Qualification Handbook

2025

Qualification Pack – Nurse Manager (IGNOU/QNM101)

Sector - Healthcare
Sub Sector – Administrator Hospital (Nursing)
Occupation – Nurse Manager
NQR Code – QG-5.5-HE-03258-2024-V1-IGNOU
QP Code – IGNOU/QNM101/V1.0
NSQF Level – 5.5

School Of Health Sciences
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Nurse Manager (Qualification Pack)

Introduction

After completing the Qualification pack participants will be able to: Apply the management principles and elements of management in day-to-day supervision and management of nursing services in clinical and non-clinical areas, public health units, and education institutions. Will collaborate with support services and departments to provide various ancillary and support services for smooth functioning of ward/department. Participate in selection, recruitment, supervision, training of nursing officers, Plan organise staff development activities and participate as team member in various committees. Nurse manager will be able to manage resources and indent in ward. Participate in quality assurance activities, nursing audit, NABH activities and take care of patient safety issues. As accreditation is very crucial and nursing services are crucial part of hospital nurse manager will learn about nursing excellence standards and implement in hospital.

Nurse Manager Job Role QP is essential because responsibilities of nurses are increasing over time and nurse manager needs to be involved in decision making, planning, establishing procedures, be a team member for quality assurance, accreditation and involved in patient safety. This is supported by various studies, national and international reports. Therefore Nurse Manager QP is designed and developed which will enhance managerial skills of nurse managers at national and international level.

Note It is approved in NSQC 40th meeting dated 22-10-2024 at Level 5.5 as per NCVET guidelines.

Healthcare Sector

Healthcare sector in India is a complex sector where public sector (Government), private sector and non-government organisations play crucial role in providing quality comprehensive services to people. Government had made various efforts to achieve universal health coverage and sustainable development goals (Goal 3). With the advancement of knowledge and technology healthcare sector is advancing very fast. Managing healthcare sector is a challenge for medical and nursing managers and administrators. As we know healthcare management is a growing occupation in health industry and one of the major workforce in healthcare industry are nurses. They provide care to patient's in 3 shifts and manage various departments and wards. Nurses need to have basic knowledge and skills to manage the wards and departments. It is important to understand that knowledge and skills related to healthcare management helps the nurse manager to plan, direct, coordinate, provides leadership and give direction to nursing department/services so that quality patient care is provided and smooth coordination with various departments can be achieved. As we know healthcare organisation is an complex institution it needs dynamic leader who can lead the nursing department/services at various levels, supervise the staff especially at first level and coordinate with utility and support departments so that patients, relatives and staff are satisfied. Nurse Manager at first level plan, organise, direct, supervise, coordinate services, resources and staff at ward/department level. Responsible for day to day supervision, monitoring,

reporting and handling conflicts and finding solutions to handle the problems.

Qualification Pack – Nurse Manager at NSQF Level 5.5 will help you to understand healthcare sector, policies, finance, changing role of hospital, consumer behaviour, basics of management and apply the principles and elements of management in day to day work to lead, coordinate and manage resources and understanding change in organisation behaviour and culture as a nurse manager (ward in-charge).

Outcomes

The broad outcomes of QP are to:
- Describe basic concepts and elements of management.
- Discuss the planning and management of health care services in India and trends in hospital.
- Visit hospital with checklist for observation of services, supplies, equipment, strengthens and areas for improvement.
- Describe challenges faced by nurses in handling patients as consumers and their rights and responsibilities.
- Plan role play for patients and relatives on their responsibilities and duties.
- Describe the use of technology in health (digital health) and HIMS in hospital.
- Visit Registration counter and MRD and observe documentation.
- Explain the role of nurse manager in management of clinical services in hospital and challenges faced by nurse manager.
- Discuss the role of nurse manager in coordination with support and utility services departments and challenges faced by nurse manager.
- Describe management and coordination with public health services and educational institutions.
- Make a checklist for management of epidemic.
- Describe the recruitment and selection process of nurses.
- Make formats and checklist for recruitment, selection of nurses.
- Collect advertisement and comment and make a advertisement for your hospital for recruitment of nurses.
- Plan a role play on selection process of nurses.
- Explain supervision and tools and techniques used for supervision.
- Make various formats supervision activities
- Analyse the need for performance appraisal.
- Fill performance appraisal format and give comments.
- Plan for organizing induction and on the job training for nursing staff. Make proposal, formats and schedule with budget.
- Explain need for duty roaster in ward and principles to be kept in mind.
- Make a duty roaster for one department for one month.
- Describe need for handing over in each shift.
- Write hand over report in 3 shifts.
- Explain inventory control system in hospital (drugs, equipment and other supplies) and procedure for indent and storage.
- Explain concepts of quality assurance and accreditation of hospital and role of nurse manager.
- Prepare plan and formats for quality assurance.
- Describe components of patient safety, anti-microbial resistance and national patient safety framework by GOI
- Prepare patient safety checklist
- Describe employability skills • Enhance the candidate's employability skills.

