COMPETENCY STANDARD

FOR

Medical Scribing

(ICT Sector)

Level: 04

Competency Standard Code: I08S002L4V1

National Skills Development Authority
Prime Minister's Office, Bangladesh

Contents

Introduction

The National Skills Development Authority (NSDA) aims to enhance an individual's employability by certifying competiveness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skill ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training programmes. **"Medical Scribing"** is selected as one of the priority occupations of **Information and Communication Technology** Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of students enrolled in TVET. Students who successfully pass the assessment will receive a qualification in the National Technical and Vocational Qualification Framework (NTVQF) and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A **competency standard** is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in **Information and Communication Technology** sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasising what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:
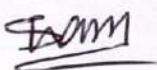
- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guide

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide

Bangladesh NTVQF with Job Classifications

NTVQF LEVELS	EDUCATION SECTORS			Job Classification
	Pre-Vocation Education	Vocational Education	Technical Education	
NTVQF 6			Diploma in engineering or equivalent	Middle Level Manager / Sub Assistant Engr. etc.
NTVQF 5		National Skill Certificate 5 (NSC 5)		Highly Skilled Worker / Supervisor
NTVQF 4		National Skill Certificate 4 (NSC 4)		Skilled Worker
NTVQF 3		National Skill Certificate 3 (NSC 3)		Semi-Skilled Worker
NTVQF 2		National Skill Certificate 2 (NSC 2)		Basic Skilled Worker
NTVQF 1		National Skill Certificate 1 (NSC 1)		Basic Worker
Pre-Voc 2	National Pre-Vocation Certificate 2 (NPVC 2)			Pre-Vocation Trainee
Pre-Voc 1	National Pre-Vocation Certificate 1 (NPVC 1)			Pre-Vocation Trainee

NTVQF Level Descriptors

NTVQF Level	Knowledge	Skill	Responsibility	Job Class.
6	• Comprehensive actual and theoretical knowledge within a specific study area with an awareness of the limits of that knowledge	• Specialised and restricted range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems	• Mange a team or teams in workplace activities where there is unpredictable change • Identify and design learning programs to develop performance of team members	Supervisor / Middle Level Manager / Sub Assistant Engr. etc.
5	• Very broad knowledge of the underlying, concepts, principles, and processes in a specific study area	• Very broad range of cognitive and practical skills required to generate solutions to specific problems in one or more study areas.	• Take overall responsibility for completion of tasks in work or study • Apply past experiences in solving similar problems	Highly Skilled Worker / Supervisor
4	• Broad knowledge of the underlying, concepts, principles, and processes in a specific study area	• Range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information	• Take responsibility, within reason, for completion of tasks in work or study • Apply past experiences in solving similar problems	Skilled Worker
3	• Moderately broad knowledge in a specific study area.	• Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools	• Work or study under supervision with some autonomy	Semi-Skilled Worker
2	• Basic underpinning knowledge in a specific study area.	• Basic skills required to carry out simple tasks	• Work or study under indirect supervision in a structured context	Basic Skilled Worker
1	• Elementary understanding of the underpinning knowledge in a specific study area.	• Limited range of skills required to carry out simple tasks	• Work or study under direct supervision in a structured context	Basic Worker
Pre-Voc 2	• Limited general knowledge	• Very limited range of skills and use of tools required to carry out simple tasks	• Work or study under direct supervision in a well-defined, structured context.	Pre-Vocation Trainee
Pre-Voc 1	• Extremely limited general knowledge	• Minimal range of skills required to carry out simple tasks	• Simple work or study exercises, under direct supervision in a clear, well defined structured context	Pre-Vocation Trainee

List of Abbreviations

General

NSDA - National Skills Development Authority

CS – Competency Standard

ILO – International Labor Organization

ISC – Industry Skills Council

NPVC – National Pre-Vocation Certificate

NTVQF – National Technical and Vocational Qualifications Framework

SCVC – Standards and Curriculum Validation Committee

TVET – Technical Vocational Education and Training

UoC – Unit of Competency

Occupation Specific Abbreviations

MSDS – Material Safety Data Sheet

OSH – Occupational Safety and Health
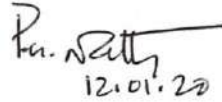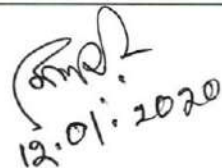
PPE – Personal Protective Equipment

SOP – Standard Operating Procedures
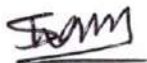
Approval of Competency Standard

Members of the Approval Committee:

Member	Signature
Md. Faruque Hossain Executive Chairman (Secretary) National Skills Development Authority (NSDA)	
Pijush Kanti Nath Additional Secretary Member (Admin & Finance) National Skills Development Authority (NSDA)	Pu. Nath 12.01.20
Mohammad Rezaul Karim Additional Secretary Member (Skills Standard & Certification) National Skills Development Authority (NSDA)	12.01.2020
Md. Abdur Razzaque Joint Secretary Member (Planning & Research) National Skills Development Authority (NSDA)	12.01.2020.

Md. Faruque Hossain
Executive Chairman (Secretary)
National Skills Development Authority (NSDA)
Date: 12.01.2020

Course Structure

SL	Unit Code and Title		UoC Level	Duration (hours)
The Generic Competencies				**65**
1.	GCU02L1V1	Apply OSH Practices in the Workplace	1	15
2.	GCU15L1V1	Perform Basic IT Skills	1	20
3.	GCU02L3V1	Operate in a Self-directed Team	3	15
4.	GCU14L3V1	Carry out workplace interaction in English	3	15
The Sector Specific Competencies				**20**
1.	SSU03I08L3V1	Practice the Use of Internet and Social Network	2	15
2.	SSU04I08L3V1	Comply with Ethical Standards in IT Workplace	4	12
The Occupation Specific Competencies				**275**
1.	OSU01I08L2V1	Acquire Soft Skills in Customer Service	4	20
2.	OSU02I08L2V1	Interpret Medical Scribe	4	15
3.	OSU03I08L2V1	Apply English Grammar Rules (North American)	4	60
4.	OSU04I08L2V1	Practice Writing Skill for Medical Scribe Profession	4	40
5.	OSU05I08L2V1	Develop Reading Comprehension Skill	4	35
6.	OSU06I08L2V1	Perform Listening Comprehension	4	35
7.	OSU07I08L2V1	Practice Nuances of Medical Scribe	4	20
8.	OSU08I08L2V1	Perform Correct and Fast Typing	4	43
Total Nominal Learning Hours				**360**

