competencies required to carry out nursing practices at workplace in accordance with the organization's guidelines and procedures. You are expected to work in a team for holistic care of the patient. This competency standard would also enable you to perform nursing care activities and document the tasks performed. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
1. Assess physical condition of patients	P1. Assess the general appearance (head to toe) as per patient's condition P2. Inspect the patient to identify physical abnormality P3. Palpate the state of the respective organs to identify internal abnormalities P4. Percuss the border lines of organs through defined sounds P5. Auscultate the patient to identify abnormal sounds P6. Document patient's file with nursing initial assessment notes
2. Give medication to patient as prescribed	P1. Consult the prescription for administration of medication P2. Verify the right patient and right drug as prescribed P3. Prepare right dose according to the prescription P4. Use right route to give prescribed medication P5. Ensure right time of medication to maintain prescribed dosage intervals P6. Document patient's file with nursing progress notes as per policy
3. Comply with the physician's advice during round	P1. Reconcile the patient's file with round register as per physician's advice P2. Carry out stat order immediately after the physician's advice / order P3. Implement the physician's order as prescribed P4. Document patient's file with implemented instructions

- 4. Assist doctors /charge nurse in multiple procedures of patient (ADV)**
- P1.** Take consent about medical or surgical procedures
 - P2.** Prepare the patient and equipment trolley as per procedure requirements
 - P3.** Maintain privacy of the patient according to procedure
 - P4.** Ensure aseptic measures for performing specific procedure
 - P5.** Assist doctor in order to complete the procedure efficiently
 - P6.** Discard the wastes and sharp as per disposal policy of the organizational colour coding
 - P7.** Update nursing notes as per hospital policy after completion of procedure

- 5. Assist in passing the nasogastric tube (NG) as required**
- P1.** Assist in preparation of trolley for insertion of nasogastric tube with required equipment
 - P2.** Take patient consent before the procedure as per policy
 - P3.** Assist in assessing the patient before insertion of NG tube for determination of dimensions
 - P4.** Assist insert NG tube with Aseptic measures

- 6. Assist in insertion /passing folly's catheter as required (ADV)**
- P1.** Assist in preparation of trolley for insertion of folly's catheter with required equipment
 - P2.** Take patient consent before the procedure as per policy
 - P3.** Maintain privacy of patient for folly's catheterization
 - P4.** Maintain required position as per patient's condition
 - P5.** Assist in insertion of folly's catheter with Aseptic measures as per procedure protocol
 - P6.** Update nursing progress report as per hospital policy

- 7. Pack and shift dead body in Mortuary & Ambulance**
- P1.** Verify death certificate with dead body tag
 - P2.** Prepare and pack the dead body according to protocol
 - P3.** Shift dead body to Ambulance / mortuary according to situation
 - P4.** Document death report in hospital record as per hospital policy.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Basic knowledge of Anatomy and physiology of human body
- Purpose, procedure and techniques of physical assessment
- Identification of size and sites of IV cannulation
- Indication, contraindication and complication of IV cannulation
- Five rights of medications (Right patient, Right drug, Right dose, Right route, Right time)
- Different methods of sampling
- Collection, storage and transfer of sample
- Aseptic techniques
- Procedure, indication, and contraindication of NG tube and Foley's catheter
- NG tube feeding and lavage
- Types, rules and techniques of dressing
- Types & methods of oxygenation
- Protocol of preparation of patient to perform procedure
- Basic computer skills
- Communication skills
- Code of ethics

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Able to perform holistic nursing care to the patient independently
- Capable to demonstrate in assisting all medical and surgical procedures efficiently
- Select and apply appropriate dressing on the wound using aseptic measures
- Capable of documenting the procedures performed during Nursing care

Competency Standard: Manage Risk & Emergencies

Overview

These competency standards identify the competencies you need to have to handle emergency codes/disaster and respective emergency response procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
1. Assist in medical & surgical emergencies	P1. Maintain crash cart for handling emergencies P2. Call specific codes for responding particular emergency situation P3. Assist the response team to handle emergency and document as per protocol
2. Assist in managing fire & others disaster in ward	P1. Blow the alarm as per code P2. Evacuate the patient and equipment to safe area P3. Assist the rescue team to handle fire / disaster P4. Document event in incident report

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Importance and steps of risk management process
- Types and phases of disaster management
- Communication skills
- Computer skills

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Capable to handle emergencies in health care setup
- Capable to use safety gears in case of emergencies

Competency Standard: Maintain Stock

Overview

This Competency Standard identifies the competencies required to maintain stock with the organization's approved guidelines and policies. You will be required to maintain and handle crash cart as well as operate the General/Bio/Surgical equipment safely by complying the organizational safety policy and approved procedures. Your underpinning knowledge will be sufficient to provide you the basis for your work.