Entry Qualification and Relevance Experience and Age

Completed 3 years of UG Diploma (General Nursing and Midwifery – GNM) with 3 years of experience and registered as RNRM
    Or
Completed 4 years of UG Degree (B.Sc. Nursing) with 2 years of experience and registered as RNRM

Age

23 years

Target Group

In-Service Nurses – Registered in State Councils as RNRM

Duration of Programme

6 Months

Medium of Instruction

English

Programme Fee

Rs. 8000/- Full Programme (Subject to any change)
Registration Fee and Exam Fee is not included in this, it will be as per university norms

Number of Seats

50 per study center (In case more than 50 learners in a particular LSC merit will be made as per GNM/BSCN marks)

Programme Structure – 20 Credits (600 Hours)

NOS Title	Theory Contact Sessions Hours	Practical Activities Hours	OJT Hours
IGNOU/N0101/V1.0 - Introduction to Health and Hospital Management	60	60	60
IGNOU/N0102/V1.0 – Nursing Management in Hospital, Public Health Services and Educational Institutions	60	60	60
IGNOU/N0103/V1.0 - Management of Resources and Quality Assurance	60	60	60
DGT/VSQ/N0102/V1.0 - Employability Skills	60	00	00
Total	240 (6 credits) 15 hours contact sessions each NOS	180 (6 credits) 60 hours practical hours at study center each NOS	180 6 credits) 60 hours OJT at work place each NOS

Details of theory and practical hours given in participant handbook and facilitator guide

Theory

S. No.	Title – NOS	No. of Assignments
1	IGNOU/N0101/V1.0 - Introduction to Health and Hospital Management	2
2	IGNOU/N0102/V1.0 – Nursing Management in Hospital, Public Health Services and Educational Institutions	2
3	IGNOU/N0103/V1.0 - Management of Resources and Quality Assurance	2
4	DGT/VSQ/N0102/V1.0 - Employability Skills	NA

Online Counselling sessions. 75 percent attendance is compulsory.

Assignment - Submission of assignments by participants is compulsory before theory term end examination.

Activities will be conducted in hospital by the facilitator.

Submission of log book by participants is compulsory to facilitator before final practical examination.

On the Job Training (OJT

Offline - 100 percent attendance is compulsory.

On the Job Training (OJT) at work place/hospital under the senior nurse manager/ward un-charge.

Modules Summary – Compulsory / Mandatory Modules

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NSQF Level	Credits as per NCrF	Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable) Th. 100	Weightage (%) (if applicable) Pr. 100
						Training Duration (Hours)					Assessment Marks						
1.	Introduction to Health and Hospital Management	IGNOU/ N0101 V 1.0	Core	5.5	6	60	60	60	00	180	100	80	00	20	200	30:70	50:50
2.	Nursing Management in Hospital, Public Health Services and Educational Institutions	IGNOU/ N0102 V 1.0	Core	5.5	6	60	60	60	00	180	100	80	00	20	200	30:70	50:50
3.	Management of Resources and Quality Assurance	IGNOU/ N0103 V 1.0	Core	5.5	6	60	60	60	00	180	100	80	00	20	200	30:70	50:50
4.	Employability Skills	DGT/VSQ/N0102/V1.0	Core	5.5	2	60	00	00	00	60	25	00	00	00	25	100	NA
Duration (in Hours) / Total Marks					20	240	180	180	00	600	325	240	00	60	625		

List of Tools/Equipment required in Hospital or College or School of Nursing

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Table. Chair		01 each
2	Log Book for visit report, Formats, Checklist	As per format provided	150 each
3	Chart papers for rotation plan	Different colours	150 each
4	Different colour sketch pens	Different colours	150
5	Stationary items – Pen pencil, eraser, sharpener, ruler, full scape paper, register, white board pen, board duster		
6	White Board	One with stand	02
7	Flip charts for writing	Plain and ruled	4

Classroom Aids – In hospital or Nursing teaching Institution

The aids required to conduct sessions in the classroom are:

Classroom with Projector, pen drive

Laptop / Computer

Screen, pointer

Stationary

Smart Boart / White Board, material, samples of documents, reports, registers, rotation plan, advertisement etc.

Public Addressing System/Mikes

Blended Learning

	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge	LCD, Projector, Laptop, MSOffice, Whiteboard, Markers, Wi-fi connectivity	00:100
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	LCD, Projector, Laptop, MSOffice, Whiteboard, Markers, Wi-fi connectivity	100:00
3	☐Showing Practical Demonstrations to the learners	LCD, Projector, Laptop, MSOffice, various tools and software, computer camera, computer speakers, wi-fi connectivity	
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Practical's offline in hospital or study center, computer, laptop, projector, Wi-fl	
5	☐Tutorials/ Assignments	Tutorial and Assignments at LMS (Google classroom) Wi-Fi, Internet connectivity, electricity and back-up supple, Laptop, Computer and Practice offline	00:100
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Continues / Internal assessment Online – Wi-Fi, Internet connectivity, electricity and back-up supple, Laptop, Computer / Final Examination Offline – Question paper	30:70 Theory NOS 1,2,3; NOS 4 100 50:50 Practical
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Activities in hospital/health Centre – OJT	100:00

NOS Details

NOS Details (Details in Model Curriculum)