Units & Elements at Glance

The Generic Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
GCU02L1V1	Apply OSH Practices in the Workplace	1. Identify, control and report OSH hazards 2. Conduct work safely 3. Follow emergency response procedures 4. Maintain and improve health and safety in the workplace	15
GCU15L1V1	Perform Basic IT Skills	1. Identify and use most commonly used IT tools 2. Operate Computer 3. Work with word processing Software 4. Use spread sheet packages to create / prepare worksheets 5. Use presentation packages to create / prepare presentation 6. Print the documents 7. Use the Internet and Access E-Mail	20
GCU02L3V1	Operate in a Self-directed Team	1. Identify team goals and work processes 2. Communicate and co-operate with team members 3. Work as a team member 4. Solve problems as a team member	15
GCU14L3V1	Carryout Workplace Interaction in English	1. Interpret workplace communication and etiquette 2. Read and understand workplace documents 3. Participate in workplace meetings and discussions 4. Practice professional ethics at workplace	15
Total hours			**65**

The Sector Specific Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
SSU03I08L2V1	Practice the Use of Internet and Social Network	1. Interpret internet and social network 2. Use audio and video messaging applications 3. Demonstrate use of social network	15
SSU03I08L2V1	Comply with Ethical Standards in IT Workplace	**1.** Uphold the interests of clients **2.** Deliver quality products and services **3.** Demonstrate professionalism at work in IT sector **4.** Obey workplace code of conduct	12
Total Hours			**20**

The Occupation Specific Competencies

Code	Unit of Competency	Elements of Competency	Duration (Hours)
OSU01I08L2 V1	Acquire Soft Skills in Customer Service	1. Understand customer service operations 2. Identify soft skills requirements in the workplace 3. Demonstrate appropriate gesture and posture during customer service	20
OSU02I08L2 V1	Interpret Medical Scribe	1. Identify the concept of medical scribe 2. Recognise the general medical coding and billing process 3. List electronic health records (EHR) system	15
OSU03I08L2 V1	Apply English Grammar Rules (North American)	1. Comprehend use of verbs 2. Recognise subject and verb agreement 3. Practice use of articles, preposition and plurals, punctuation and adjectives	60
OSU04I08L2 V1	Practice Writing Skill for Medical Scribe Profession	1. Practice diagnostic writing 2. Illustrate strategies to summarise text 3. Apply grammar knowledge on creative writing in the medical 4. he context of medical scribe 5. Demonstrate effective writing on medical situations	40
OSU05I08L2 V1	Develop Reading Comprehension Skill	1. Analyse reading skills for comprehension, vocabulary and summarising 2. Perform medical related reading	35
OSU06I08L2 V1	Perform Listening Comprehension	1. Identify the nuances of North American accents 2. Use listening skills for comprehension and summarising text 3. Practice focused listening and simultaneous noting	35

OSU07I08L2 V1	Practice Nuances of Medical Scribe	1. Interpret medical vocabulary 2. Identify common medications, anatomical terms and common medical phrases 3. Demonstrate writing concise diagnostic notes	20
OSU08I08L2 V1	Perform Correct and Fast Typing	1. Perform typing with software at work 2. Demonstrate expertise in touch-typing 3. Apply shorthand skills at work	43
Total Hours			**255**
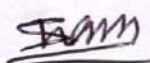
The Generic Competencies

Unit Code and Title	GCU02L1V1: **Apply OSH Practices in the Workplace**
Nominal Hours	**15 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to apply OSH practices in the workplace. It specifically includes – identify, control and report OSH hazards; conduct work safely; follow emergency response procedures; and maintain and improve health and safety in the workplace.
Elements of Competency	**Performance Criteria** **Bold & Underlined** terms are elaborated in the Range of Variables
1. Identify, control and report OSH hazards	1.1 Immediate work area is routinely checked for OSH hazards prior to commencing and during work 1.2 **Hazards** and unacceptable performance are identified and corrective action is taken within the level of responsibility 1.3 OSH hazards and incidents are reported to appropriate personnel according to workplace procedures 1.4 Safety Signs and symbols are identified and followed
2. Conduct work safely	2.1 OSH practices are applied in the workplace 2.2 Appropriate **Personal Protective Equipment (PPE)** is selected and worn
3. Follow emergency response procedures	3.1 Emergency situations are identified and reported according to workplace reporting requirements 3.2 Emergency procedures are followed as appropriate to the nature of the emergency and according to workplace procedures 3.3 **Workplace procedures** for dealing with accidents, fires and emergencies are followed whenever necessary within scope of responsibilities
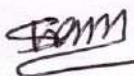
4. Maintain and improve health and safety in the workplace	4.1 Risks are identified and appropriate control measures are implemented in the work area 4.2 Recommendations arising from risk assessments are implemented within level of responsibility 4.3 Opportunities for improving OSH performance are identified and raised with relevant personnel 4.4 Safety records according to **company policies** are maintained

Range of Variables

Variable	Range (May include but not limited to)
1. Company policies	1.1 Job-related Standard Operating Procedures (SOPs) and OSH-specific procedures. Examples of OSH procedures include consultation and participation, emergency response, response to specific hazards, incident investigation, risk assessment, reporting arrangements and issue resolution procedures
2. Workplace procedures	2.1 OSH system and related documentation including policies and procedures 2.2 Standard Operating Procedures (SOPs) 2.3 Information on hazards and the work process, hazard alerts, safety signs and symbols 2.4 Labels 2.5 Material Safety Data Sheets (MSDSs) and manufacturers' advice
3. Hazards	3.1 OSH incidents include near misses, injuries, illnesses and property damage, noise, handling hazardous substances, other hazards 3.2 Working with and near moving equipment / load shifting equipment 3.3 Broken or damaged equipment or materials
4. Personal Protective Equipment (PPE)	4.1 Goggles 4.2 Ear muffs 4.3 Ear plugs 4.4 Gloves 4.5 Clothing 4.6 Apron 4.7 Helmet 4.8 Boots

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 Identified, controlled and reported OSH hazards 1.2 Followed work safety 1.3 Followed emergency response procedures. 1.4 Maintained and improved health and safety in the workplace
2. Underpinning knowledge	Trainee with acquire knowledge of: 2.1 Personal protective equipment - Hand gloves, safety shoes, safety goggles, masks, apron, 2.2 Identification of tools and equipment 2.3 Hazardous events 2.4 Tools, equipment, machinery and relevant accessories 2.5 Communication 2.6 Job roles, responsibilities and compliance 2.7 Workplace laws
3. Underpinning skill	3.1 Using appropriate PPE 3.2 Identifying tools and equipment 3.3 Taking safety precautions and responding to different hazardous situations 3.4 Operating and using tools, equipment, machinery and accessories properly as per SOP (Company Standards) 3.5 Communicating with peers and supervisors 3.6 Applying OSH practices in the workplace
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace

5. Resource implication	The following resources must be provided: 5.1 Tools, equipment and physical facilities appropriate to perform activities 5.2 Materials, consumables to perform activities
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in a training center or in an actual or simulated work place after Completion of the training module 7.2 Assessment should be done by NSDA certified assessor

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	GCU15L1V1: Perform Basic IT Skills
Unit Code	**GN1015A1**
Nominal Hours	**20 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to perform basic IT skills. It specifically includes – identify and use most commonly used IT tools; operate computer; work with word processing software; use spread sheet packages to create / prepare worksheets; use presentation packages to create / prepare presentation; print the documents; and use the internet and access E-mail.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables
1. Identify and use most commonly used IT Tools	1.1 Context of IT is interpreted 1.2 Commonly used **IT tools** are identified 1.3 Safe work practice and OSH Standards are followed
2. Operate computer	2.1 **Peripherals** are checked and connected with computer as per standard 2.2 Power cords / adapter are connected with computer and power outlets socket safely. 2.3 Computer is switched on gently. 2.4 PC **desktop / GUI** settings are arranged and customized as per requirement. 2.5 Files and folders are created, opened, copied, renamed, deleted and sorted as per requirement. 2.6 Properties of files and folders are viewed and searched. 2.7 Disks are defragmented, formatted as per requirement.
3. Work with word processing software	3.1 Word Processing software is selected and started 3.2 Basic typing technique is demonstrated 3.3 **Documents** are created as per requirement in personal use and office environment 3.4 **Contents** are entered. 3.5 Documents are **formatted**

	3.6 Paragraph and page settings are completed
	3.7 Saving and retrieving technique of a document are interpreted
4. Use spread sheet packages to create / prepare worksheets	4.1 Spread sheet packages are selected and started
	4.2 Worksheets are created as per requirement in Personal use and office environment
	4.3 Data are entered
	4.4 **Functions** are used for calculating and editing logical operation
	4.5 **Sheets** are formatted as per requirement
	4.6 **Charts** are created
	4.7 Charts / Sheets are previewed
5. Use presentation packages to create / prepare presentation	5.1 Appropriate presentation software packages are selected and started
	5.2 Presentation are created as per requirement in personal use and office environment
	5.3 Image, Illustrations, text, table, symbols and media are entered as per requirements
	5.4 Presentations are formatted and animated
	5.5 Presentations are previewed
6. Print the documents	6.1 Printer is connected with computer and power outlet properly
	6.2 Power is switched on at both the power outlet and printer
	6.3 Printer is installed and added
	6.4 Correct printer settings are selected and document is printed
7. Use the Internet and Access E-mail	7.1 Appropriate internet browsers are selected
	7.2 Search engines are used to access information
	7.3 Video / Information are Shared / downloaded / uploaded from / to web site/social media.
	7.4 Web based resources are used
	7.5 Email services are identified and selected to create a new email address
	7.6 Document is prepared, attached and sent to different types of recipient
	7.7 Email is read, forwarded, replied and deleted as per requirement
	7.8 Custom email folders are created and manipulated
	7.9 Email message is printed

Range of Variables

Variable	Range (May include but not limited to):
1. Peripherals	1.1 Monitor 1.2 Keyboard 1.3 Mouse 1.4 Modem 1.5 Scanner 1.6 Printer
2. Desktop / GUI settings	2.1 Icons 2.2 Taskbar 2.3 View 2.4 Resolutions
3. Documents	3.1 Word documents 3.2 Standard CV / Bio-Data with different text & fonts, image and table. 3.3 Application / Official letter with proper paragraph and indenting, spacing, styles, Illustrations, Tables, Header & Footers and symbols. 3.4 Standard report / newspaper items with column, footnote and endnote, drop cap, indexing and page numbering.
4. Contents	4.1 Illustrations and styles 4.2 Text 4.3 Table 4.4 Symbols 4.5 Header & Footer
5. Formatted.	5.1 Bold 5.2 Italic 5.3 Underline 5.4 Font size, colour, 5.5 Change case 5.6 Alignment and intend
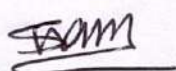
6. Functions	6.1 Mathematics 6.2 Logical 6.3 Simple Statistical
7. IT tools	7.1 Phone 7.2 Cell Phone 7.3 TABs 7.4 Radio 7.5 Television 7.6 Computers 7.7 Laptops 7.8 Notebooks 7.9 Internet 7.10 Software 7.11 Satellite
8. Browsers	8.1 Internet Explorer 8.2 Firefox 8.3 Google Chrome 8.4 Opera 8.5 Safari 8.6 Omni Web

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 Followed OSH Standard and Safe Work Procedures. 1.2 Created, opened, copied, renamed, deleted and sorted files and folders as per requirement. 1.3 Completed application software Installations properly 1.4 Performed simple trouble shooting with Computer 1.5 Demonstrated typing on word processing software, save and retrieve documents 1.6 Used functions for calculating and editing logical operation in spread sheet. 1.7 Configured appropriate printer settings and printed the document. 1.8 Demonstrated ability to create email accounts. 1.9 Demonstrated ability to use email account for different online purpose

2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1 Basic competent of PC 2.2 IT and IT Tools 2.3 Different type of software and application packages 2.4 Use of word processor, spread sheet and presentation software 2.5 Different type of math and logical functions 2.6 Computer Trouble Shooting 2.7 Techniques to access internet
3. Underpinning Skills	3.1 Identifying and use IT Tools 3.2 Demonstrating simple trouble shooting with Computer 3.3 Demonstrating typing on word processing software 3.4 Saving and retrieving documents on Word Processing software. 3.5 Demonstrating ability to create email accounts 3.6 Opening an email account and use it for different purpose. 3.7 Configuring appropriate printer settings and printed the document 3.8 Using functions for calculating and editing logical operation in spread sheet
4. Underpinning Attitudes	4.1 Commitment to occupational health and safety' 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Workplace (simulated or actual) 5.2 IT Tools 5.3 Computers with word processing application 5.4 Internet connection 5.5 Presentations 5.6 Learning manuals

6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of Assessment	7.1 Competency assessment must be done in a training centre or in an actual or simulated work place after Completion of the training module 7.2 Assessment should be done by NSDA certified assessor

