IT - ITeS SSC NASSCOM

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP

N·S·D·C
National Skill Development Corporation
Transforming the skill landscape

Contents

What are National Occupational Standards (NOS)?

➢ NOS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ NOS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Associate-Medical Transcription

SECTOR: IT-ITeS

SUB-SECTOR: Business Process Management

OCCUPATION: Health Services

REFERENCE ID: SSC/Q2402

ALIGNED TO: NCO-2015/3512.0702

Associate-Medical Transcription in the IT-ITeS Industry is also known as a Healthcare Interpreters, Translator, Associate – Provider Operations

Brief Job Description: Individuals in this job are responsible for documentation of medical records dictated and authored by medical professionals. This involves basic documentation, verification and validation of the documents such as history and physical reports, clinic notes, office notes, operative reports, consultation notes, discharge summaries, letters, psychiatric evaluations, laboratory reports, x-ray reports and pathology reports.

Personal Attributes: Individual should have the ability to work under supervision and should be able to meticulously maintain documentation. Individual should possess high quality orientation and attention to detail.

Job Details

Qualifications Pack Code	SSC/Q2402		
Job Role	**Associate - Medical Transcription** This job role is applicable in both national and international scenarios		
Credits (NSQF)	TBD	Version number	1.0
Sector	IT-ITeS	Drafted on	30/04/2013
Sub-sector	Business Process Management	Last reviewed on	31/03/2018
Occupation	Health Services	Next review date	31/03/2019
NSQC Clearance on	20/07/2015		

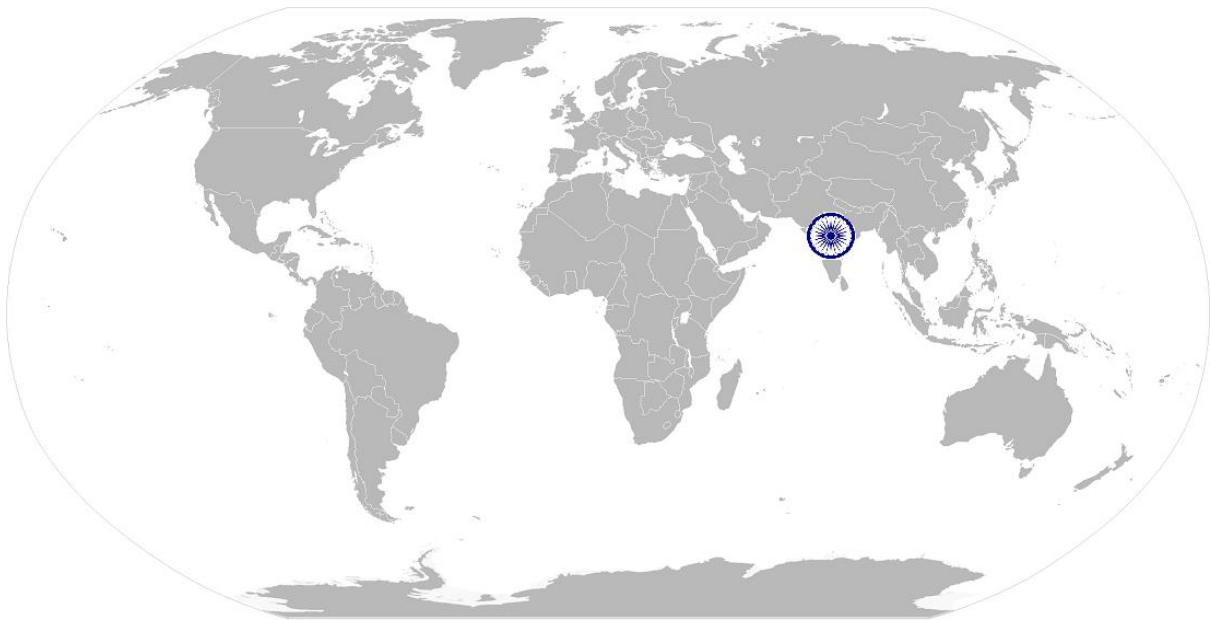| Job Role	Associate - Medical Transcription (Healthcare Interpreters, Translator, Associate- Provider Operations)
Role Description	Responsible for documentation of medical records dictated and authored by medical professionals.
NSQF level Minimum Educational Qualifications Maximum Educational Qualifications	7 Bachelor's Degree in Science/Certificate in Medical Transcription Master's Degree in Science/ Medical Transcription
Training (Suggested but not mandatory)	Courses in Medical Transcription, MS Office
Minimum Job Entry Age	18 years
Experience	0-2 years of work experience/internship in a related area
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. SSC/N2407 (Transcribe medical information) 2. SSC/N2408 (Apply procedural codes to medical records) 3. SSC/N2410 (Schedule appointments on behalf of healthcare providers) 4. SSC/N9001 (Manage your work to meet requirements) 5. SSC/N9002 (Work effectively with colleagues) 6. SSC/N9003 (Maintain a healthy, safe and secure working environment) 7. SSC/N9004 (Provide data/information in standard formats) 8. SSC/N9005 (Develop your knowledge, skills and competence) **Optional:** Not Applicable
Performance Criteria	As described in the relevant NOS units

Glossary of Key Terms

	Keywords /Terms	Description
Definitions	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
	Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
	Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
	National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
	Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
	Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
	Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an '**O**' or an '**N**'.
	Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
	Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
	Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have

	a critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.

Acronyms

Keywords /Terms	Description
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labour and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework
NSQF	National Skill Qualification Framework

National Occupational Standard

Overview

This unit is about transcribing voice recordings into word processed text.

Unit Code	SSC/N2407
Unit Title **(Task)**	**Transcribe medical information**
Description	This unit is about transcribing voice recordings into word processed text.
Scope	This unit/task covers the following: **Voice recordings** by: • doctors • nurses • other clinical practitioners **Appropriate people**: • supervisor • peers • subject matter experts

Applicable NOS Unit (sidebar)

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. listen carefully to **voice recordings** to determine precisely what is being said PC2. access your organization's knowledge base to clarify terminology being used PC3. identify any issues with **voice recordings** and clarify these with **appropriate people** PC4. convert **voice recordings** into word processed text using standard templates and tools PC5. check transcriptions with peers and/or supervisor, as required PC6. obtain advice and guidance from **appropriate people**, where required PC7. comply with your organization's policies, procedures, guidelines and client-specific SLAs when transcribing medical information

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures, guidelines and client-specific SLAs for transcribing medical information KA2. your organization's knowledge base and how to access this to clarify terminology KA3. your organization's systems and equipment for voice recordings and transcribing medical information and how to use these KA4. different types of documents that can be produced from voice recordings KA5. how to check and make corrections to transcriptions for common problems and errors KA6. the importance of validating transcriptions before use and how to do this KA7. the importance of checking your transcriptions with others KA8. who to involve when clarifying voice recording issues and checking transcriptions

	KA9. who to obtain advice and guidance from
	KA10. methods and techniques used when working with others
	KA11. standard tools and templates and how to access and use these
	KA12. the importance of accuracy when transcribing medical information and the impact of errors
	KA13. the importance of confidentiality and data protection and the impact on your organization if these are not complied with
	KA14. your organization's policies and procedures for recording, storing and sharing records and the importance of complying with these
B. Technical Knowledge	You need to know and understand:
	KB1. common issues with voice recordings and how to resolve these
	KB2. methods and techniques for identifying words and phrases in voice recordings
	KB3. current practice and guidance in relation to transcribing medical information

| Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate well written work with attention to detail
	SA2. communicate with others in writing
	Reading Skills
	You need to know and understand how to:
	SA3. follow instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA4. listen effectively and orally communicate information accurately
	SA5. ask for clarification and advice from supervisors
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. identify anomalies in data
	SB2. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB4. check that your own work meets customer requirements
	SB5. deliver consistent and reliable service to customers
	Problem Solving
	You need to know and understand how to:
	SB6. refer anomalies to the supervisor