NOS and Module Details	Theory Duration Online	Practical Duration F2F - Offline	On-the-Job Training Duration F2F - Offline	Total Duration
IGNOU/N0101/V1.0 **Introduction to Health and Hospital Management** **NSQF Level – 5.5**	**60:00**	**60:00**	**60:00**	**180:00**
Module 1 – Basic Concepts of Management	12:00			
Module 2 – Functions of Management	12:00			
Module 3 – Planning and Management of Health Care Services	12:00			
Module 4 – Trends in Hospital Management	12:00			
Self-Study	12:00	60:00	60:00	
IGNOU/N0102/V1.0 **Nursing Management in Hospital, Public Health Services and Educational Institutions** **NSQF Level – 5.5**	**60:00**	**60:00**	**60:00**	**180:00**
Module 5 – Management of Nursing Department	12:00			
Module 6 – Management of Clinical Services	12:00			
Module 7 – Coordination with Support and Utility Services	12:00			
Module 8 –Management of Public Health Services and Education Institution	12:00			
Self-Study +Tutorial	12:00	60:00	60:00	
IGNOU/N0103/V1,0 **Management of Resources and Quality Assurance** **NSQF Level – 5.5**	**60:00**	**60:00**	**60:00**	**180:00**
Module 9 – Management Staff	12:00			
Module 10 – Management of Inventory, Equipment and Supplies	12:00			
Module 11 – Basics on Quality Assurance and Accreditation	12:00			
Module 12 – Basics of Patient Safety	12:00			
Self-Study +Tutorial	12:00	60:00	60:00	
DST/VSQ/N0102.V1.0 **Employability Skills NOS**	**60:00**	**00:00**	**00:00**	**60:00**
Module 13 - Employability Skills				
Total Duration	**240:00**	**180:00**	**180:00**	**600:00**

Module Details

Introduction to Health and Hospital Management

Module 1 – Basic Concepts of Management
Module 2 – Functions of Management
Module 3 – Planning and Management of Health Care Services
Module 4 – Trends in Hospital Management

Mapped to - IGNOU/N0101/V1.0

Terminal Outcomes:

- Describe basic concepts and elements of management
- Discuss the planning and management of health care services and trends in hospital
- Visit hospital with checklist for observation of services, supplies, equipment, strengthens and areas for improvement

Duration:60:00	Duration:60:00
Theory–Key Learning Outcomes	**Practical–Key Learning Outcomes**
Module 1	
- describe basic concepts of management - apply principles of management in nursing management - review management approaches, techniques and skills - analyse the role of nurse manager	
Module 2	
- describe elements of management - apply elements of management in hospital and nursing department	
Module 3	
- review national health planning and health financing - compare health care delivery system at Centre and State level as recommended by MOHFW, GOI - analyse health data and health problems in India - review history of nursing in India - analyse trends and future need of nursing in India - critically analyse the role of nursing councils, nursing associations and commission in India	
Module 4	
- describe changing role and structure of hospital - interpret hospital policies and policies in nursing department - analyse need of nurse manager to participate as team member in various committees - analyse legal Acts and rules to implement in hospital - explain consumer behaviour and challenges to solve conflicts - analyse need of information technology in providing quality, cost effective nursing care - compare and present the paper base information	- review observation checklist and visit the hospital, list the services, routine of hospital, equipment, supplies, work and patient flow, facilities for patients, waste management, infection control practices, various committees and role of nurse manager, policies of hospital and nursing department, bottlenecks and identify areas in hospital requiring further strengthening or improvement - plan a session to educate patients about their rights and responsibilities

system with computerized information system (EHR)	• visit registration counter and medical record room for maintenance of manual and electronic records

Classroom Aids:

- White/Black board and White Board Pen, chalk, duster
- Projector, Screen, Pointer
- Digital Presentation - Computer/ Laptop / Pen drive
- Public Addressing System
- Hand / Collar mike

Tools, Equipment and Other Requirements

- Log Book – Checklist
- White Coat
- TV Screen in OPD/Ward / Mike
- Posters, sketch pens various colours

	Introduction to Health and Hospital Management IGNOU/N0101/V1.0 Theory 2 Credits Practical 2 Credits OJT 2 credits Contact sessions, Self Study, Goggle Classroom, OERs, PPTs, Links, Gyan Darshan Sessions, Assignments, YouTube, social media	Hours	Hours
		Theory C1	Practical P1
	Module 1 – Basic Concepts of Management	15	00
1	Significance and Principles of Management	04	00
2	Management Approaches	02	00
3	Management Techniques, Styles and Skills	04	00
4	Nursing Management and Leadership Training	02	00
	Self-Study	03	00
	Module 2 – Functions of Management	15	00
5	Planning	04	00
6	Organizing and Staffing	02	00
7	Directing and controlling	02	00
8	Financial Management and Reporting	04	00
	Self-Study	03	00
	Module 3 – Planning and Management of Health Care Services	15	00
9	National Health Planning and Health Financing in India	04	00
10	Health Care Delivery System in India	02	00
11	Health Scenario of India and National Health Programmes	02	00
12	History and Future of Nursing in India	02	00
13	Role of Nursing Councils, Commission and Associations	02	00
	Self-Study	03	00
	Module 4 - Existing Trends in Hospital Management	15	60
14	Structure and Role of Hospital	04	22
15	Hospital Policies and Committees	02	00
16	Legal Aspects in Health Care	02	00
17	Consumer Behaviour and Patient Rights	02	08
18	Digital Health	02	10
	Self-Study	03	00
	Group Work and Presentation	00	10
	Internal Assessment		
	TOTAL HOURS	**60**	**60**
	Counselling Hours for Theory Sessions and Practical Contact Hours for Presentation	**Theory Counselling Hours 48 (16 hours contact sessions) Self-Study +Tutorial 12 hours = 60 hours**	**Practical Activities and Presentation 60 Hours OJT60 hours**

Practical

Activity 1 - Observation Visit to Hospital – Using Checklist – Review checklist

Registration, OPD, IPD, Causality, Operation Throater, labour Room, Nursery, various support and utility departments, stores, kitchen, MRD etc.