Accreditation Requirements

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Unit Code and Title	GCU02L3V1: Operate in a Self-directed Team
Nominal Hours	**15 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to operate in a self-directed team. It specifically includes – identify team goals and work processes; communicate and cooperate with team members; work as a team member; and solve problem as a team member.
Elements of Competency	**Performance Criteria** **Bold & Underlined** terms are elaborated in the Range of Variables Training Components
1. Identify team goals and work processes	1.1 **Team goals** and work processes are identified 1.2 Roles and responsibilities of team members are identified 1.3 Relationships within team and with other work areas are identified
2. Communicate and cooperate with team members	2.1 Effective interpersonal skills are used to interact with team members and to contribute to activities and objectives 2.2 Formal and informal forms of communication are used effectively to support team achievement 2.3 Diversity is respected and valued in team functioning 2.4 Views and opinions of other team members are understood and reflected accurately 2.5 **Workplace staff regulation** is used correctly to assist communication
3. Work as a team member	3.1 Duties, responsibilities, authorities, objectives and task requirements are identified and clarified with team. 3.2 Tasks are performed in accordance with organizational and team requirements, specifications and workplace procedures. 3.3 Team members support other members as required to ensure team achieves goals and requirements. 3.4 Agreed reporting lines are followed using standard operating procedures

4. Solve problems as a team member	4.1 Current and potential problems faced by team are identified 4.2 Procedures for avoiding and managing problems are identified 4.3 Problems are solved effectively and in a manner that supports the team

Range of Variables

Variable	Range (May include but not limited to)
1. Team goals and processes	1.1 Identifying the problem 1.2 Consider solutions 1.3 Action 1.4 Follow-up
2. Workplace staff regulation	2.1 Organization / company's code of conduct, complaint handling / grievance policies and procedures

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 Communicated and worked within a team in an interactive work environment as per workplace standard. 1.2 Dealt with a range of communication/ information at one time 1.3 Made constructive contributions in workplace issues 1.4 Presented information clearly and effectively in written form 1.5 Asked appropriate questions 1.6 Provided accurate information
2. Underpinning knowledge	Trainee will acquire knowledge of: 2.1 Organization requirements for written and electronic communication methods 2.2 Effective verbal communication methods
3. Underpinning skill	3.1 Organizing information 3.2 Understanding and convey intended meaning 3.3 Participating in a variety of workplace discussions 3.4 Complying with Organization's requirements in the use of written and electronic communication methods

4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource implication	The following resources MUST be provided: 5.1 Variety of Information 5.2 Communication tools 5.3 Simulated workplace
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning
7. Context of assessment	7.1 Competency assessment must be done in a training center or in an actual or simulated work place after Completion of the training module 7.2 Assessment should be done by NSDA certified assessor

Accreditation Requirements

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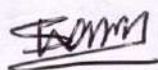
Unit Code and Title	GCU05L3V1: Carryout Workplace Interaction in English
Nominal Hours	15 Hours
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to carryout workplace interaction. It specifically includes – interpret workplace communication and etiquette; read and understand workplace documents; participate in workplace meetings and discussions; and practice professional ethics at workplace.
Elements of Competency	**Performance Criteria** **Bold & Underlined** terms are elaborated in the Range of Variables.
1. Interpret workplace communication and etiquette	1.1 Workplace code of conducts are interpreted as per organizational guidelines 1.2 Appropriate lines of communication are maintained with supervisors and colleagues 1.3 Workplace interactions are conducted in a **courteous manner** to gather and convey information 1.4 Questions about routine **workplace procedures and matters** are asked and responded as required
2. Read and Understand Workplace Documents	2.1 Workplace documents are interpreted as per standard. 2.2 Assistance is taken to aid comprehension when required from peers / supervisors 2.3 Visual information / symbols / signage's are understood and followed 2.4 Specific and relevant information are accessed from **appropriate sources** 2.5 Appropriate medium is used to transfer information and ideas

3. Participate in workplace meetings and discussions	3.1 Team meetings are attended on time and followed meeting procedures and etiquette 3.2 Own opinions are expressed and listened to those of others without interruption 3.3 Inputs are provided consistent with the meeting purpose and interpreted and implemented meeting outcomes
4. Practice professional ethics at work.	4.1 Responsibilities as a team member are demonstrated and kept promises and commitments made to others 4.2 Tasks are performed in accordance with workplace procedures 4.3 Confidentiality is respected and maintained 4.4 Situations and actions considered inappropriate or which present a conflict of interest are avoided

Range of Variables

Variable	Range (May include but not limited to):
1. Courteous Manner	1.1 Effective questioning 1.2 Active listening 1.3 Speaking skills
2. Workplace Procedures and Matters	2.1 Notes 2.2 Agenda 2.3 Simple reports such as progress and incident reports 2.4 Job sheets 2.5 Operational manuals 2.6 Brochures and promotional material 2.7 Visual and graphic materials 2.8 Standards 2.9 OSH information 2.10 Signs
3. Appropriate Sources	3.1 HR Department 3.2 Managers 3.3 Supervisors

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency
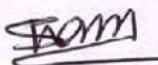
1. Critical Aspects of Competency	Assessment required evidence that the candidate: 1.1 Followed workplace code of conducts is as per organizational guidelines 1.2 Interpreted workplace documents as per standard 1.3 Interpreted workplace instructions and symbols 1.4 Interpreted and implemented meeting outcomes
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1 Workplace communication and etiquette 2.2 Workplace documents, signs and symbols 2.3 meeting procedure and etiquette
3. Underpinning Skills	3.1 Demonstrating performance of workplace communication and etiquette 3.2 Following workplace instructions and symbol 3.3 Following workplace code of conducts is as per organizational guidelines 3.4 Interpreting workplace documents as per standard 3.5 Interpreting and implementing meeting outcomes
4. Underpinning Attitudes	4.1 Commitment to occupational health and safety 4.2 Promptness in carrying out activities 4.3 Sincere and honest to duties 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect for rights of peers and seniors in workplace 4.8 Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1 Work place Procedure 5.2 Materials relevant to the proposed activity 5.3 All tools, equipment, material and documentation required. 5.4 Relevant specifications or work instructions
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1 Written test 6.2 Demonstration 6.3 Oral questioning

7. Context of Assessment	7.1 Competency assessment must be done in a training centre or in an actual or simulated work place after Completion of the training module 7.2 Assessment should be done by NSDA certified assessor

Accreditation Requirements

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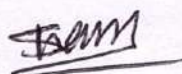
The Sector Specific Competencies

Unit Code and Title	SSU03I08L2V1: **Practice the Use of Internet and Social Network**
Nominal Hours	**15 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to practice the use of Internet and Social Network. It specifically includes – interpret internet and social network; use audio and video messaging applications; and demonstrate use of social network.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables
1. Interpret internet and social network	**1.1.** Internet is interpreted and used **1.2.** Social networks are identified
2. Use audio and video messaging applications	**2.1.** Audio and video equipment are identified and applied **2.2.** **Video** conferencing with appropriate **application** is demonstrated **2.3.** **Audio** conferencing with appropriate **application** is demonstrated
3. Demonstrate use of social network	**3.1.** Creating account on **social network** is demonstrated **3.2.** Effective use of social network is demonstrated
Range of Variables	
Variable	**Range** (May include but not limited to):
1. Video application	1.1. Skype 1.2. IMO 1.3. Facebook Messenger 1.4. Line 1.5. Whatsapp 1.6. Viber 1.7. Fring 1.8. ooVoo 1.9. Yugma 1.10. Vbuzzer