	SB7. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:
	SB8. analyze data and activities
	SB9. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to:
	SB10. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB11. check your work is complete and free from errors
	SB12. get your work checked by others
	Team Working
	You need to know and understand how to:
	SB13. work effectively in a team environment
	SB14. work independently and collaboratively
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively to input and/or extract data accurately
	SC2. interpret and type information accurately from voice recordings
	SC3. identify and refer anomalies in data
	SC4. store and retrieve information
	SC5. keep up to date with changes, procedures and practices in your area of expertise

Transcribe medical information

NOS Code	SSC/N2407		
Credits (NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019

National Occupational Standard
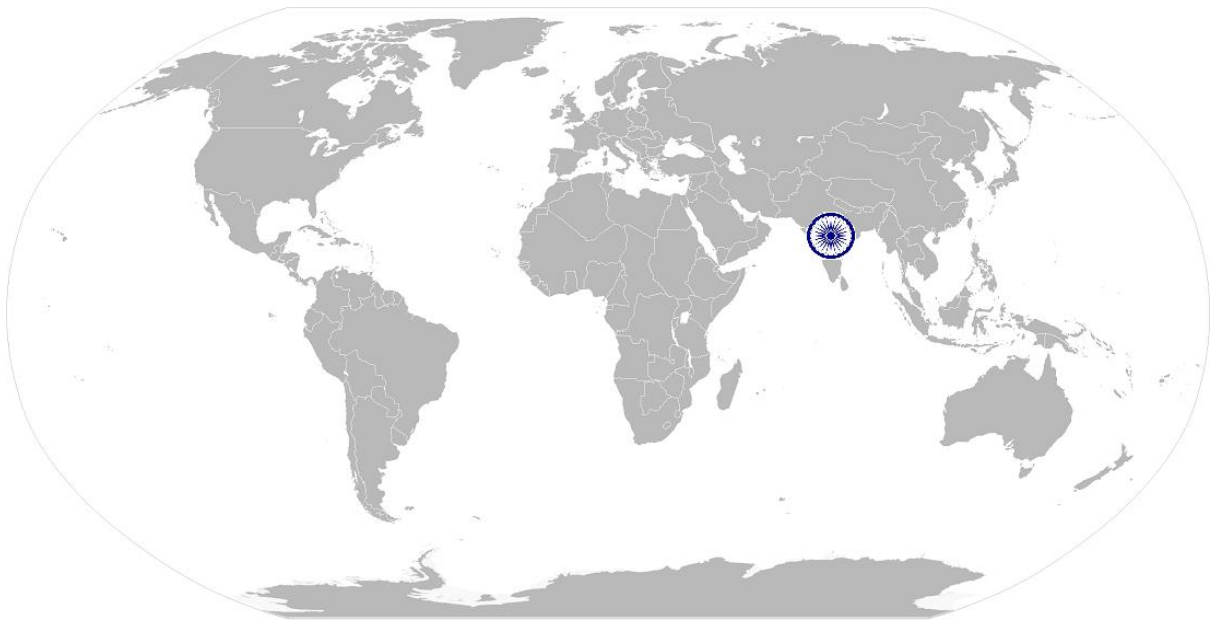
Overview

This unit is about identifying and applying the correct diagnostic and procedural codes to medical records.

SSC/N2408   **Apply diagnostic and procedural codes to medical records**

Unit Code	SSC/N2408
Unit Title (Task)	Apply diagnostic and procedural codes to medical records
Description	This unit is about identifying and applying the correct diagnostic and procedural codes to medical records.
Scope	This unit/task covers the following: **Diagnostic and procedural codes**: • International Classification of Diseases (ICD) • Current Procedural Terminology (CPT) • Healthcare Common Procedure Coding System (HCPCS) **Appropriate people**: • supervisor • peers • subject matter experts

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. review the information provided in medical records to determine precisely the diagnosis and procedures carried out PC2. identify any issues with medical records and clarify these with **appropriate people** PC3. access your organization's knowledge base to identify the correct **diagnostic and procedural code**s PC4. apply correct **diagnostic and procedural codes** to medical records PC5. check the accuracy of coding with peers and/or supervisor, as required PC6. obtain advice and guidance from **appropriate people**, where required PC7. comply with your organization's policies, procedures, guidelines and client-specific SLAs when applying **diagnostic and procedural codes** to medical records

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures, guidelines and client-specific SLAs for applying diagnostic and procedural codes to medical records and your role in relation to these KA2. your organization's knowledge base and how to access this to identify diagnostic and procedural codes for medical records KA3. your organization's systems and tools for managing medical records and applying diagnostic and procedural codes and how to use these KA4. the importance of checking diagnostic and procedural coding with others KA5. who to involve when clarifying issues and checking coding KA6. who to obtain advice and guidance from

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SSC/N2408   **Apply diagnostic and procedural codes to medical records**

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	KA7. methods and techniques when working with others
	KA8. the importance of accuracy when applying diagnostic and procedural codes to medical information and the impact of errors
	KA9. the importance of confidentiality and data protection and the impact on your organization if these are not complied with
	KA10. standard tools and templates and how to access and use these
	KA11. your organization's confidentiality policies and procedures
B. Technical Knowledge	You need to know and understand:
	KB1. methods and techniques for reviewing information in medical records to identify diagnoses and procedures carried out
	KB2. common issues with medical records and how to clarify and resolve these
	KB3. relevant diagnostic and procedural coding systems including:
	• Current Procedural Terminology (CPT)
	• Healthcare Common Procedure Coding System (HCPCS)
	• International Classification of Diseases (ICD)
	KB4. how to match identified diagnoses and procedures in medical records to diagnostic and procedural codes
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate well written work with attention to detail
	SA2. communicate with others in writing
	Reading Skills
	You need to know and understand how to:
	SA3. follow instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA4. listen effectively and orally communicate information accurately
	SA5. ask for clarification and advice from supervisors
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. identify anomalies in data
	SB2. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB4. check that your own work meets customer requirements

|	
	SB5. deliver consistent and reliable service to customers
	Problem Solving
	You need to know and understand how to:
	SB6. refer anomalies to the supervisor
	SB7. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:
	SB8. analyze data and activities
	SB9. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to:
	SB10. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB11. check your work is complete and free from errors
	SB12. get your work checked by others
	Team Working
	You need to know and understand how to:
	SB13. work effectively in a team environment
	SB14. work independently and collaboratively
C. **Technical Skills**	You need to know and understand how to:
	SC1. use information technology effectively to input and/or extract data accurately
	SC2. interpret and type information accurately
	SC3. use software packages and tools specific to your role
	SC4. identify and refer anomalies in data
	SC5. store and retrieve information
	SC6. keep up to date with changes, procedures and practices in your role