Services provided, staff, routine, work flow, patient flow, equipment, supplies, facilities for patients, waiting time, waste management, infection control practices, various committees and role of nurse manager, policies of hospital and nursing department, bottlenecks, identify areas in hospital requiring further strengthening or improvement

Activity 2 – Plan and organise talk for patients and relatives regarding their rights and responsibilities in the hospital

Activity 3– Visit to hospital registration counter and medical record department and compare computerised (EHR) and manual record keeping

Nursing Management in Hospital, Public Health Services and Educational Institutions

Module 5 – Management of Nursing Department
Module 6 – Management of Clinical Services
Module 7 – Coordination with Support and Utility Services
Module 8 – Management of Public Health Services and Education Institution

Mapped to - IGNOU/N0102/V1.0

Terminal Outcomes:

- Analyse the needs, priorities for quality patient care and make a plan for nursing department, plan recruitment and selection of nurses and plan supervision with checklist
- Explain the role of nurse manager in management of clinical services in hospital and challenges faced by nurse manager
- Discuss the role of nurse manager in coordination with support and utility services departments and challenges faced by nurse manager
- Make various formats and checklist for recruitment, selection of nurses and supervision activities
- Describe management and coordination with public health services and educational institutions

Duration:60:00	Duration:60:00
Theory–Key Learning Outcomes	**Practical–Key Learning Outcomes**
Module 5	
- assessment of needs, priorities of nursing department - participate in planning recruitment process of nurses - describe selection criteria for nurses - describe concepts of supervision - analyse type of supervision and changing concepts - explain importance of performance appraisal - analyse the challenges faced by nurse manager in filling performance appraisal form - explain importance of performance appraisal - analyse the challenges faced by nurse manager in filling performance appraisal form	- formulate draft advertisement for staff recruitment for nursing department - draft selection criteria and interview process for selection of nursing officers - make supervision plan, SOPs and formats and supervise staff in ward and analyse the supervision data and plan activities - fill the performance appraisal performa of nurses and appraise staff about performance appraisal
Module 6	
- review the admission, discharge policies - describe the norms for clinical services in the ward - describe need for ward rounds - explain the points to keep in mind for	- plan nursing round with nursing staff and then plan to organize meeting with nursing staff - write 3 shift handing over report

writing 3 shift report and analyse it with census • describe need for organizing meeting with nursing staff • discuss the challenges faced by nurse manager in managing clinical services in ward	
Module 7	
• explain the need for coordinating with support and utility departments in the hospital • identify the challenges faced by nurse manager in coordination with various departments • describe the role of nurse manager in coordination with support and utility departments	• plan meeting for the collaboration with support and utility services
Module 8	
• describe need to participate as a team member in coordinating with district health services • explain need to participate as a team member in planning disaster management activities • discuss role of a nurse manager as a team member in advocacy meeting • identify the challenges faced by nurse manager in coordination with public health services • review the rotation plan of students with tutor • post and supervise nursing students in the ward • describe role of nurse manager in coordinate with nursing teaching institutions for placement and teaching students • identify the challenges faced by nurse manager in coordination with educational institutions	• make a checklist for management of epidemic to submit to district public health nurse

Classroom Aids:
• White/Black board and White Board Pen, chalk, duster • Projector, Screen, Pointer • Digital Presentation - Computer/ Laptop / Pen drive • Public Addressing System • Hand / Collar mike

Tools , Equipment and Other Requirements

- Log Book – Checklist
- White Coat
- TV Screen in OPD/Ward / Mike
- Posters, sketch pens various colours

			Hours
	Nursing Management in Hospital, Public Health Services and Educational Institutions **IGNOU/N0102/V1.0** **Theory 2 Credits** **Practical 2 Credits** **OJT 2 Credits** **Contact sessions, Self Study, Goggle Classroom, OERs, PPTs, Links, Gyan Darshan Sessions, Assignments, YouTube, social media**		
		Theory C1	Practical P1
	Module 5 – Management of Nursing Department	15	25
1	Planning Nursing Services	02	00
2	Recruitment and Selection	04	08
3	Supervision	04	06
4	Performance Appraisal	02	06
	Self-Study	03	00
	Presentation	00	05
	Module 6 – Management of Clinical Services	15	08
5	Management of OPD Services	02	00
6	Management of IPD Services	02	00
7	Management of Critical Care Units	02	00
8	Management of Labour Room and Nursery	02	00
9	Management of Operation Theatre	02	00
10	Management of Trauma Centre	02	00
	Self-Study	03	00
	Presentation	00	05
	Module 7 – Coordination with Support and Utility Services	15	06
11	**Unit 1 – Coordination with Laundry, CSSD**	03	00
12	**Unit 2 – Coordination with Kitchen, Security**	03	00
13	**Unit 3 – Coordination with Pharmacy and Stores**	03	00
14	**Unit 4 – Coordination with Blood Bank, Laboratory, Radiology Departments**	03	00
	Self-Study	03	00
	Presentation	00	05
	Module 8– Block 4 –Management of Public Health Services and Education Institution	15	06
15	**Unit 1 – Management of Ayushman Arogya Mandir (H&WC)**	03	00
16	**Unit 2 – Management of Epidemics**	03	00
17	Unit 3 – Management of Education Institution and Faculty	03	00
18	**Unit 4 – Management of Students and Learning Experiences**	03	00
	Self-Study	03	00
	Presentation	00	05
	Internal Assessment		
	TOTAL HOURS	**60**	**60**
	Counselling Hours for Theory Sessions and Practical Contact Hours for Presentation	**Theory Counselling Hours 48 (16 hours contact sessions) Self-Study 12 hours +Tutorial = 60 hours**	**Practical Activities and Presentation 60 Hours OJT60 hours**

Practical

Activity 1 – Prepare a draft advertisement for staff recruitment for nursing department