	1.11. Ekiga 1.12. TokBox 1.13. WebEx Meeting Center (paid) 1.14. AT&T Connect (paid)
2. Audio application	2.1. Uber Conference 2.2. FreeConferenceCall 2.3. Wiggio 2.4. Speek 2.5. Rondee 2.6. JoinMe 2.7. GoogleVoice
3. Social network	3.1. Facebook 3.2. Twitter 3.3. LinkedIn 3.4. Youtube 3.5. Google Plus 3.6. WAYN 3.7. Flicker 3.8. Fotki 3.9. DeviantArt 3.10. DailyBooth 3.11. Zooppa 3.12. Xing

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

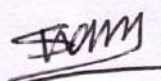|	
1. Critical aspects of Competency	Assessment required evidence that the candidate: 1.1. Performed audio conference efficiently 1.2. Arranged video conference with appropriate application successfully 1.3. Used social network effectively
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1. Using online audio, video messaging applications 2.2. Social media
3. Underpinning Skills	3.1. Arranging audio / video conference 3.2. Using social network

4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace
5. Resource implications	The following resources must be provided: 5.1. Workplace (simulated or actual) 5.2. Environment on internet 5.3. Popular browsers 5.4. Audio-video chatting apps 5.5. Course materials 5.6. Laptops/computers 5.7. Projector
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1. Written test 6.2. Demonstration 6.3. Oral questioning
7. Context of Assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

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Unit Code and Title	SSU03I08L2V1: **Comply with Ethical Standards in IT Workplace**
Nominal Hours	**12 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to comply with ethical standards in IT workplace. It specifically includes – uphold the interests of clients; delivery quality products and services; demonstrate professionalism at work in IT sector; and obey workplace code of conduct.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables.
1. Uphold the interests of clients	1.1. Client's view is interpreted and respected 1.2. Confidentiality of information is upheld in accordance with organizational policies, **national legislation** and workplace policies 1.3. Potential conflicts of interests are identified and informed to proper authority
2. Deliver quality products and services	2.1. Benchmark of product and service quality is identified 2.2. Need of quality product and service delivery is interpreted 2.3. Quality process to develop quality products and services is implemented following Industry and international standards
3. Demonstrate professionalism at work in IT sector	3.1. Agreed standards to deliver product or services are followed and commitment to deadlines is honoured 3.2. Professional image in the workplace is projected 3.3. Clients are negotiated effectively
4. Obey workplace code of conduct	4.1. IT security compliance is achieved 4.2. Workplace code of conduct is interpreted 4.3. Code of conduct is followed as stated in company guidelines in the workplace
Range of Variables	

Variable	Range (May include but not limited to):
1. National Legislation	1.1. Industry / sector code of ethics 1.2. International and national guidelines for consumer protection 1.3. International and national copyright laws 1.4. Occupational health and safety requirements 1.5. Intellectual property rights law 1.6. Legal and regulatory policies in the information technology sector 1.7. Fire safety rules and regulations

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

1. Critical aspects of Competency	Assessment required evidence that the candidate: 1.1. Complied to client's satisfaction 1.2. Demonstrated professionalism in the workplace 1.3. Followed workplace code of conduct
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1. Details of professional code of conduct in the workplace 2.2. Industry and international standards
3. Underpinning Skills	3.1. Complying client's satisfaction 3.2. Interpreting quality product and services 3.3. Demonstrating professionalism in the workplace 3.4. Maintaining workplace code of conduct
4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace

5. Resource Implications	The following resources must be provided: 5.1. Workplace (simulated or actual) 5.2. Personal computer and peripherals 5.3. Software 5.4. Projector
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1. Written test 6.2. Demonstration 6.3. Oral questioning
7. Context of Assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

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The Occupation Specific Competencies

Unit Code and Title	**OSU01I08L2V1: Acquire Soft Skills in Customer Service**
Nominal Hours	**20 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to acquire soft skills in customer service. It specifically includes – understand customer service operations; identify soft skills requirements in the workplace; and demonstrate required gesture and posture during customer service.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables.
1. Understand customer service operations	1.1. Customer service operation is interpreted 1.2. Duties of a customer service agent are identified 1.3. **Customer service skills** are interpreted
2. Identify soft skills requirements in the workplace	2.1. **Soft skills** are clearly interpreted and key components are listed 2.2. Soft skill requirements are identified in the workplace with specific emphasis on situational requirements
3. Demonstrate appropriate gesture and posture during customer service	3.1. Body language and posture are applied during customer interactions 3.2. Does and don'ts of body language during customer service interaction are recognised

Range of Variables

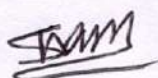| Variable	Range (May include but not limited to):
1. Customer service skills	1.1. Patience 1.2. Attentiveness 1.3. Clear communication skill 1.4. Knowledge of the product 1.5. Ability to use "positive language" 1.6. Acting skill 1.7. Time management skill 1.8. Ability to "read" customers 1.9. A claiming presence

	1.10. Goal-oriented focus 1.11. Ability to handle surprises 1.12. Persuasion skills 1.13. Tenacity 1.14. Closing ability 1.15. Willingness to learn
2. Soft skills	2.1. Personality traits 2.2. Social grace 2.3. Facility with language 2.4. Friendliness 2.5. Personal habits 2.6. Optimism 2.7. Teamwork 2.8. Time management 2.9. Stress management 2.10. Responsibility 2.11. Self-esteem 2.12. Sociability 2.13. Self-management

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

1. Critical aspects of Competency	Assessment required evidence that the candidate: 1.1. Interpreted customer service skills required 1.2. Applied soft skills at workplace 1.3. Demonstrated required gesture and posture at work
2. Underpinning Knowledge	The student will acquire knowledge of: 2.1. The scope and structure of customer service 2.2. The duties of a call centre agent 2.3. Soft skills techniques 2.4. Required gesture and posture for an agent
3. Underpinning Skills	3.1. Interpreting customer service skills 3.2. Appling soft skills at workplace 3.3. Demonstrating required gesture and posture at work

4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1. Workplace (simulated or actual) 5.2. Environment on internet 5.3. Course materials 5.4. Laptops/ Computers 5.5. Projector
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1. Demonstration 6.2. Oral questioning 6.3. Written test
7. Context of Assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