Competency Units	Performance Criteria
1. Maintain crash cart (trolley)	P1. Conduct inspection of crash cart according to list P2. Maintain crash cart equipment & medicine to update as per policy and document in over register P3. Keep the medicine list updated according to their expiry dates
2. Manage performance of General/Bio/Surgical equipment in the ward	P1. Inspect equipment for accurate function P2. Dispatch mal-functioning equipment to designated department and replace with new Maintain record in complaint book

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Arrangements of items according to check list in crash cart
- Types of emergency drugs and equipment
- Use of emergency drugs and equipment
- Indication, contraindication and adverse effects of emergency drugs
- Safety measures of emergency drugs
- Types and usage of medical and surgical equipment
- Understanding of accurate parameters of equipment functioning

- Understanding of manufacturers operating manual of equipment
- Understanding of stock management

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Maintain and handle crash cart efficiently according to check list
- Prepare and record inventory transactions in stock register

Occupational health and safety

Purpose

It is for the safety of persons working in that environment.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
I1. Identify and implement safe working practices	You must be able to: P1. Study of facility layout design and operations P2. Implement the health and safety measures	You must know and understand: K1. Knowledge of health and safety precautions

Communicate in the workplace to support customers and team

Purpose

This Competency standard identifies the competencies required to communicate in the workplace to support customers and team as per organization's approved guidelines and procedures. You will be expected to communicate face-to-face with customers, use technology to communicate with customers, communicate with customers and colleagues from diverse backgrounds, work in a team, ask appropriate probing / questioning from customers and provide continuous feedback to customers / colleagues. Your underpinning knowledge about basic communication tools and correspondence tactics will be sufficient for you to provide the basics of the work.

Classification ISCED

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
B1. Communicate face-to-face with customers.	You must be able to: P1. Maintain welcoming customer environment that reflects company branding and market position and is in line with the company policy and procedures. P2. Greet customer warmly according to company policy and procedures. P3. Create effective service environment through verbal	You must be able to: K1. Explain different techniques that can be applied when communicate with customer face to face K2. Describe types of customer behavior and dealings K3. Explain different communication skills and techniques K4. Explain the basic key elements of the

	<p>and non-verbal interaction according to company policy and procedures.</p> <p>P4. Use questioning and active listening to determine customer needs.</p> <p>P5. Use positive and inclusive language.</p> <p>P6. Recognize personal factors impact on customer service delivery</p>	<p>communication process.</p> <p>K5. Describe a range of communication methods that can be used to effectively communicate with customers and identify the most appropriate to use in different situations.</p> <p>K6. Explain how 'body language' impacts on the communication process.</p>
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B2. Use technology to communicate with customers.

You must be able to:

- P1. Answer telephone according to the company procedures.
- P2. Questioning and active listening to identify caller and establish and confirm requirements.
- P3. Use telephone system functions according to instructions.
- P4. Use email, social networking sites and other technologies to receive and process information and customer requests in line with company policy and procedures.
- P5. Record and promptly pass on messages or information.
- P6. Inform customer of any problems and relevant action being taken.
- P7. Perform follow-up action as necessary.

You must be able to:

- K1. Identify the recognized principles of communicating electronically, by telephone and in writing.
- K2. Describe the different methods of collecting customer feedback on telephone.
- K3. Explain the importance of collecting customer feedback and how this can be used to improve customer service.
- K4. Describe how technology can affect and enhance the service delivery process.

B3. Communicate with customers and colleagues from diverse backgrounds.

You must be able to:

- P1. Treat customers and colleagues from diverse backgrounds with respect and sensitivity.
- P2. Consider cultural differences in verbal and non-verbal communication.
- P3. Use gestures or simple words to communicate where

You must be able to:

- K1. Identify the barriers to effective communication that can arise and how best to deal with these.
- K2. Identify and explain when it is necessary to seek advice or assistance from colleagues and when to take own initiative.