Activity 2 - Draft selection criteria and interview process for selection of nursing officers

Activity 3 - Make supervision plan, SOPs, formats, supervise and analyse the supervision data and plan activities

Activity 4 - Fill the performance appraisal performa of nurses and appraise staff about performance appraisal

Activity 5 - Plan nursing round with nursing staff and then plan to organize meeting with nursing staff

Activity 6 - Write 3 shift handing over report

Activity 7 - Plan meeting for the collaboration with support and utility services

Activity 8 - Make a checklist for management of epidemic to submit to district public health nurse

Management of Resources and Quality Assurance

Module 9 – Management of Staff
Module 10 – Management of Inventory, Equipment and Supplies
Module 11 – Quality Assurance and Accreditation
Module 12 – Basics of Patient Safety

Mapped to - IGNOU/N0103/V1.0

Terminal Outcomes:
- Describe need, importance of management of nursing staff
- Plan and organize induction and on the job training for nursing staff
- Describe the concepts of inventory control, logistics management
- Visit store and purchase department
- Explain concepts of quality assurance and accreditation of hospital and role of nurse manager
- Describe components of patient safety, anti-microbial resistance and national patient safety framework by GOI

Duration:60:00	Duration:60:00
Theory–Key Learning Outcomes	**Practical–Key Learning Outcomes**
Module 9	
- describe the concepts related to staff management - describe the points to keep in mind for making a rotation plan for staff in the ward - describe the need for induction training and on the job training of staff	- make a duty roster for staff in the ward/unit - make a training calendar for nursing staff training - plan for organise induction and on the job training in hospital/health center – programme, budget, formats and proposal and design feedback form for evaluation of training and documentation
Module 10	
- explain concepts related to inventory control - describe various methods of inventory control - discuss the role of nurse manager in inventory control - explain concepts of logistics management - describe the procedure of indenting the drugs, equipment and supplies - discuss the role of nurse manager in receipt, storage, condemnation and record maintenance of drugs, equipment and supplies - describe importance of record and report keeping - list various records and reports maintained in the ward/unit	- visit store and purchase officer and write procurement procedure of drugs and equipment - collect various samples of records and reports and paste in log book
Module 11	
explain concepts related to quality and quality assurance, standards in healthcare	prepare checklist for quality assurance in the ward/department

institution and nursing • describe the accreditation guidelines for Nursing Excellence as per NABH • explain the process of quality assurance and nursing audit • list the various tools used for quality assurance • discuss the role of nurse manager in quality assurance. Nursing audit/accreditation	
Module 12	
• describe components of patient safety • explain process of assessment of patient safety • describe concepts related to anti-microbial resistance • describe the National Patient Safety Implementation Framework by GOI	• prepare a checklist for visit to ward/s for patient safety component/s

Classroom Aids:

- White/Black board and White Board Pen, chalk, duster
- Projector, Screen, Pointer
- Digital Presentation - Computer/ Laptop / Pen drive
- Public Addressing System
- Hand / Collar mike

Tools , Equipment and Other Requirements

- Log Book – Checklist
- White Coat
- TV Screen in OPD/Ward / Mike
- Posters, sketch pens various colours

	Management of Resources and Quality Assurance IGNOU/N0103/V1.0 Theory 2 Credits Practical 2 Credits OJT 2 Credits Contact sessions, Self-Study, Goggle Classroom, OERs, PPTs, Links, Gyan Darshan Sessions, Assignments, YouTube, social media		Hours
		Theory C1	Practical P1
	Module 9 – Management of Human Resource	15	18
1	Unit 1 – Introduction to Human Resource Management	04	00
2	Unit 2 – Basics of Duty Roster of Nurses	02	00
3	Unit 3 – Assessment and Planning Staff Development Programme	02	00
4	Unit 4 – Organising and Implementing Training Programme	04	00
	Self-Study	03	00
	Presentation	00	05
	Module 10 – Management of Inventory, Equipment and Supplies	15	06
5	Unit 1 – Basics of Inventory Control	02	00
6	Unit 2 – Concepts of Logistic Management	04	00
7	Unit 3 – Procedure of Indent and Storage of Equipment and Supplies	04	00
8	Unit 4 – Challenges faced by Nurse Manager in management of logistics	02	00
	Self-Study	03	00
	Presentation	00	05
	Module 11 – Basics of Quality Assurance and Accreditation	**15**	06
9	**Unit 1 — Introduction to Quality Assurance and Accreditation**	02	00
10	**Unit 2 – Standards in Hospital and Nursing**	04	00
11	**Unit 3 – Nursing Audit**	02	00
12	**Unit 4 –Nursing NABH Excellence Standards and Role of Nurse Manager**	04	00
	Self-Study	03	00
	Presentation	00	05
	Module 12 – Basics of Patient Safety	15	10
13	**Unit 1 –Introduction to Patient Safety**	02	00
14	**Unit 2 – Patient Safety Assessment**	02	00
15	**Unit 3 – Anti-Microbial Resistance**	04	00
16	**Unit 4 – National Patient Safety Implementation Framework**	04	00
	Self-Study	03	00
	Presentation	00	05
	Internal Assessment		
	TOTAL HOURS	**60**	**60**

Counselling Hours for Theory Sessions and Practical Contact Hours for Presentation	Theory Counselling Hours 48 (16 hours contact sessions) Self-Study 12 hours + Tutorial = 60 hours	Practical Activities and Presentation 60 Hours OJT60 Hours

Practical

Activity 1 - Make a duty roster for staff in the ward/unit for one month

Activity 2 - Make a training calendar for nursing staff training

Activity 3 - Plan for organise induction and on the job training in hospital/health center, programme, budget, formats and proposal and design feedback form for evaluation of training and documentation

Activity 4 - Visit store and purchase officer and write procurement procedure of drugs and equipment

Activity 5 - Collect various samples of records and reports and paste in log book

Activity 6 - Prepare checklist for quality assurance in the ward/department

Activity 7 - Prepare a checklist for visit to ward/s for patient safety component/s

Module 4: Employability Skills

Terminal Outcomes:

- Describe employability skills.
- Enhance the candidate's employability skills.