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Unit Code and Title	OSU02I08L2V1: Interpret Medical Scribe
Nominal Hours	15 Hours
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to interpret medical scribe. It specifically includes – identify the concept of medical scribe; recognize general medical coding and billing process; and list Electronic Health Records (HER) system.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables
1. Identify the concept of medical scribe	1.1. Concept of medical scribe is interpreted 1.2. Client's business and expectations are identified 1.3. **Role and responsibilities** as well as environment are summarized 1.4. The service, deliverables and measures of medical scribe are interpreted 1.5. Key differentiators between medical scribe and medical transcription are outlined
2. Recognise general medical coding and billing process	2.1. General **medical coding** is interpreted 2.2. Medical billing procedure is identified 2.3. ICD-10 coding process is interpreted
3. List Electronic Health Records (EHR) system	3.1. Basics of EHR systems are listed 3.2. Use of **EHR system** is recalled

Range of Variables

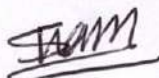| Variable	Range (May include but not limited to):
1. Role and Responsibilities	1.1. Job description (JD) 1.2. Job specification 1.3. Personal specification

2. Medical coding	2.1. Current procedural terminology (CPT) 2.2. International classification of diseases (ICD) 2.3. The Healthcare Common Procedure Coding System (HCPCS)
3. Electronic Health Records (EHR) Systems	3.1. Advanced MD 3.2. EPIC 3.3. Cerner 3.4. All scripts 3.5. Athena health EHR 3.6. e-Clinical Works 3.7. Practise Fusion

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

1. Critical aspects of Competency	Assessment required evidence that the candidate: 1.1. Interpreted roles and responsibilities of a medical scribe as per standard 1.2. Interpreted medical coding with ICD-10 1.3. Demonstrated using EHR system
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1. Details of the job role as a medical scribe 2.2. Understanding of customer expectations 2.3. Procedure of medical coding and billing 2.4. Basics of EHR system
3. Underpinning Skills	3.1. Interpreting role as a medical scribe 3.2. Demonstrating coding with ICD 10 coding process 3.3. Demonstrating using EHR system
4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace

5. Resource Implications	The following resources must be provided: 5.1. Workplace (actual or simulated) 5.2. Course materials 5.3. PowerPoint presentation 5.4. Job description (JD) 5.5. Laptop, projector 5.6. Sample EHR systems
6. Methods of assessment	Methods of assessment may include but not limited to: 6.1. Written test 6.2. Demonstration 6.3. Oral questioning
7. Context of assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

Training Providers must be accredited by Bangladesh Technical Education Board (BTEB), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	**OSU03I08L2V1:Apply English Grammar Rules (North American)**
Nominal Hours	**40 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to apply English Grammar rules (North American). It specifically includes – comprehend use of verbs; recognize subject and verb agreement; and practice use of articles, preposition and plurals, punctuation and adjectives.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables.
1. Comprehend use of verbs	1.1. Importance of using **North American Grammar Rules** at work is identified 1.2. Following forms of verbs are used actively while writing 1.3. Simple past form is applied 1.4. Simple or continuous form is applied 1.5. Perfect form is applied
2. Recognise subject and verb agreement	2.1. Subject in a sentence is identified and applied as per rules. 2.2. During writing proper form of verbs are applied according to subject
3. Practice use of articles, preposition and plurals, punctuation and modifiers	3.1. Articles, prepositions and plurals are identified and used correctly while writing 3.2. Punctuation and modifiers are used effectively while writing
Range of Variables	
Variable	**Range** (May include but not limited to):

1. North American Grammar Rule	1.1. Reference grammar book 1.2. Language style guide, if available 1.3. Reference sheets

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

1. Critical aspects of Competency	Assessment required evidence that the candidate: 1.1. Used correct form of verbs in writing 1.2. Applied correct articles, preposition, plurals in writings 1.3. Applied proper punctuation and modifiers in writings
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1. Define and use of past simple format of verbs 2.2. Define and use of subjects 2.3. Techniques of effective use of articles, preposition and plurals 2.4. Ways of effective use of punctuations and modifiers
3. Underpinning Skills	3.1. Using correct form of verbs in writing 3.2. Using correct articles, preposition, plurals in writings 3.3. Applying proper punctuation and modifiers in writings
4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1. Workplace (actual or simulated) 5.2. Presentation 5.3. Course materials 5.4. Computer 5.5. Projector

6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1. Written test 6.2. Demonstration 6.3. Oral questioning
7. Context of Assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

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Unit Code and Title	**OSU04I08L2V1: Practice Writing Skill for Medical Scribe Profession**
Nominal Hours	**40 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to practice writing skill for medical scribe profession. It specifically includes – practice diagnostic writing; illustrate strategies to summarize text; apply grammar knowledge on creative writing in the context of medical scribe; and demonstrate effective writing on medical situations.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables
1. Practice diagnostic writing	1.1. Correct techniques of diagnostic writing are interpreted 1.2. Diagnostic writing is demonstrated as per Quality handbook and guideline prescribed by industry/company
2. Illustrate strategies to summarise text	2.1. Techniques of summarising text are interpreted 2.2. Summarising text at work is demonstrated as per Quality handbook and guideline prescribed by industry/company
3. Apply grammar knowledge on creative writing in the context of medical scribe	3.1. Articles, prepositions and plurals are used in writings as per Quality handbook and guideline prescribed by industry/company 3.2. Punctuation and adjectives are applied in writings as per the set quality standards without diluting the context
4. Demonstrate effective writing on medical situations	4.1. Medical situations are composed with clear, direct, concise, complete messages as per the Quality handbook and guideline prescribed by industry/company **Designated persons** are identified to take advice on medical terms and situations as required

Range of Variables

Variable	Range (May include but not limited to):
1. Designated person	1.1. Editor 1.2. Supervisor

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1. Performed diagnostic writing as per Quality handbook and guideline prescribed by industry/company 1.2. Performed summarising text as per Quality handbook and guideline prescribed by industry/company 1.3. Demonstrated writing on medical situations
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1. The techniques of summarising text and diagnostics writing 2.2. Grammatical rules for writing in medical-related situations
3. Underpinning Skills	3.1. Performing diagnostic writing as per the set quality standards 3.2. Performing summarising text as per the set quality standards 3.3. Performing writing on medical situations 3.4. Demonstrating comprehension skills
4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace

5. Resource Implications	The following resources must be provided: 5.1. Workplace (actual or simulated) 5.2. Presentation 5.3. Learning materials 5.4. Laptop/computer 5.5. Projector 5.6. Internet connections for online research, reference and assessments
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1. Written test 6.2. Demonstration 6.3. Oral questioning
7. Context of assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

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Unit Code and Title	**OSU05I08L2V1: Develop Reading Comprehension Skill**
Nominal Hours	**35 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to develop reading comprehension skill. It specifically includes – analyze reading skills for comprehension, vocabulary and summarizing; and perform medical related reading.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables.
1. Analyse reading skills for comprehension, vocabulary and summarising	1.1. Main idea and key facts are interpreted from passage reading 1.2. Commonly-used medical terms and associated processes are recognised 1.3. Key points in the technical text are interpreted and summarised as per the **set quality standards**
2. Perform medical related reading	2.1. Various medical situations are interpreted in simple terms 2.2. Gaps in knowledge are identified and clarification is sought through **appropriate person/s** 2.3. Clarifications are sought from **references**
Range of Variables	
Variable	**Range (May include but not limited to):**
1. Set quality standards	1.1. Standard set by industry/company 1.2. English Language arts standards 1.3. English Language proficiency standard 1.4.