NOS Version Control

NOS Code	SSC/N2408		
Credits (NSQF) [*OPTIONAL*]	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	30/04/2013
Industry Sub-sector	Business Process Management	**Last reviewed on**	31/03/2018
		Next review date	31/03/2019
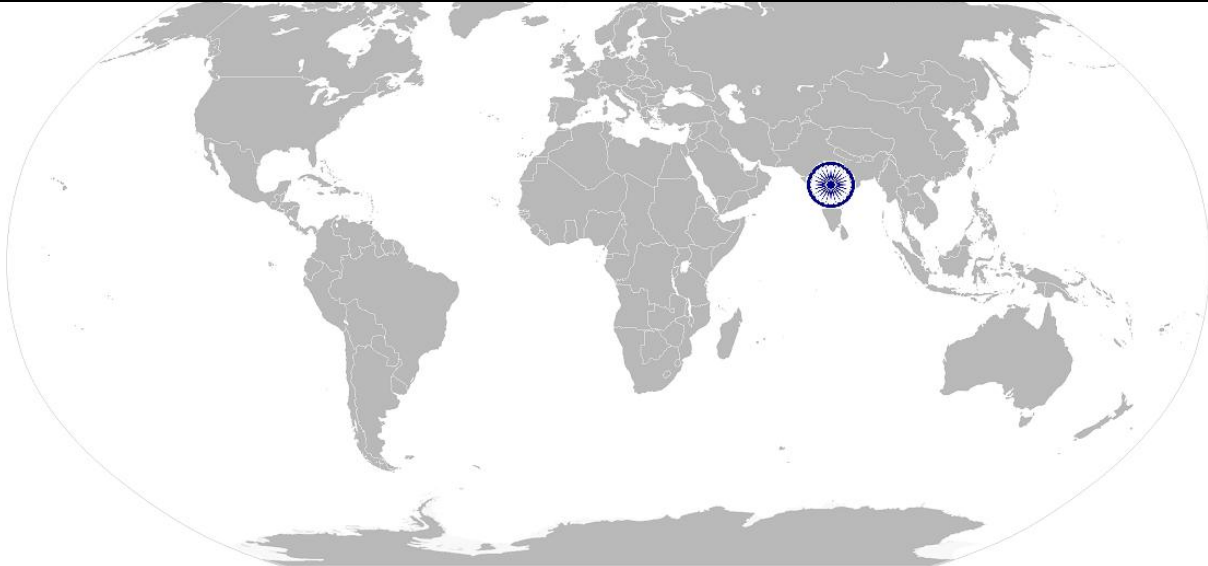
National Occupational Standard
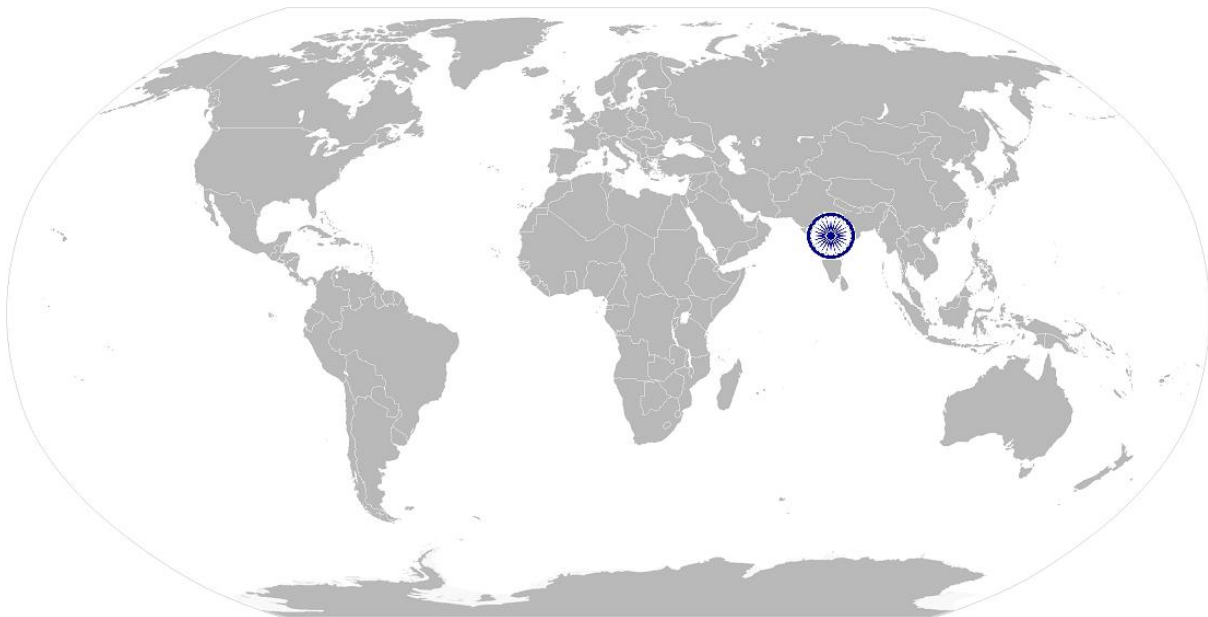
Overview

This unit is about scheduling appointments for patients on behalf of healthcare providers.

SSC/N2410   **Schedule appointments on behalf of healthcare providers**

Unit Code	SSC/N2410
Unit Title (Task)	Schedule appointments on behalf of healthcare providers
Description	This unit is about scheduling appointments for patients on behalf of healthcare providers.
Scope	This unit/task covers the following: **Requests for appointments** received via: • telephone • e-mail • online systems **Required information**: • patient details • patients' medical needs • health insurance policy details **Appropriate people**: • supervisor • peers • subject matter experts

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. record **requests for appointments** in your organization's systems, following procedures, guidelines and service level agreements (SLAs) PC2. obtain **required information** about patients and their needs for appointments PC3. identify any issues with information and clarify these with **appropriate people** PC4. book appointments for patients in your organization's systems, following procedures, guidelines and service level agreements (SLAs) PC5. obtain advice and guidance from **appropriate people**, where required

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures, guidelines and client specific SLAs for scheduling appointments, and your role in applying to these KA2. your organization's systems, tools and processes for scheduling, booking and recording appointments and how to use these KA3. required information from patients for appointments that need to be entered into your organization's systems KA4. how the appointment system operates KA5. the different ways in which requests for appointments are made KA6. the importance of scheduling appointments correctly KA7. conditions that require urgent appointments and how to schedule these

	KA8. your organization's customer service standards and the importance of complying with these
	KA9. the importance of effective communication
	KA10. your organization's policies and procedures for recording, storing and sharing records and the importance of complying with these
	KA11. your organization's policies and procedures for dealing with confidential information
	KA12. who to obtain information, advice and guidance from
B. Technical Knowledge	You need to know and understand:
	KB1. different types of appointments and associated appointment times required for these
	KB2. common issues with patient information and how to resolve these
	KB3. common problems with appointment scheduling and how to resolve these

Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate well written work with attention to detail
	SA2. communicate with others in writing
	Reading Skills
	You need to know and understand how to:
	SA3. follow guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA4. listen effectively and orally communicate information accurately
	SA5. ask for clarification and advice from others
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. identify anomalies in data
	SB2. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB4. work effectively in a customer facing environment
	SB5. deliver consistent and reliable service to customers
	SB6. check that your own and/or your peers work meets customer requirements
	Problem Solving
	You need to know and understand how to:

	SB7. refer anomalies to the supervisor
	SB8. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:
	SB9. pass on relevant information to others
	Critical Thinking
	You need to know and understand how to:
	SB10. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB11. check your work is complete and free from errors
	Team Working
	You need to know and understand how to:
	SB12. contribute to the quality of team working
	SB13. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively to input and/or extract data accurately
	SC2. identify and refer anomalies in data
	SC3. store and retrieve information
	SC4. keep up to date with changes, procedures and practices in your role

NOS Version Control

NOS Code	SSC/N2410		
Credits (NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019

National Occupational Standard

Overview

This unit is about planning and organizing your work in order to complete it to the required standards on time