Mapped to – DGT/VSQ/NO102/V1.0

Module Curriculum adopted from NCVET 60 Hours Module

S. No	Module Name	Duration (hours)	Assessment Marks
	Module 13		
1.	Introduction to Employability Skills	1.5	2
2.	Constitutional values – Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	2.5	2
4.	Basic English Skills	10	2
5.	Career Development & Goal Setting	2	2
6.	Communication Skills	5	2
7.	Diversity & Inclusion	2.5	2
8.	Financial and Legal Literacy	5	2
9.	Essential Digital Skills	10	2
10.	Entrepreneurship	7	3
11.	Customer Service	5	2
12.	Getting Ready for Apprenticeship & Jobs	8	2
	Total	**60 (12 hours contact sessions)**	**25**

Module 13	Module Name	Duration Hours
Employability Skills Introduction to Employability Skills Constitutional values – Citizenship Becoming a Professional in the 21st Century Basic English Skills Career Development & Goal Setting Communication Skills Diversity & Inclusion Financial and Legal Literacy Essential Digital Skills Entrepreneurship Customer Service Getting Ready for Apprenticeship & Jobs	discuss the Employability Skills required for jobs in health industry list different learning and employability related GOI and private portals and their usage	1.5
	explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen show how to practice different environmentally sustainable practices.	1.5
	discuss importance of relevant 21st century skills. exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. describe the benefits of continuous learning	2.5
	show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone read and interpret text written in basic English write a short note/paragraph / letter/e -mail using basic English	10
	create a career development plan with well-defined short- and long-term goals	2
	demonstrate how to communicate effectively using verbal and nonverbal communication etiquette. explain the importance of active listening for effective communication discuss the significance of working collaboratively with others in a team	5
	demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD discuss the significance of escalating sexual harassment issues as per POSH act.	2.5
	outline the importance of selecting the right financial institution, product, and service demonstrate how to carry out offline and online financial transactions, safely and securely list the common components of salary and compute income, expenditure, taxes, investments etc. discuss the legal rights, laws, and aids	5
	describe the role of digital technology in today's life demonstrate how to operate digital devices and use the associated applications and features, safely and securely discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely create sample word documents, excel sheets and presentations using basic features utilize virtual collaboration tools to work effectively	10
	explain the types of entrepreneurship and enterprises discuss how to identify opportunities for potential	7

	business, sources of funding and associated financial and legal risks with its mitigation plan describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement create a sample business plan, for the selected business opportunity	
	describe the significance of analyzing different types and needs of customers explain the significance of identifying customer needs and responding to them in a professional manner. discuss the significance of maintaining hygiene and dressing appropriately	5
	create a professional Curriculum Vitae (CV) use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively discuss the significance of maintaining hygiene and confidence during an interview perform a mock interview list the steps for searching and registering for apprenticeship opportunities	8
	Total	**60**

Admission Process

Admission is as per details in the common prospectus, or Online Samarth Admission Portal - https://ignouadmission.samarth.edu.in/

https://ignouadmission.samarth.edu.in/index.php/site/programme-detail?id=7fd896a1ca99792bc698801c883c27c4f225b31ddd6fbded8941bbacbb6a3a151872

Implementation of the Programme

Selection Criteria

50 seats in each Learner Support Centre (LSC). In case more than 50 learners in a particulate LSC then merit will be made based on GNM and B.Sc. marks.

Study Centre (LSC)

Learner Support Centre (LSC) will be in College of Nursing or School of Nursing or Hospital with minimum 100 beds. Theory will be online. Practicals will be offline. On the Job training offline at work place.

Study Material

Material soft copy can be downloaded from e-gyankosh at www.ignou.ac.in. From play store download IGNOU e content app for material.

Register as a student and open it with your password and download the material. Students can also watch uploaded videos at YouTube.

Induction Meeting for Learners

The induction meeting will be held in the beginning of the session at LSC. Students will receive information regarding this from Regional Centre or PIC.

Students are given orientation about the IGNOU, details of programme and activities related to contact sessions, assignments and Term End Examination etc.

Assessment

Assessment Guidelines

1. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS.
2. The assessment for the theory part will be based on the knowledge bank/papers set of questions created by the assessment body.
3. Assessment will be conducted for all compulsory NOS.
4. Assessment for theory part will be based on assignments and theory term end examination.
5. Assessment for practical part will be based on the skill assessment during contact sessions and final practical examination.
6. To pass the Qualification Pack assessment, every candidate should score a minimum of 75% of marks separately in each NOS assignments, practical activities and separately in theory and practical TEE and complete OJT for 180 hours to successfully pass the assessment and get a certificate.
7. In case of unsuccessful completion, the candidate may seek reassessment (as per policy) or re-examination (as per policy) on the Qualification Pack.