2. Appropriate person/s	2.1. Editor 2.2. Supervisor
3. References	3.1. Medical dictionary 3.2. Relevant handbook/manual 3.3. Designated person 3.4. Drug and prescription information sources/databases

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

1. Critical aspects of Competency	Assessment required evidence that the candidate: 1.1. Performed diagnostic reading as per the set quality standards 1.2. Performed summarising text as per the set quality standards 1.3. Performed reading on medical situations in stipulated time
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1. The techniques of summarising text from reading 2.2. Grammar knowledge in reading at medical related situations 2.3. Fundamental word structure used in medical terms 2.4. Systems of the body, (e.g., skeletal, respiratory, cardiovascular) 2.5. Basic medical terminology
3. Underpinning Skills	3.1. Performing diagnostic reading as per the set quality standards 3.2. Applying text summarising skills as per the set quality standards 3.3. Applying comprehension skills 3.4. Applying proofreading and editing skills 3.5. Using correct grammar and punctuations 3.6. Applying reading skills 3.7. Demonstrating research skills

4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1. Workplace (actual or simulated) 5.2. Presentation 5.3. Material lists 5.4. Laptop / Computer 5.5. Projector 5.6. Internet connections for online research, reference and assessments
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1. Written test 6.2. Demonstration 6.3. Oral questioning
7. Context of Assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

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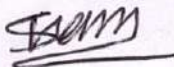
Unit Code and Title	OSU06I08L2V1: Perform Listening Comprehension
Nominal Hours	35 Hours
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to perform listening comprehension. It specifically includes – identify the nuances of North American accents; use listening skills for comprehension and summarizing text; and practice focused listening and simultaneous noting.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables
1. Identify the nuances of North American accents	1.1. Comprehension is demonstrated as per Standard set by the industry/company Key points are identified from listening as per Standard set by the industry/company
2. Use listening skills for comprehension and summarising text	2.1. Text is summarised from listening as per Standard set by the industry/company 2.2. Complex, technical and professional information are interpreted as per Standard set by the industry/company
3. Practice focused listening and simultaneous noting	3.1. Techniques of focused listening and simultaneous noting are interpreted 3.2. Key points are noted in a concise manner while listening to the audio
Range of Variables	
Variable	**Range** (May include but not limited to):

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.
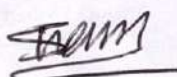
1. Critical aspects of Competency	Assessment required evidence that the candidate: 1.1. Interpreted the key message through listening 1.2. Skill of summarised from listening 1.3. Wrote context and detailed from listening 1.4. Took notes simultaneously while listening
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1. Techniques to identify key points from listening 2.2. Context and details from listening 2.3. Comprehension skills necessary to address customer's needs
3. Underpinning Skills	3.1. Summarising from listening 3.2. Writing context from listening 3.3. Taking notes simultaneously while listening 3.4. Using comprehension skills to interpret work instructions
4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1. Workplace (actual or simulated) 5.2. Presentation 5.3. Material List 5.4. Laptop / Computer 5.5. Projector 5.6. Internet connections for online research, reference and assessments

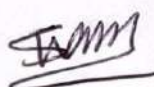| 6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1. Written test 6.2. Demonstration 6.3. Oral questioning
7. Context of Assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

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Unit Code and Title	OSU07I14L2V1: Practice Nuances of Medical Scribe
Nominal Hours	20 Hours
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to practice nuances of medical scribe. It specifically includes – interpret medical vocabulary; identify common medications, anatomical terms and common medical phrases; and demonstrate writing concise diagnostic notes.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables
1. Interpret medical vocabulary	1.1. Abbreviation for commonly used medical terms and associated processes are identified 1.2. Oral instructions are received, understood and documented properly using **medical terminology** as per set standard
2. Identify common medications, anatomical terms and common medical phrases	2.1. **Anatomical terms** and common medications are recognised as per standard 2.2. **Medical terminology** is spelt **correctly** and used in appropriate context 2.3. Vocabulary, spelling, **grammar** and punctuation are used correctly
3. Demonstrate writing concise diagnostic notes	3.1. The structure and components of a SOAP Note (medical chart) are interpreted 3.2. Common procedures are described and recognised standard note templates 3.3. Advice from **designated person** is taken with regards to medical terms and accompanying process
Range of Variables	

Variable	Range (May include but not limited to):
1. Medical Terminology	1.1. Fundamental word structure used in medical terms 1.2. Common abbreviations 1.3. Medical specialties 1.4. Causes to changes in the systems of the body 1.5. Interrelated functions of the body 1.6. Illnesses 1.7. Injuries 1.8. Diseases 1.9. Medical investigations and procedures 1.10. Pharmacological terms 1.11. Medico-legal terminology
2. Anatomical Terms	2.1. Chart of anatomy 2.2. Anatomical terms list
3. Designated person	3.1. Editor 3.2. Supervisor

Evidence Guide

The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency

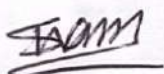|	
1. Critical aspects of Competency	Assessment required evidence that the candidate: 1.1. Used correct medical terminologies in transcribing audio files into texts 1.2. Produced accurate and complete documents using correct medical terminologies 1.3. Related medical vocabulary to specific anatomical terms 1.4. Demonstrated writing diagnostic notes
2. Underpinning Knowledge	Trainee will acquire knowledge of: 2.1. Fundamental word structure used in medical terms 2.2. Systems of the body, (e.g., skeletal, respiratory, cardiovascular) 2.3. Basic medical terminology 2.4. Advanced medical terminology 2.5. Organisation's policy and procedure requirements 2.6. Human anatomy 2.7. Human physiology