	<p>language barriers exist.</p> <p>P4. Obtain assistance from colleagues or supervisors when required to facilitate communications.</p>	<p>K3. Describe different types of dealings techniques with different types of behaviors</p>
<p>B4. Work in a team.</p>	<p>You must be able to:</p> <p>P1. Display a courteous and helpful manner at all times.</p> <p>P2. Complete allocated tasks willingly, according to set timeframes.</p> <p>P3. Actively seek or provide assistance by approaching other team members when difficulties arise.</p> <p>P4. Identify and use lines of communication with supervisors and peers according to company policy.</p> <p>P5. Encourage, acknowledge and act upon constructive feedback provided by other team members.</p> <p>P6. Use questioning to minimise misunderstandings.</p> <p>P7. Identify signs of potential workplace conflict wherever possible and take action to resolve the situation using open and respectful communication.</p> <p>P8. Participate in team problem solving.</p> <p>P9. Interpret organization's goals and objectives and translate them into individual targets</p> <p>P10. Prepare plan of action to achieve individual as well as team goals</p>	<p>You must be able to:</p> <p>K1. Define team work.</p> <p>K2. Explain the importance of team work.</p> <p>K3. Define company goals and objectives as well as SOPs of the company</p> <p>K4. Explain different concepts and techniques of problem solving</p> <p>K5. Describe systematic decision making process</p> <p>K6. Describe characteristics of a successful teamwork experience.</p>
<p>B5. Ask appropriate probing / questioning from customers</p>	<p>You must be able to:</p> <p>P1. Use different types of questions when appropriate.</p> <p>P2. Allow the other person to answer freely.</p> <p>P3. Collect facts, information and data about the other person's</p>	<p>You must be able to:</p> <p>K1. Explain:</p> <ul style="list-style-type: none"> • Open-ended questions • Close-ended questions • High gain questions • Mirror questions • Probing questions

	<p>situation.</p> <p>P4. Focus on the necessary information (information that links directly to product or service)</p>	<ul style="list-style-type: none"> • Situation questions
<p>B6. Provide continuous feed-back</p>	<p>You must be able to:</p> <p>P1. Give and receive feed-back with customers.</p> <p>P2. Apply appropriate body language and read customers body language.</p> <p>P3. Give and receive feed-back with internal departments.</p> <p>P4. Design a communication system / process and share information.</p> <p>P5. Gain commitment from others to work together in the interest of the customers.</p> <p>P6. Conduct meetings.</p> <p>P7. Utilize the feed-back to identify opportunities for product / service improvement.</p>	<p>You must be able to:</p> <p>K1. Explain how to use customer feed-back to improve your business</p> <p>K2. Define importance of body language.</p> <p>K3. Explain communication ethics.</p> <p>K4. Define organizational Jargon.</p>

Work effectively in a customer service/ sales environment

Purpose

This Competency standard identifies the competencies required Work Effectively in a Customer Service/Sales Environment as per Organization's approved guidelines and procedures. You will be expected to work within organizational requirements, support the work team, maintain personal presentation, develop effective work habits, portray ethical behaviour and acquire up to date product / service knowledge. Your underpinning knowledge about Work Effectively in a Customer Service/Sales Environment will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
F1. Work within organizational requirements.	You must be able to: P1. Identify and read organisation's requirements and responsibilities and seek advice from appropriate people where necessary. P2. Interpret staff rosters and provide sufficient notice of unavailability	You must be able to: K1. Define industry awards and agreements that relate to personal job role and terms and conditions of employment. K2. Differentiate between employer and employee responsibilities. K3. Explain different relevant legislation and statutory requirements.

	<p>for rostered hours according to workplace policy and procedures.</p> <p>P3. Develop and use a current working knowledge and understanding of employee and employer rights and responsibilities.</p> <p>P4. Comply with relevant duty of care and legal responsibilities, and support organisational culture.</p> <p>P5. Identify roles and responsibilities of colleagues and immediate supervisors.</p> <p>P6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels.</p> <p>P7. Identify, recognise and follow behaviour that contributes to a safe and sustainable work environment.</p>	
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F2.Support the work team.

You must be able to:

- P1. Display courteous and helpful behaviour at all times.
- P2. Take opportunities to enhance the level of assistance offered to colleagues and meet all reasonable requests for assistance within acceptable workplace timeframes.
- P3. Complete allocated tasks as required.
- P4. Seek assistance when

You must be able to:

- K1. Explain the importance of team work
- K2. Define workplace relations
- K3. Explain workplace policies, plans and procedures, including:
 - Dealing with grievances
 - Discriminatory behavior
 - Equal opportunity issues.
 - Staff rosters and notification of shift
 - Availability or non-attendance

- difficulties arise.
- P5. Use questioning techniques to clarify instructions or responsibilities.
 - P6. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.

- Providing customer service to colleagues and customers.