Theory

For theory course, evaluation consists of two aspects:

1. Continuous evaluation through assignments
2. Term End Examination (TEE)

- Student will submit assignment for evaluation to Academic Counsellor/Trainer at Programme Study Centre.
- Term End Examination is conducted in June and December of admission year (depending on January or July admission cycle).
- Fill online Examination Form along with the examination fee (as per norms of assessment agency) for 4 NOS. Ensure that student have submitted all the assignments for which they are appearing in TEE.

Scheme of Examination - Theory

S. No.	Course Title	Continuous Evaluation % of Weightage	TEE Duration (Hours)	Term End Examination (TEE) % of Weightage	Total Marks
1	Introduction to Health and Hospital Management IGNOU/N0101/V1.0	30	3	70	100
2	Nursing Management in Hospital, Public Health Services and Educational Institutions IGNOU/N0102/V1.0	30	3	70	100
3	Management of Resources and Quality Assurance IGNOU/N0103/V1.0	30	3	70	100
4	Employability Skills DGT/VSQ/N0102.V1.0	30	1.5	100	25

Student need to score 75 percent marks in each assignment separately and 75 percent marks in each TEE separately to complete the course successfully.

Practical

For practical course, evaluation consists of two aspects:
1. Continuous evaluation through self and supervised activities
2. Final Practical Examination

- Student will submit activities log book for evaluation to Academic Counsellor/Trainer at Centre.
- Final Practical Examination will be conducted at the Hospital where they had practical sessions and will be conducted by Internal and External examiners.
- Centre in-charge or Academic Counsellor/Trainer will inform the dates for practical examination.
- Students will carry their ID, white coat, files and material required for practical activities.

Scheme of Examination - Practical

S. No.	Course Title	Continuous Evaluation % of Weightage	Practical Examination Duration (Hours)	Practical Examination (% of Weightage	Total Marks
1	Introduction to Health and Hospital Management IGNOU/QNM0101/V1.0	50 percent	8 Hours	50 Activities and Viva Voce integrated	100
2	Nursing Management in Hospital, Public Health Services and Educational Institutions IGNOU/QNM0102/V1.0	50 percent	8 Hours	50 Activities and Viva Voce integrated	100
3	Management of Resources and Quality Assurance IGNOU/QNM0103/V1.0	50 percent	8 Hours	50 Activities and Viva Voce integrated	100

Student need to score 75 percent marks in activities log book separately, 75 percent marks in final practical examination separately to complete the course successfully.

Practical Examination will be conducted by Internal Examiner/Assessor and External Examiner/Assessor at Hospital
Student should carry their ID, White Coat, Activities log books evaluated by Academic Counsellor/Trainer

Assessment Module - Criteria for Assessment for Job Role Nurse Manager

NOS Wise Assessment

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Theory 100 marks	Practical 100 marks
1.	Introduction to Health and Hospital Management	IGNOU/N0101/V1.0	Core	5.5	6	30:70	50:50
2.	Nursing Management in Hospital, Public Health Services and Educational Institutions	IGNOU/N0102/V1.0	Core	5.5	6	30:70	50:50
3.	Management of Resources and Quality Assurance	IGNOU/N0103/V1.0	Core	5.5	6	30:70	50:50
4.	Employability Skills	DGT/VNQ/N0102/V1.0	Core	5.5	2	25	00
Duration (Theory TEE 3 hrs each and practical 8 hrs for each batch in Hours) **Total Marks**						325	300
Theory Formative assessment 30 percent and Summative Assessment 70 percent **Practical Formative assessment 50 percent and summative assessment 50 percent** **Student need to score 75 percent marks separately in each component to pass the NOS**							

On the Job Training

Terminal Outcomes:
- Apply management principles and elements in management of ward
- Apply management approached, skills and techniques in day-to-day management of ward
- Analyse the need to visit hospital to observe strengths and weak areas and find solutions to improve services
- Meet and educate patients and relatives
- Analyse staffing need and plan recruitment and selection process
- Plan and organise supervision to observe, guide and monitor
- Fill performance appraisal and give feedback to nurses
- Plan and organise nursing round and organise meetings
- Document services provided by nurses, patient census and conditions
- Coordinate with various departments and public health services to provide quality care
- Support students for clinical learning
- Participate as a team member in planning epidemic and disaster management
- Management of stores, logistics and drugs
- Demonstrate skills in management of crisis and challenging situations in ward and hospital by analysis situation and decision-making skills

180 hours at their own work place / hospital under mentor/nurse administrator carry out all activities (All activities as per 3 NOSs and posting with ANS / Ward in-charge as given in participant handbook and facilitator guide). Records the activities and get it signed by mentor/nurse administrator.

Nurse Administrator in the hospital will post the candidates for 180 hrs for administrative activities.

Log Book to be completed and signed by nurse administrators/s of various departments where you will complete activities during OJT.

Theory

For theory course, evaluation consists of two aspects:

1. Continuous evaluation through Assignments
2. Term End Examination (TEE)

Practical

For practical course, evaluation consists of two aspects:

3. Continuous evaluation through self and supervised activities
4. Final Practical Examination

Scheme of Examination

Theory

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Theory 100 marks	Theory		
							TMA Marks	TEE Marks	Total Marks
	Introduction to Health and Hospital Management	IGNOU/N0101/V1.0	Core	5.5	6	30:70	30	70	100
	Nursing Management in Hospital, Public Health Services and Educational Institutions	IGNOU/N0102/V1.0	Core	5.5	6	30:70	30	70	100
	Management of Resources and Quality Assurance	IGNOU/N0103/V1.0	Core	5.5	6	30:70	30	70	100
	Employability Skills	DGT/VSQ/N0102/V1.0	Core	5.5	2	25	NA	25	25
Duration (3 hrs TEE for NOS 1, 2, 3) Total Marks					20	325	90	235	325
Student need to score 75 percent marks separately in all the assignment and 75 percent marks separately in 4 NOS s TEE to complete the QP successfully.									