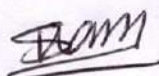|	
	2.8. Fundamental nature of a disease process, signs, symptoms and methods of treatment 2.9. Common medical conditions 2.10. Medical investigations and procedures 2.11. Injuries 2.12. Common abbreviations for medical and pharmacological terms, (e.g. BCG, HRT) 2.13. Common medications 2.14. Commonly used medical equipment and instruments 2.15. Laboratory testing methods 2.16. Diagnostic and surgical procedures 2.17. Laboratory values and significance 2.18. Medico-legal terminology 2.19. The techniques of writing a diagnostic note
3. Underpinning Skills	3.1. Spelling medical vocabulary as per rule 3.2. Relating medical vocabulary to specific anatomical terms 3.3. Demonstrating writing diagnostic notes 3.4. Demonstrating proofreading and editing skills 3.5. Correcting grammar and punctuations
4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1. Workplace (actual or simulated) 5.2. Presentation 5.3. Material lists 5.4. Computer and peripherals for examinations, presentations and learning management 5.5. Appropriate software for phone simulations, oral drills, online assessments, etc. 5.6. Internet connections for online research, reference and assessments

6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1. Written test 6.2. Demonstration 6.3. Oral test
7. Context of Assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

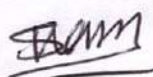Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of any NTVQF qualification. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	OSU08I08L2V1: Perform Correct and Fast Typing
Nominal Hours	**50 Hours**
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to perform correct and fast typing. It specifically includes – perform typing with software at work; demonstrate expertise in touch-typing; and apply shorthand skills at work.
Elements of Competency	**Performance Criteria** **Bold and Underlined** terms are elaborated in the Range of Variables
1. Perform typing with software at work	1.1. Necessary typing software is recognised correctly 1.2. Typing with software is performed at work
2. Demonstrate expertise in touch-typing	2.1. Typing is performed with a speed of 30–60 wpm 2.2. Error-free touch-typing is demonstrated with accuracy of 95%
Range of Variables	
Variable	**Range** (May include but not limited to):
1. Shorthand	1.1. Common shorthand options list

Evidence Guide
The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.

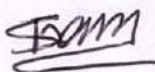| 1. Critical aspects of Competency	Assessment required evidence that the candidate: 1.1. Performed typing with software at work with accuracy of 95% 1.2. Demonstrated error-free touch-typing at a speed of 30–60 wpm 1.3. Applied shorthand notes at work effectively

2. Underpinning Knowledge	Trainee will be acquiring knowledge of: 2.1. Different typing software 2.2. Instructions of touch-typing 2.3.
3. Underpinning Skills	3.1. Performing typing with software at work 3.2. Demonstrating error-free, fast touch-typing 3.3.
4. Underpinning Attitudes	4.1. Commitment to occupational health and safety 4.2. Promptness in carrying out activities 4.3. Sincere and honest to duties 4.4. Environmental concerns 4.5. Eagerness to learn 4.6. Tidiness and timeliness 4.7. Respect for rights of peers and seniors in workplace 4.8. Communication with peers and seniors in workplace
5. Resource Implications	The following resources must be provided: 5.1. Workplace (actual or simulated) 5.2. Presentation 5.3. Material lists 5.4. Computer 5.5. Projector 5.6. Typing software
6. Methods of Assessment	Methods of assessment may include but not limited to: 6.1. Written test 6.2. Demonstration 6.3. Oral Questioning
7. Context of Assessment	7.1. Competency assessment must be done in a training centre or in an actual or simulated work place after completion of the training module 7.2. Assessment should be done by NSDA certified assessor

Accreditation Requirements

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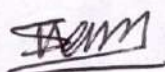===========================XXXXXXXXXXXXXXX===========================

Experts Involved

Industry Experts who provided their valuable inputs to construct this Competency Standard (Jan 2017 – Mar 2017):

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Mr. Shorab Sabbir	BACCO	Co-ordinator Job placement and Development
Mr. Md. Jahangir Nobi	Digicon	Head of Human Resources
Mr. A F M Moniruzzaman	SSL	Manager
Mr. Uttam Kumar Basak	Si2	Co-ordinator
Mr. Abhijit Bhattacharjee	Si2	Medical Scribe Trainer
Mr. Md. Mosaddaq Hossain	Si2	Executive, ICT
Ms. Naureen Sabah Ahmed	Si2	English language Trainer
Mr. Benjamin Bradley	Augmadix, USA	Training Specialist
Ms. Erin Serran	Augmadix, USA	Head of Clinical Operations Quality and Training
Ms. Rashmi Mehra	British Council SEIP-SD03	International Consultant and Acting Team Leader
Mr. Mahbub Ul Huda	BC SEIP SD03	National Subject Matter Consultant – IT Sector
Mr. Syed Nasir Ershad	SEIP	AEPD (Public-1)
Mr. Md Ahsan Habib	SEIP	TVET Specialist
Mr. Mohiuzzaman	SEIP	Course Specialist

Working Group

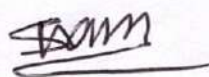Working Group formation and Competency Standard Development Workshop participants (23rd Mar 2017):

Name	Organization	Designation
Ms. Naureen Sabah Ahmed	Si2	English language Trainer
Mr. Armina Hoq	AUGMEDIX	Partner Relationship Manager
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Mr. Md. Ahsan Habib	SEIP	TVET Specialist
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Ms. Rashmi Mehra	BC SD03 Project	International Consultant for Development of CBLM
Mr. Mahbub Ul Huda	BC SD03 Project	National Subject Matter Consultant IT Sector
Mr. Syed Nasir Ershad	SEIP	AEPD (Public-1)
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Mr. Mohiuzzaman	SEIP	Course Specialist

Validation Workshop

Competency Standard Validation Workshop participants (05th Apr 2017):

Name	Company	Job Position
Mr. Ahmadul Hoq	ISC IT	Vice Chairman
Lt. Col. Md. Mahtabul Haq, psc (Retd.)	SEIP BACCO Project	Chief Coordinator
Ms. Naureen Sabah Ahmed	Si2	English language Trainer
Ms. Armina Hoq	AUGMEDIX	Partner Relationship Manager
Dr. Md. Shah Alam Mojumder	BTEB	Specialist (Course Accreditation)

Ms. Rashmi Mehra	BC SD03 Project	International Consultant for Development of CBLM
Mr. Mahbub Ul Huda	BC SD03 Project	National Subject Matter Consultant IT Sector
Mr. Syed Nasir Ershad	EPD, Finance Division, Ministry of Finance.	Member
Mr. Mohiuzzaman	Course Specialist, SEIP, Finance Division, Ministry of Finance.	Member

Validation of Competency Standard by Standard and Curriculum Validation Committee (SCVC)

The Competency Standards for National Skills Certificate in **Medical Scribing, NTVQF L-III** Qualification is validated by SCVC on 11 November 2019 and approved by NSDA.

Respectable members of the SCVC:

	Medical Scribing, Level - III	
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2	Mohammad Rezaul Karim, Additional Secretary, Member(Skills Standard & Certification), NSDA	Chief Guest
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This Competency Standard for **Medical Scribing** is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order for individuals who graduated through the established standard via competency-based assessment to be suitably qualified for a relevant job.

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