<p>F3. Maintain personal presentation.</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. P2. Follow personal hygiene procedures according to organisational policy and relevant legislation. 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Explain hygiene and personal presentation K2. Explain the importance of workplace ethics
<p>F4. Develop effective work habits.</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task. P2. Ask questions to seek and clarify workplace information. P3. Plan and organise daily work routine within the scope of the job role. P4. Prioritise and complete tasks according to required timeframes. P5. Identify work and personal priorities and achieve a balance between competing priorities 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Explain staff counseling and disciplinary procedures K2. Describe workplace organizational structure.

F5. Portray ethical behavior	You must be able to: P1. Follow ethical code of conduct. P2. Understand your customer's code of ethics. P3. Declare conflict of interest. P4. Maintain confidentiality. P5. Honour your commitments (timeframe, deliverables etc.) P6. Use internet for business only on company time.	You must be able to: K1. Explain the importance of ethical behavior. K2. Explain the importance of commitment in sales and customer services.
F6. Acquire up to date product / service knowledge	You must be able to: P1. Gather information about your product / services. P2. Identify the components of your product and services. P3. Recognize the essential selling features of your products and services. P4. Translate all essential features of your product and services. P5. Analyze product success. P6. Identify your market position. P7. Familiar with all product promotions, sales manuals and product literature. P8. Keep information of latest technology advances and seek ways to use these technologies in your work.	You must be able to: K1. Explain: <ul style="list-style-type: none"> • Price per product. • Profit per product / service. • Price flection • Product strengths • Product weaknesses. • Warranty / guarantee policies. • Packaging facilities and potential. K2. Explain how your product/service fits into your customers overall operations, business plan, sales success, operation cost etc.

Develop professionalism

Purpose

This Competency standard identifies the competencies required to Develop Professionalism as per Organization's approved guidelines and procedures. You will be expected to create a personal vision / mission, manage your attitude, practice self-discipline, manage time, manage your professional development, and participate in trainings and performance review. Your underpinning knowledge about Develop Professionalism will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
G1. Create a personal vision / mission	You must be able to: P1. Clarify / prioritize self-values and consider the value of others. P2. Clarify expectations of yourself and expectations others have of you. P3. Identify what you need to do to be successful (personal standards, targets, goals, principals) P4. Set specific short and long term goals. P5. Translate the vision into	You must be able to: K1. Explain long and short term goals. K2. Explain why personal vision and mission is important for success. K3. Describe the advantages of personal vision and mission.

	<p>actionable steps.</p> <p>P6. Integrate the vision into daily practice.</p> <p>P7. Recount frequently with your vision and change accordingly.</p>	
G2. Manage your attitude.	<p>You must be able to:</p> <p>P1. Challenge yourself, break old habits, and move out of your comfort zone.</p> <p>P2. Practice innovative techniques for out of the box creative thinking.</p> <p>P3. Seek out support and feedback from others on the team, in the organization / community etc.</p> <p>P4. Identify daily, weekly accomplishments.</p> <p>P5. Read inspirational material, audiotapes etc.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of personal and professional motivation</p> <p>K2. Identify your positive attitude.</p> <p>K3. Explain the advantages of innovative ideas and techniques during job.</p>
G3. Practice self-discipline	<p>You must be able to:</p> <p>P1. Accountable for your performance.</p> <p>P2. Identify what you need to do to be successful.</p> <p>P3. Communicate your priorities to others.</p> <p>P4. Make and honour appointments with yourself and others.</p> <p>P5. Practice relaxation and energizing techniques.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of communication.</p> <p>K2. Explain the advantages of self-discipline.</p>
G4. Manage time	<p>You must be able to:</p> <p>P1. Isolate key success activities and prioritize them.</p> <p>P2. Breakdown large tasks down into manageable action steps (set time frame).</p> <p>P3. Create or adopt action plans and follow it.</p> <p>P4. Set aside appropriate blocks of time for goal-related activities.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of time management to achieve different tasks.</p>

P5. Make the best possible use of support people / recourses to accomplish tasks.