National Occupational Standards

Applicable NOS Unit		
	Unit Code	**SSC/N9001**
	Unit Title (Task)	**Manage your work to meet requirements**
	Description	This unit is about planning and organizing your work in order to complete it to the required standards on time.
	Scope	This unit/task covers the following: **Work requirements**: • activities (what you are required to do) • deliverables (the outputs of your work) • quantity (the volume of work you are expected to complete) • standards (what is acceptable performance, including compliance with Service Level Agreements) • timing (when your work needs to be completed) **Appropriate people**: • line manager • the person requesting the work • members of the team/department • members from other teams/departments **Resources**: • equipment • materials • information

Performance Criteria (PC) w.r.t. the Scope	
	To be competent on the job, you must be able to: PC1. establish and agree your **work requirements** with **appropriate people** PC2. keep your immediate work area clean and tidy PC3. utilize your time effectively PC4. use **resources** correctly and efficiently PC5. treat confidential information correctly PC6. work in line with your organization's policies and procedures PC7. work within the limits of your job role PC8. obtain guidance from **appropriate people**, where necessary PC9. ensure your work meets the agreed **requirements**

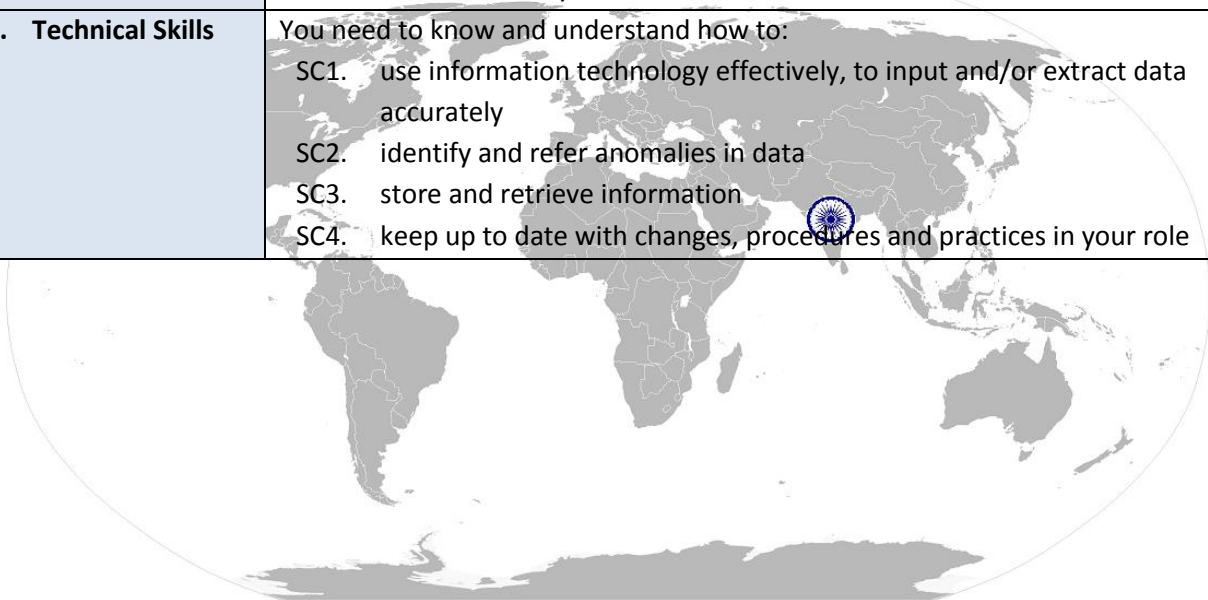| **Knowledge and Understanding (K)**	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work KA2. limits of your responsibilities and when to involve others KA3. your specific work requirements and who these must be agreed with KA4. the importance of having a tidy work area and how to do this KA5. how to prioritize your workload according to urgency and importance and the benefits of this KA6. your organization's policies and procedures for dealing with confidential

	information and the importance of complying with these KA7. the purpose of keeping others updated with the progress of your work KA8. who to obtain guidance from and the typical circumstances when this may be required KA9. the purpose and value of being flexible and adapting work plans to reflect change
B. Technical Knowledge	You need to know and understand: KB1. the importance of completing work accurately and how to do this KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization KB3. resources needed for your work and how to obtain and use these
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to: SA1. complete accurate work with attention to detail
	Reading Skills
	You need to know and understand how to: SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: SA3. ask for clarification and advice from line managers SA4. communicate orally with colleagues
B. Professional Skills	**Decision Making**
	You need to know and understand how to: SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to: SB2. plan and organize your work to achieve targets and deadlines SB3. agree objectives and work requirements
	Customer Centricity
	You need to know and understand how to: SB4. deliver consistent and reliable service to customers SB5. check that your own work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB6. refer anomalies to the line manager SB7. seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to:

SSC/N9001   **Manage your work to meet requirements**

	SB8. provide relevant information to others
	SB9. analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to:
	SB10. apply judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB11. check your work is complete and free from errors
	SB12. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB13. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively, to input and/or extract data accurately
	SC2. identify and refer anomalies in data
	SC3. store and retrieve information
	SC4. keep up to date with changes, procedures and practices in your role

NOS Code	SSC/N9001		
Credits (NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019

National Occupational Standard

<u>**Overview**</u>

This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.

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Unit Code	SSC/N9002
Unit Title **(Task)**	**Work effectively with colleagues**
Description	This unit is about working effectively with colleagues, either in your own work group or in other work groups within your organization.
Scope	This unit/task covers the following: **Colleagues**: • line manager • members of your own work group • people in other work groups in your organization **Communicate**: • face-to-face • by telephone • in writing
Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to: PC1. communicate with **colleagues** clearly, concisely and accurately PC2. work with **colleagues** to integrate your work effectively with them PC3. pass on essential information to **colleagues** in line with organizational requirements PC4. work in ways that show respect for **colleagues** PC5. carry out commitments you have made to **colleagues** PC6. let **colleagues** know in good time if you cannot carry out your commitments, explaining the reasons PC7. identify any problems you have working with **colleagues** and take the initiative to solve these problems PC8. follow the organization's policies and procedures for working with **colleagues**
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's policies and procedures for working with colleagues and your role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in which it is appropriate to use these KA4. benefits of developing productive working relationships with colleagues KA5. the importance of creating an environment of trust and mutual respect in an environment where you have no authority over those you are working with KA6. where you do not meet your commitments, the implications this will have on individuals and the organization
B. Technical Knowledge	You need to know and understand: KB1. different types of information that colleagues might need and the importance

Applicable NOS Unit

		of providing this information when it is required
	KB2.	the importance of understanding problems from your colleague's perspective and how to provide support, where necessary, to resolve these
Skills (S)		
A. Core Skills/ Generic Skills	**Writing Skills**	
	You need to know and understand how to:	
	SA1.	complete accurate, well written work with attention to detail
	SA2.	communicate effectively with colleagues in writing
	Reading Skills	
	You need to know and understand how to:	
	SA3.	read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)	
	You need to know and understand how to:	
	SA4.	listen effectively and orally communicate information accurately
	SA5.	ask for clarification and advice from line managers
B. Professional Skills	**Decision Making**	
	You need to know and understand how to:	
	SB1.	make a decision on a suitable course of action
	Plan and Organize	
	You need to know and understand how to:	
	SB2.	plan and organize your work to achieve targets and deadlines
	Customer Centricity	
	You need to know and understand how to:	
	SB3.	check that your own work meets customer requirements
	SB4.	deliver consistent and reliable service to customers
	Problem Solving	
	You need to know and understand how to:	
	SB5.	apply problem solving approaches in different situations
	Critical Thinking	
	You need to know and understand how to:	
	SB6.	apply balanced judgments to different situations
	Attention to Detail	
	You need to know and understand how to:	
	SB7.	check your work is complete and free from errors
	SB8.	get your work checked by peers
	Team Working	
	You need to know and understand how to:	
	SB9.	work effectively in a team environment
	SB10.	work effectively with colleagues and other teams