Practical

Practical Examination
50 Marks with Viva Voce
Any 2 or 3 activities selected by the examiner with viva voce
There will be internal and external examiner. External examiner will be from another institution from same state.

Number of components contains in the practical **- 3**
   a. **Practical Activities**
   b. **On the Job Training (OJT)**
   c. **Practical Term End Examination**

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/N SQF Level	Credits as per NCrF	Practical 100 marks	Practical			
							Continues		TEE	Total
							Practical Activities Marks	OJT Marks	Practical TEE Marks	Total
	Introduction to Health and Hospital Management	IGNOU/N0101 /V1.0	Core	5.5	6	50:50	25	25	50	100
2	Nursing Management in Hospital, Public Health Services and Educational Institutions	IGNOU/N0102 /V1.0	Core	5.5	6	50:50	25	25	50	100
3	Management of Resources and Quality Assurance	IGNOU/N0103 /V1.0	Core	5.5	6	50:50	25	25	50	100
Practical Examination 8 hrs each batch **Total Marks**					20	300	75	75	150	300
						Student need to score 75 percent marks in internal practical activities and OJT separately, 75 percent marks in Term End separately to complete QP successfully.				

Criteria for LSC – College of Nursing or School of Nursing or Hospital with minimum 100 Beds

Trainer Qualification and Experience

		Section 3: Training Related
1.	**Trainer's Qualification and experience in the relevant sector (in years)***(as per NCVET guidelines)*	**Theory** M.Sc. Nursing teacher with 5 years of experience Or M.Sc. Nursing with MBA in Health and Hospital Management or PG Diploma in Hospital and Health Management / Diploma in Nursing Administration with 2 years of experience or CNO or NS or DNS or ANS with M.Sc. Nursing with 5 years of administrative experience or CNO or NS or DNS or ANS with M.Sc. Nursing with Diploma in Nursing Management / Health and Hospital Management with 5 years of experience or MBA with 5 years of experience for general management courses or MD (CHA), or MD with PG Hospital and Health Management MBA (Hospital Administration) with 5 years of experience **Practical** M.Sc. Nursing teacher with 5 years of experience Or M.Sc. Nursing with MBA in Health and Hospital Management or PG Diploma in Hospital and Health Management / Diploma in Nursing Administration with 2 years of experience or CNO or NS or DNS or ANS with M.Sc. Nursing with 5 years of experience or CNO or NS or DNS or ANS with B.Sc. Nursing with Diploma in Nursing Management / Health and Hospital Management with 2 years of experience
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	PhD in Nursing or PhD in Public Health and MSc. Nursing with 6 years of teaching and administrative experience or M.Sc. Nursing teacher with 6 years of teaching experience or M.Sc. Nursing with MBA in Health and Hospital Management or PG Diploma in Hospital and Health Management / Diploma in Nursing Administration with 6 years of teaching experience or CNO or NS or DNS or ANS with M.Sc. Nursing with 6 years of administrative experience or CNO or NS or DNS or ANS with M.Sc. Nursing with Diploma in Nursing Management / Health and Hospital Management with 6 years of administrative experience or MBA or PGD in Health and Hospital Management with 6 years of administrative or teaching experience or PhD in Management and MBA with 6 years of administrative or teaching experience for general management courses or PhD in Public Health with MD (CHA), or MD with PG Hospital and Health Management with 6 years of experience or PhD in Management or MBA (Hospital Administration) with 6 years of administrative or teaching experience

3.	**Tools and Equipment Required for Training**	☒Yes ☐No (*If "Yes", details to be provided in Annexure*)
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	**Theory** M.Sc. Nursing teacher with 5 years of experience Or M.Sc. Nursing with MBA in Health and Hospital Management or PG Diploma in Hospital and Health Management / Diploma in Nursing Administration with 2 years of experience or CNO or NS or DNS or ANS with M.Sc. Nursing with 5 years of experience or CNO or NS or DNS or ANS with M.Sc. Nursing with Diploma in Nursing Management / Health and Hospital Management with 5 years of experience or MBA with 5 years of experience for general management courses or MD (CHA), or MD with PG Hospital and Health Management MBA (Hospital Administration) with 5 years of experience **Practical** M.Sc. Nursing teacher with 5 years of experience Or M.Sc. Nursing with MBA in Health and Hospital Management or PG Diploma in Hospital and Health Management / Diploma in Nursing Administration with 2 years of experience or CNO or NS or DNS or ANS with M.Sc. Nursing with 5 years of experience or CNO or NS or DNS or ANS with B.Sc. Nursing with Diploma in Nursing Management / Health and Hospital Management with 2 years of experience
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	Post Graduate and Graduate in health sector or health management sector or nursing
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	M.Sc. Nursing teacher with 6 years of teaching experience Or M.Sc. Nursing with MBA in Health and Hospital Management or PG Diploma in Hospital and Health Management / Diploma in Nursing Administration with 6 years of teaching experience and administrative experience or CNO or NS or DNS or ANS with M.Sc. Nursing / B.Sc. Nursing with PG Diploma in Hospital and Health Management / Diploma in Nursing Administration with 6 years of administrative experience or MBA with 6 years of administrative or/and teaching experience for general management courses or MD (CHA), or MD with PG Hospital and Health Management MBA (Hospital Administration) with 6 years of experience

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