<p>G5.Manage your professional development</p>	<p>You must be able to:</p> <p>P1. Take inventory of your personal interests, abilities, skills, knowledge etc.</p> <p>P2. Identify and prioritize the strengths and gaps.</p> <p>P3. Use available assessment tools.</p> <p>P4. Create a personal growth strategy / career path.</p> <p>P5. Set personal goals and timeframe for achieving them.</p> <p>P6. Learn from your mistakes.</p>	<p>You must be able to:</p> <p>K1. Explain the importance and need of professional development.</p>
<p>G6.Participate in trainings and performance review</p>	<p>You must be able to:</p> <p>P1. Analyse, evaluate and improve performance, and report significant issues/problems to senior management</p> <p>P2. Demonstrate to-do attitude in profession</p> <p>P3. Demonstrate understanding of skills requirements</p> <p>P4. Use the competences acquired in trainings</p>	<p>You must be able to:</p> <p>K1. Define concept about performance standards.</p> <p>K2. Explain policies, procedures and regulations regarding human resources of the organization.</p> <p>K3. Explain self-planning and management techniques</p> <p>K4. Define goals and strategies of self- development.</p> <p>K5. Explain relevant knowledge about training / job requirements</p>

Comply with health and safety regulations

Purpose

This Competency standard identifies the competencies required to comply with health and Safety Regulations as per Organization's approved guidelines and procedures. You will be expected to interpret health and safety regulations, apply basic safety procedures and apply basic emergency procedures. Your underpinning knowledge about comply with health and safety regulations will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
H1. Interpret health and safety regulations, standards and guidelines of an organization.	You must be able to: P1. Identify, understand and apply health and safety regulations at workplace P2. Assess risk of injury and equipment damages in common work situations and report to department concerned for timely response P3. Participate in quality enhancement of products or services of the	You must be able to: K1. Explain concepts and principles of health, safety, quality and environment regulations. K2. Define types of risk of injuring and equipment damages. K3. Describe types of risk and injury at workplace. K4. Explain the procedure of dealing with risk and injury situation.

	<p>organization</p> <p>P4. Comply with quality and safety standards effectively</p> <p>P5. Handle toxic and hazardous material and product with caution</p> <p>P6. Assess risk of injuries and accidents and report it to senior management for avoiding serious injuries</p>	<p>K5. Explain health and safety policies and guidelines of the organization.</p> <p>K6. define characteristics and types of toxic and hazardous material or products offered by company and their impact on environment.</p>
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H2. Apply basic safety procedures.

You must be able to:

- P1. Follow safety procedures to achieve a safe work environment, according to all relevant WHS legislation, including codes of practice relating to particular hazards in the industry or workplace.
- P2. Identify and report unsafe work practices , including faulty plant and equipment according to company policy and procedures
- P3. Manage dangerous goods and substances according to company policy and relevant legislation.
- P4. Identify potential manual handling risks and manage manual handling tasks according to company policy.
- P5. Report work-related incidents and accidents to designated personnel.
- P6. Participate in consultative processes and procedures for WHS.

You must be able to:

- K1. Explain appropriate use of personal protective clothing.
- K2. Explain the procedure to eliminating hazards.
- K3. Explain first aid procedures.

<p>H3. Apply basic emergency procedures.</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Follow fire and emergency procedures, including evacuation, according to company policy and legislation. P2. Identify designated personnel responsible for first aid and evacuation procedures. P3. .Accurately identifies safety alarms. 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Define fire, chemical and electrical hazards K2. Explain slip, trips and falls K3. Explain the procedure of storage of dangerous goods and hazardous substances and waste. K4. Define communication and consultation processes. K5. Explain manual handling procedures.
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List of Tools and Equipment

S. No.	Items	Quantity
1.	Bed/Couch	2
2.	Bed side screen	2
3.	Measuring tape	10
4.	Stethoscope	5
5.	IV tray	2
6.	Tourniquet	10
7.	Scissor	10
8.	Medicine tray	5
9.	Medicine crusher	2
10.	BP apparatus	2
11.	Blood sample tray	2
12.	Procedure tray	10
13.	Embo bag with mask	2
14.	Torch	2
15.	Hammer	2
16.	NG tray	2
17.	Oxygen cylinder with key	1
18.	Spirit jar	2
19.	Laryngo scope with blades	1
20.	IV stand	2
21.	Cardiac monitor	1
22.	Suction machine	1
23.	Nebulizer	2

24.	Bed pans	2
25.	Stature	1
26.	Foot steps	2
27.	Room thermometer	1
28.	Stapler	2
29.	Pin opener	2
30.	Hole punch	1
31.	Stock cabinets	1
32.	Needle cutter	1
33.	Insect killer	1
34.	Pill cutter	1
35.	ECG Machine	1
36.	Computer	1
37.	Portable light	1
38.	Glucose Meter	1
39.	Height & Weight Machine	1
40.	Wrist/stop watch	1
41.	Thermometer	4
42.	Blood sugar meter	1
43.	Wheel chair	1
44.	Bed and couch	2
45.	Laryngoscope	1