SSC/N9002   **Work effectively with colleagues**

	SB11. treat other cultures with respect
C. Technical Skills	You need to know and understand how to:
	SC1. identify and refer anomalies
	SC2. help reach agreements with colleagues
	SC3. keep up to date with changes, procedures and practices in your role
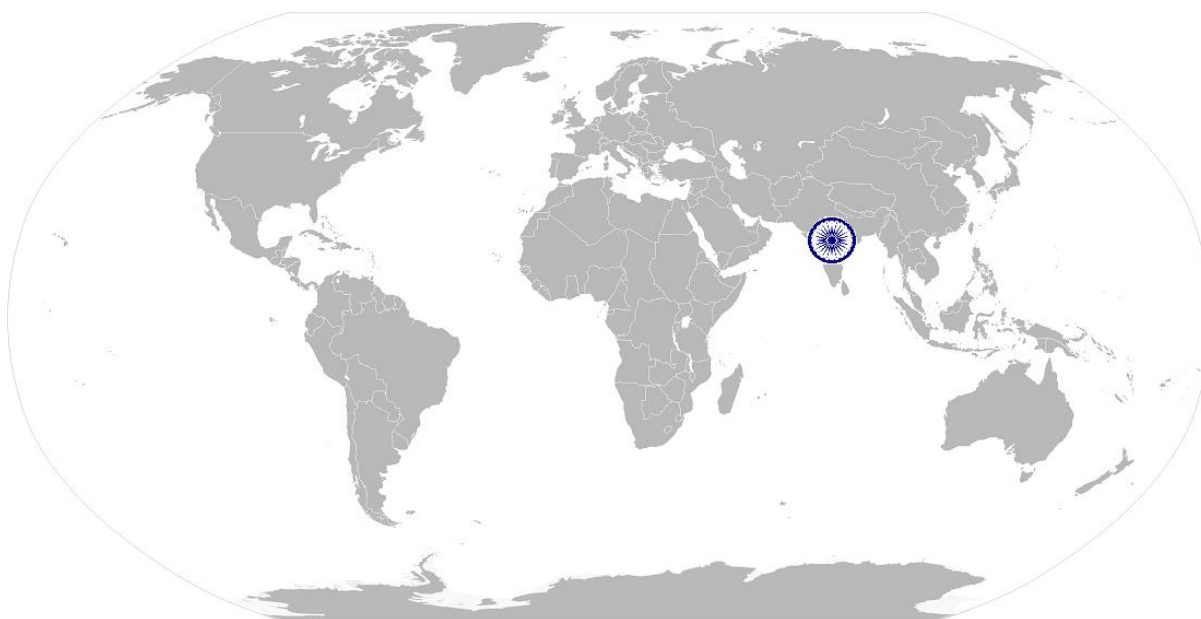
NOS Code	SSC/N9002		
Credits (NSQF) [*OPTIONAL*]	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	30/04/2013
Industry Sub-sector	**Business Process Management**	**Last reviewed on**	31/03/2018
		Next review date	31/03/2019

National Occupational Standard
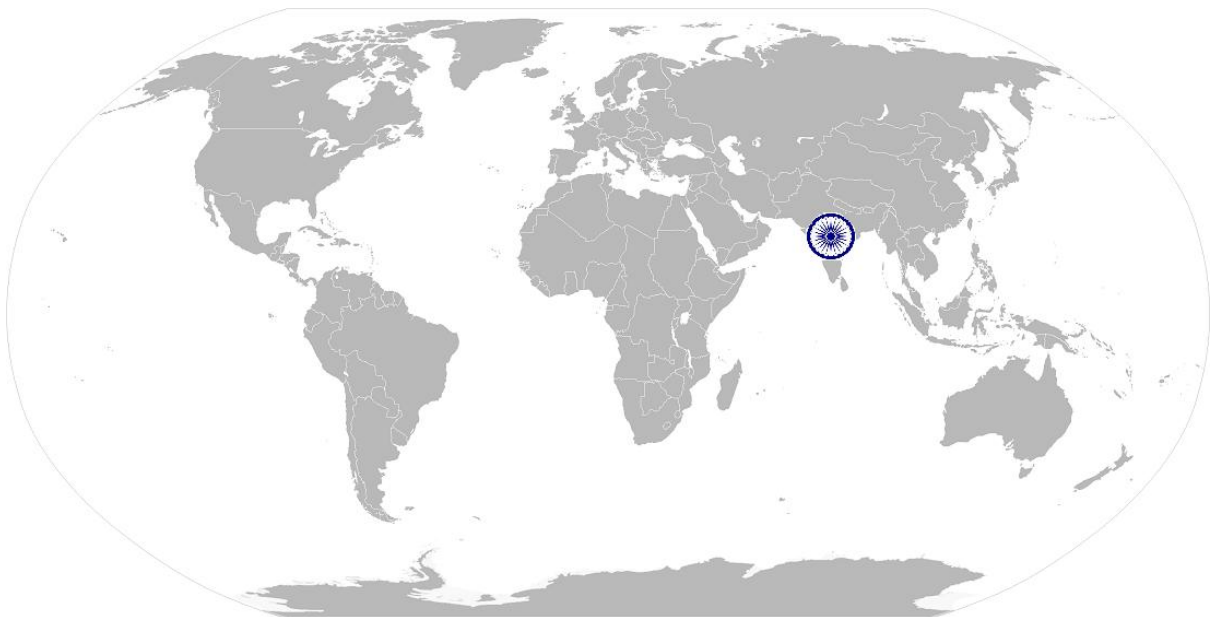
Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

Unit Code	SSC/N9003
Unit Title (Task)	**Maintain a healthy, safe and secure working environment**
Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
Scope	This unit/task covers the following: **Emergency procedures**: • illness • accidents • fires • other reasons to evacuate the premises • breaches of security

Performance Criteria (PC) w.r.t. the Scope

	To be competent, you must be able to: PC1. comply with your organization's current health, safety and security policies and procedures PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected PC5. follow your organization's **emergency procedures** promptly, calmly, and efficiently PC6. identify and recommend opportunities for improving health, safety, and security to the designated person PC7. complete any health and safety records legibly and accurately

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA3. how and when to report hazards KA4. limits of your responsibility for dealing with hazards KA5. your organization's **emergency procedures** for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization

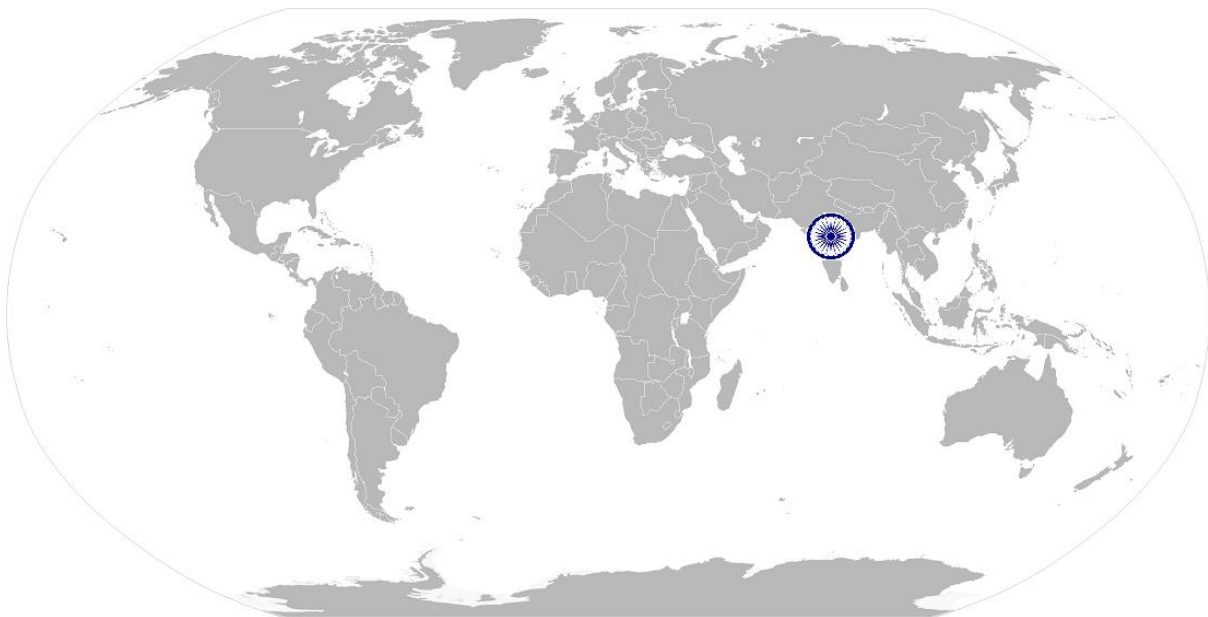**SSC/N9003**   **Maintain a healthy, safe and secure working environment**

B. Technical Knowledge	You need to know and understand:
	KB1. different types of breaches in health, safety and security and how and when to report these
	KB2. evacuation procedures for workers and visitors
	KB3. how to summon medical assistance and the emergency services, where necessary
	KB4. how to use the health, safety and accident reporting procedures and the importance of these
	KB5. government agencies in the areas of safety, health and security and their norms and services
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to:
	SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. make a decision on a suitable course of action
	Plan and Organize
	You need to know and understand how to:
	SB2. plan and organize your work to meet health, safety and security requirements
	Customer Centricity
	You need to know and understand how to:
	SB3. build and maintain positive and effective relationships with colleagues and customers
	Problem Solving
	You need to know and understand how to:
	SB4. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to:
	SB5. analyze data and activities
	Critical Thinking
	You need to know and understand how to:
	SB6. apply balanced judgments to different situations

SSC/N9003 **Maintain a healthy, safe and secure working environment**

	Attention to Detail
	You need to know and understand how to:
	SB7. check your work is complete and free from errors
	SB8. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. identify and refer anomalies
	SC2. help reach agreements with colleagues
	SC3. keep up to date with changes, procedures and practices in your role

NOS Code	SSC/N9003		
Credits (NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	31/03/2018
		Next review date	31/03/2019

National Occupational Standard

<u>**Overview**</u>

This unit is about providing specified data/information related to your work in templates or other standard formats

Unit Code	SSC/N9004
Unit Title (Task)	**Provide data/information in standard formats**
Description	This unit is about providing specified data/information related to your work in templates or other standard formats.
Scope	This unit/task covers the following: **Appropriate people**: - line manager - members of your own work group - people in other work groups in your organization - subject matter experts **Data/information**: - quantitative - qualitative **Sources**: - within your organization - outside your organization **Formats**: - paper-based - electronic

Applicable NOS Unit *(vertical side text)*

Performance Criteria (PC) w.r.t. the Scope	
	To be competent, you must be able to:
	PC1. establish and agree with **appropriate people** the **data/information** you need to provide, the **formats** in which you need to provide it, and when you need to provide it
	PC2. obtain the **data/information** from reliable **sources**
	PC3. check that the **data/information** is accurate, complete and up-to-date
	PC4. obtain advice or guidance from **appropriate people** where there are problems with the **data/information**
	PC5. carry out rule-based analysis of the **data/information**, if required
	PC6. insert the **data/information** into the agreed **formats**
	PC7. check the accuracy of your work, involving colleagues where required
	PC8. report any unresolved anomalies in the **data/information** to **appropriate people**
	PC9. provide complete, accurate and up-to-date data/information to the **appropriate people** in the required **formats** on time

Knowledge and Understanding (K)	
A. Organizational Context	You need to know and understand:
	KA1. your organization's procedures and guidelines for providing data/information

(Knowledge of the company/ organization and its processes)	in standard formats and your role and responsibilities in relation to this
	KA2. the knowledge management culture of your organization
	KA3. your organization's policies and procedures for recording and sharing information and the importance of complying with these
	KA4. the importance of validating data/information before use and how to do this
	KA5. procedures for updating data in appropriate formats and with proper validation
	KA6. the purpose of the CRM database
	KA7. how to use the CRM database to record and extract information
	KA8. the importance of having your data/information reviewed by others
	KA9. the scope of any data/information requirements including the level of detail required
	KA10. the importance of keeping within the scope of work and adhering to timescales
B. Technical Knowledge	You need to know and understand:
	KB1. data/information you may need to provide including the sources and how to do this
	KB2. templates and formats used for data/information including their purpose and how to use these
	KB3. different techniques used to obtain data/information and how to apply
	KB4. these
	KB5. how to carry out rule-based analysis on the data/information
	KB6. typical anomalies that may occur in data/information
	KB7. who to go to in the event of inaccurate data/information and how to report this
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	You need to know and understand how to:
	SA1. complete accurate, well written work with attention to detail
	Reading Skills
	You need to know and understand how to:
	SA2. read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to:
	SA3. listen effectively and orally communicate information accurately
B. Professional Skills	**Decision Making**
	You need to know and understand how to:
	SB1. follow rule-based decision-making processes
	SB2. make a decision on a suitable course of action
	Plan and Organize

SSC/N9004   **Provide data/information in standard formats**

	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB4. check that your own work meets customer requirements
	SB5. meet and exceed customer expectations
	Problem Solving
	You need to know and understand how to:
	SB6. apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to:
	SB7. configure data and disseminate relevant information to others
	Critical Thinking
	You need to know and understand how to:
	SB8. apply balanced judgments to different situations
	Attention to Detail
	You need to know and understand how to:
	SB9. check your work is complete and free from errors
	SB10. get your work checked by peers
	Team Working
	You need to know and understand how to:
	SB11. work effectively in a team environment
C. Technical Skills	You need to know and understand how to:
	SC1. use information technology effectively, to input and/or extract data accurately
	SC2. validate and update data
	SC3. identify and refer anomalies in data
	SC4. store and retrieve information
	SC5. share information using standard formats and templates
	SC6. keep up to date with changes, procedures and practices in your role

NOS Code	SSC/N9004		
Credits (NSQF) [*OPTIONAL*]	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	30/04/2013
Industry Sub-sector	Business Process Management	**Last reviewed on**	31/03/2018
		Next review date	31/03/2019

National Occupational Standard

This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required.

Unit Code	SSC/N9005
Unit Title (Task)	**Develop your knowledge, skills and competence**
Description	This unit is about taking action to ensure you have the knowledge and skills you need to perform competently in your current job role and to take on new responsibilities, where required. *Competence* is defined as: the application of knowledge and skills to perform to the standards required.
Scope	This unit/task covers the following: **Appropriate people** may be: - line manager - human resources specialists - learning and development specialists - peers **Job role:** - current responsibilities as defined in your job description - possible future responsibilities **Learning and development activities**: - formal education and training programs, leading to certification - non-formal activities (such as private study, learning from colleagues, project work), designed to meet learning and development objectives but without certification **Appropriate action** may be: - undertaking further learning and development activities - finding further opportunities to apply your knowledge and skills

Performance Criteria (PC) w.r.t. the Scope

	To be competent, you must be able to: PC1. obtain advice and guidance from **appropriate people** to develop your knowledge, skills and competence PC2. identify accurately the knowledge and skills you need for your **job role** PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs PC4. agree with **appropriate people** a plan of **learning and development activities** to address your learning needs PC5. undertake **learning and development activities** in line with your plan PC6. apply your new knowledge and skills in the workplace, under supervision PC7. obtain feedback from **appropriate people** on your knowledge and skills and how effectively you apply them PC8. review your knowledge, skills and competence regularly and take **appropriate**

Applicable NOS Unit

	action
Knowledge and Understanding (K)	
A. **Organizational Context** (Knowledge of the company/ organization and its processes)	You need to know and understand: KA1. your organization's procedures and guidelines for developing your knowledge, skills and competence and your role and responsibilities in relation to this KA2. the importance of developing your knowledge, skills and competence to you and your organization KA3. different methods used by your organization to review skills and knowledge including: • training need analysis • skills need analysis • performance appraisals KA4. how to review your knowledge and skills against your job role using different methods and analysis KA5. different types of learning and development activities available for your job role and how to access these KA6. how to produce a plan to address your learning and development needs, who to agree it with and the importance of undertaking the planned activities KA7. different types of support available to help you plan and undertake learning and development activities and how to access these KA8. why it is important to maintain records of your learning and development KA9. methods of obtaining and accepting feedback from appropriate people on your knowledge skills and competence KA10. how to use feedback to develop in your job role
B. **Technical Knowledge**	You need to know and understand: KB1. the knowledge and skills required in your job role KB2. your current learning and development needs in relation to your job role KB3. different types of learning styles and methods including those that help you learn best KB4. the importance of taking responsibility for your own learning and development KB5. to the importance of learning and practicing new concepts, theory and how to apply these in the work environment or on samples. KB6. how to explore sample problems and apply solutions
Skills (S)	
A. **Core Skills/ Generic Skills**	**Writing Skills**
	You need to know and understand how to: SA1. communicate with colleagues in writing
	Reading Skills

SSC/N9005   **Develop your knowledge, skills and competence**

	You need to know and understand how to:	
	SA2. read instructions, guidelines and procedures	
	Oral Communication (Listening and Speaking skills)	
	You need to know and understand how to:	
	SA3. ask for clarification and advice from line managers	
B. **Professional Skills**	**Decision Making**	
	You need to know and understand how to:	
	SB1. make a decision on a suitable course of action	
	Plan and Organize	
	You need to know and understand how to:	
	SB2. plan and organize your work to achieve targets and deadlines	
	Customer Centricity	
	You need to know and understand how to:	
	SB3. check that your own work meets customer requirements	
	Problem Solving	
	You need to know and understand how to:	
	SB4. refer anomalies to the line manager	
	Analytical Thinking	
	You need to know and understand how to:	
	SB5. analyze data and activities	
	Critical Thinking	
	You need to know and understand how to:	
	SB6. apply balanced judgments to different situations	
	Attention to Detail	
	You need to know and understand how to:	
	SB7. check your work is complete and free from errors	
	SB8. get your work checked by peers	
	Team Working	
	You need to know and understand how to:	
	SB9. work effectively in a team environment	
C. **Technical Skills**	You need to know and understand how to:	
	SC1. use information technology effectively	
	SC2. agree objectives and work requirements	
	SC3. keep up to date with changes, procedures and practices in your role	

NOS
National Occupational Standards

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National Skill Development Corporation
Transforming the skill landscape

SSC/N9005
NOS Version Control

Develop your knowledge, skills and competence

NOS Code	SSC/N9005		
Credits (NSQF) [OPTIONAL]	TBD	**Version number**	1.0
Industry	IT-ITeS	**Drafted on**	30/04/2013
Industry Sub-sector	Business Process Management	**Last reviewed on**	31/03/2018
		Next review date	31/03/2019

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Qualifications Pack

9 characters
SSC/Q0101

SSC denoting **S**oftware & **S**ervices **C**ompanies (IT-ITeS industry)

Q denoting Qualifications Pack

QP number (2 numbers)

Occupation (2 numbers)

National Occupational Standard

9 characters
SSC/N0101

SSC denoting **S**oftware & **S**ervices **C**ompanies (IT-ITeS industry)

N denoting National Occupational Standard

NOS number (2 numbers)

Occupation (2 numbers)

Occupational Standard

9 characters
SSC/N0101

SSC denoting **S**oftware & **S**ervices **C**ompanies (IT-ITeS industry)

O denoting Occupational Standard

OS number (2 numbers)

Occupation (2 numbers)
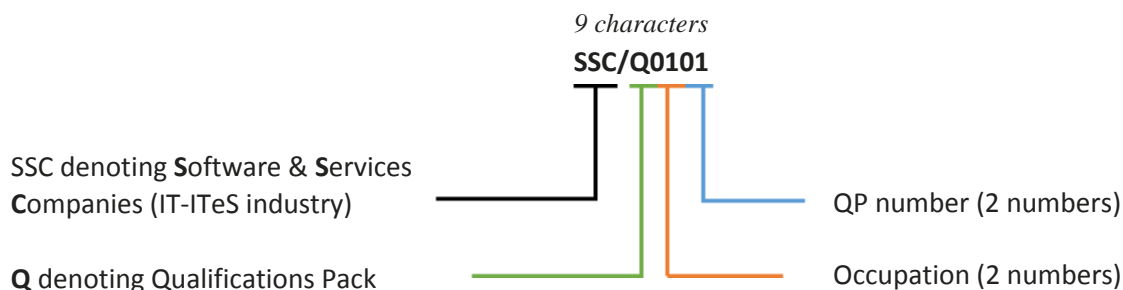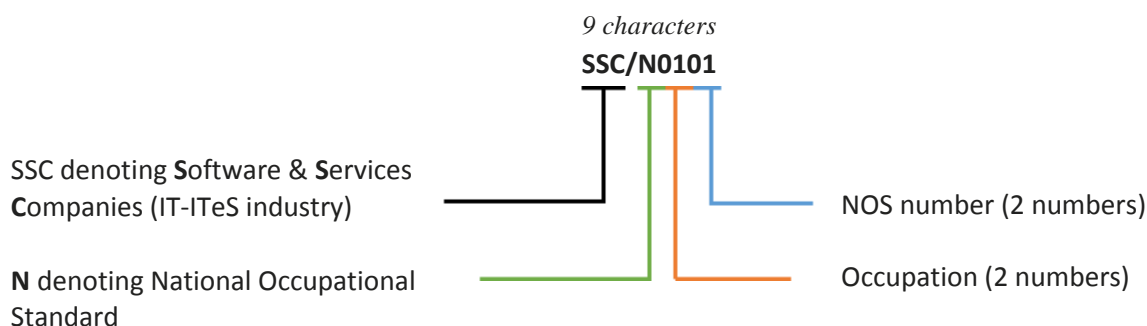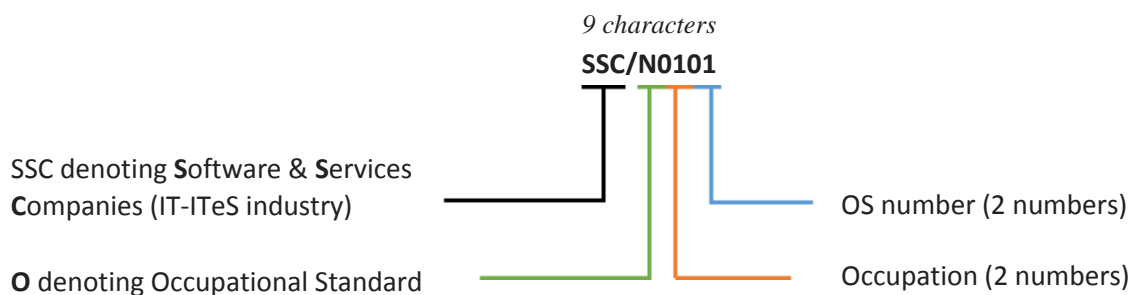
It is important to note that an OS unit can be denoted with either an '**O**' or an '**N**'.
- If an OS unit denotes 'O', it is an OS unit that is an international standard. An example of OS unit denoting 'O' is SSC/**O**0101.
- If an OS unit denotes '**N**', it is an OS unit that is a national standard and is applicable only for the Indian IT-ITeS industry. An example of OS unit denoting '**N**' is SSC/N0101

The following acronyms/codes have been used in the nomenclature above:

Sub-Sector	Range of Occupation numbers
IT Service (ITS)	01-20
Business Process Management (BPM)	21-40
Engg. and R&D (ERD)	41-60
Software Products (SPD)	61-80

Sequence	Description	Example
Three letters	Industry name (Software & Service Companies)	SSC
Slash	/	/
Next letter	Whether **Q**P or **N**OS	N
Next two numbers	Occupation Code	01
Next two numbers	OS number	01

Job Role	Associate – Medical Transcription
Qualification Pack	SSC/Q2402
Sector Skill Council	IT-ITeS

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.
2. The assessment will be conducted online through assessment providers authorised by SSC.
3. Format of questions will include a variety of styles suitable to the PC being tested such as multiple choice questions, fill in the blanks, situational judgment test, simulation and programming test.
4. To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 70%.
5. For latest details on the assessment criteria, please visit www.sscnasscom.com.

Assessable Outcomes	Assessment criteria for the outcome	Total Mark	Out of	Marks Allocation	
				Theory	**Skills Practical**
1. SSC/N2407 (Transcribe medical information)	PC1. listen carefully to voice recordings to determine precisely what is being said		15	0	15
	PC2. access your organization's knowledge base to clarify terminology being used		15	0	15
	PC3. identify any issues with voice recordings and clarify these with appropriate people		15	0	15
	PC4. convert voice recordings into word processed text using standard templates and tools		15	0	15
	PC5. check transcriptions with peers and/or supervisor, as required		15	15	0
	PC6. obtain advice and guidance from appropriate people, where required		15	15	0
	PC7. comply with your organization's policies, procedures, guidelines and client-specific SLAs when transcribing medical information		10	0	10
		Total	100	30	70
2. SSC/N2408 (Apply diagnostic and procedural codes to medical records)	PC1. review the information provided in medical records to determine precisely the diagnosis and procedures carried out		20	0	20
	PC2. identify any issues with medical records and clarify these with appropriate people		10	10	0
	PC3. access your organization's knowledge base		20	0	20

	to identify the correct diagnostic and procedural codes			
	PC4. apply correct diagnostic and procedural codes to medical records	20	0	20
	PC5. check the accuracy of coding with peers and/or supervisor, as required	10	10	0
	PC6. obtain advice and guidance from appropriate people, where required	10	10	0
	PC7. comply with your organization's policies, procedures, guidelines and client-specific SLAs when applying diagnostic and procedural codes to medical records	10	0	10
	Total	100	30	70
3. SSC/N2410 (Schedule appointments on behalf of healthcare providers)	PC1. record requests for appointments in your organization's systems, following procedures, guidelines and service level agreements (SLAs)	20	0	20
	PC2. obtain required information about patients and their needs for appointments	25	0	25
	PC3. identify any issues with information and clarify these with appropriate people	25	25	0
	PC4. book appointments for patients in your organization's systems, following procedures, guidelines and service level agreements (SLAs)	20	0	20
	PC5. obtain advice and guidance from appropriate people, where required	10	0	10
	Total	100	25	75
4.SSC/N9001 (Manage your work to meet requirements)	PC1. establish and agree your work requirements with appropriate people	6.25	0	6.25
	PC2. keep your immediate work area clean and tidy	12.5	6.25	6.25
	PC3. utilize your time effectively	12.5	6.25	6.25
	PC4. use resources correctly and efficiently	18.75	6.25	12.5
	PC5. treat confidential information correctly	6.25	0	6.25
	PC6. work in line with your organization's policies and procedures	12.5	0	12.5
	PC7. work within the limits of your job role	6.25	0	6.25
	PC8. obtain guidance from appropriate people, where necessary	6.25	0	6.25
	PC9. ensure your work meets the agreed requirements	18.75	6.25	12.5
	Total	**100**	**25**	**75**
5.SSC/N9002 (Work effectively with colleagues)	PC1. communicate with colleagues clearly, concisely and accurately	20	0	20
	PC2. work with colleagues to integrate your work effectively with theirs	10	0	10
	PC3. pass on essential information to colleagues	10	10	0

Note: In rows 4 (SSC/N9001) and 5 (SSC/N9002) the value **100** appears as a merged cell in the first numeric column spanning the PC rows.

	in line with organizational requirements			
	PC4. work in ways that show respect for colleagues	20	0	20
	PC5. carry out commitments you have made to colleagues	10	0	10
	PC6. let colleagues know in good time if you cannot carry out your commitments, explaining the reasons	10	10	0
	PC7. identify any problems you have working with colleagues and take the initiative to solve these problems	10	0	10
	PC8. follow the organization's policies and procedures for working with colleagues	10	0	10
	Total	**100**	**20**	**80**
6.SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. comply with your organization's current health, safety and security policies and procedures	20	10	10
	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	10	0	10
	PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	20	10	10
	PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected	10	0	10
	PC5. follow your organization's emergency procedures promptly, calmly, and efficiently	20	10	10
	PC6. identify and recommend opportunities for improving health, safety, and security to the designated person	10	0	10
	PC7. complete any health and safety records legibly and accurately	10	0	10
	Total	**100**	**30**	**70**
7.SSC/N9004 (Provide data/information in standard formats)	PC1. establish and agree with appropriate people the data/information you need to provide, the formats in which you need to provide it, and when you need to provide it	12.5	12.5	0
	PC2. obtain the data/information from reliable sources	12.5	0	12.5
	PC3. check that the data/information is accurate, complete and up-to-date	12.5	6.25	6.25
	PC4. obtain advice or guidance from appropriate people where there are problems with the data/information	6.25	0	6.25
	PC5. carry out rule-based analysis of the data/information, if required	25	0	25
	PC6. insert the data/information into the	12.5	0	12.5

The "100" for section 6 spans the PC1–PC7 rows, and "100" for section 7 spans the PC1–PC6 rows.

	agreed formats				
	PC7. check the accuracy of your work, involving colleagues where required		6.25	0	6.25
	PC8. report any unresolved anomalies in the data/information to appropriate people		6.25	6.25	0
	PC9. provide complete, accurate and up-to-date data/information to the appropriate people in the required formats on time		6.25	0	6.25
		Total	**100**	**25**	**75**
8.SSC/N9005 (Develop your knowledge, skills and competence)	PC1. obtain advice and guidance from appropriate people to develop your knowledge, skills and competence		10	0	10
	PC2. identify accurately the knowledge and skills you need for your job role		10	0	10
	PC3. identify accurately your current level of knowledge, skills and competence and any learning and development needs		20	10	10
	PC4. agree with appropriate people a plan of learning and development activities to address your learning needs	**100**	10	0	10
	PC5. undertake learning and development activities in line with your plan		20	10	10
	PC6. apply your new knowledge and skills in the workplace, under supervision		10	0	10
	PC7. obtain feedback from appropriate people on your knowledge and skills and how effectively you apply them		10	0	10
	PC8. review your knowledge, skills and competence regularly and take appropriate action		10	0	10
		Total	**100**	**20**	**80**