



## MODEL CURRICULUM

### Panchakarma Technician

**SECTOR:** Health Care

**SUB-SECTOR:** AYUSH

**OCCUPATION:** Ayurveda Therapy

**REF ID:** HSS/ Q3601

**NSQF LEVEL:** 4



## Certificate



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## Panchakarma Technician

### CURRICULUM / SYLLABUS

#### Introduction

This curriculum is designed as per the guidelines of the National Skills Qualification Framework (NSQF) for Level 4. The Panchakarma Technician course equips learners with the knowledge and skills required to assist Ayurvedic practitioners in delivering Panchakarma treatments. The course combines theoretical knowledge with practical training to ensure holistic development.

#### Job Description

A Panchakarma Technician with a Six-month certificate course is responsible for assisting in the preparation and administration of traditional Ayurvedic Panchakarma treatments under guidance and supervision of Ayurvedic doctors and therapists. He/ She ensure that treatments are delivered according to Ayurvedic principles, maintaining a high standard of client care and safety.

#### Career Path

A Panchakarma Technician with a Six-month certificate course can work at Panchakarma/Ayurvedic Therapy Centres of Ayurveda hospitals and resorts. The willing candidate may opt for higher education in the occupation of Panchakarma Technician, i.e. Diploma in Panchakarma (Level: 05), Advanced Diploma in Panchakarma (Level: 06), B. Voc. Degree (Level: 07), Post Graduate Diploma in Panchakarma (Level: 08), M. Voc. Degree (Level: 09), and Research (Level: 10),

#### Course Duration

**Total Notional Hours:** 450

- **Theory:** 175 hours
- **Practical:** 275 hours



<b>Training Delivery Plan</b>	
<b>Program Name</b>	Panchakarma Technician
<b>Qualification Pack Name &amp; Ref. ID</b>	HSS/ Q3601
<b>Version No.</b>	v2.0
<b>Pre-requisites to Training</b>	10th Pass
<b>Training Outcomes</b>	<p><b>By the end of this program, the participants would have achieved the following competencies:</b></p> <ul style="list-style-type: none"><li>• Assist in core Panchakarma therapies.</li><li>• Understand basic Ayurvedic principles.</li><li>• Maintain hygiene and infection control.</li><li>• Handle Panchakarma tools and setup.</li><li>• Communicate effectively with patients.</li><li>• Keep accurate therapy records.</li><li>• Show ethical and professional behavior.</li><li>• Prepare oils and herbal decoctions.</li><li>• Perform supportive therapies under guidance.</li><li>• Identify contraindications and precautions.</li><li>• Plan basic Panchakarma clinic setup.</li><li>• Promote services through client care.</li></ul>



## NOS and Module Details:

Sl. No.	NOS and Module Details	Theory Duration	Practical Duration	Total Duration
1.	<b>Introduction to Ayurveda and Panchakarma</b>	40	60	100
2.	<b>Panchakarma Procedures</b>	40	60	100
3.	<b>Preparation and Administration of Ayurvedic Therapies</b>	35	55	90
4.	<b>Hygiene, Safety and Protocols</b>	30	50	80
5.	<b>Communication Skills and Customer Care</b>	15	25	40
6.	<b>Entrepreneurship and Career Development</b>	15	25	40
	<b>Total</b>	<b>175</b>	<b>275</b>	<b>450</b>

Credits	Total Notional Hours	Hours per Credit
15	450	1 Credit = 30hrs (NCrF). ABC Compliant



## Program Objectives

- To Provide Foundational Knowledge of Ayurveda and Panchakarma:** Learners will gain a clear understanding of the basic principles of Ayurveda including Tridosha theory, Dhatus, Malas, and the role of Panchakarma in preventive and therapeutic care.
- To Develop Practical Skills in Panchakarma Procedures:** The course aims to train students in performing Panchakarma therapies such as Abhyanga (oil massage), Swedana (sudation), Basti (medicated enema), Shirodhara, and other supportive therapies under supervision.
- To Impart Knowledge of Safety, Hygiene, and Infection Control:** Students will be trained in maintaining high standards of cleanliness, sterilization of instruments, waste disposal, and infection prevention protocols within the clinical environment.
- To Build Competency in Patient Handling and Communication:** The course will foster soft skills for interacting with patients respectfully and effectively, ensuring proper care and comfort before, during, and after treatments.
- To Train in Equipment Handling and Therapy Room Management:** Students will learn to operate, clean, and maintain Panchakarma instruments and prepare therapy rooms in line with AYUSH and clinical guidelines.
- To Instil Professionalism and Ethical Behavior:** The program aims to cultivate ethical practices, confidentiality, and respectful conduct while working within the AYUSH healthcare system.



## Program Outcomes

- Ability to Assist in Core Panchakarma Therapies:** On completion, students will be capable of assisting trained physicians and therapists in administering key Panchakarma treatments with precision and care.
- Understanding of Ayurvedic Concepts and Therapeutic Application:** Learners will be able to explain essential Ayurvedic principles and understand how Panchakarma is applied for detoxification and treatment of various conditions.
- Implementation of Hygiene and Safety Protocols:** Students will apply knowledge of infection control by following cleaning protocols, proper disposal of waste, and use of personal protective equipment in therapy areas.
- Proficiency in Documentation and Record Keeping:** Learners will accurately maintain patient records, therapy logs, and observation charts as per AYUSH and institutional standards.
- Effective Patient Interaction and Communication:** Graduates will demonstrate empathy and clarity while communicating with patients, explaining procedures, and responding to queries or concerns.
- Skill in Operating and Maintaining Panchakarma Equipment:** The course will enable students to manage Panchakarma tools, prepare herbal oils/pastes, and ensure equipment is safe and functional for daily use.
- Awareness of Basic Anatomy and Contraindications:** Students will recognize anatomical considerations and contraindications to ensure patient safety during Panchakarma interventions.
- Display of Ethical and Professional Conduct:** Graduates will uphold the dignity of the AYUSH profession by adhering to ethical norms, patient confidentiality, and culturally sensitive practices.



## Curriculum Structure

### Module 1: HSS/Q3601 Introduction to Ayurveda and Panchakarma (100 hours)

- **Theory (40 hours)**

- Fundamentals of Ayurveda: Tridosha, Panchamahabhutas, Sapta Dhatus.
- Introduction to Panchakarma and its significance in Ayurveda.
- Basic understanding of the human anatomy and physiology relevant to Panchakarma.

- **Practical (60 hours)**

- Case studies on the benefits of Panchakarma.
- Understanding client records and history for treatment planning.

#### Professional Competence (PC)

##### 1. Theory: Fundamentals of Ayurveda: Tridosha, Panchamahabhutas, Sapta Dhatus

1. Identify the properties of *Panchamahabhutas* (five elements) and their impact on health.
2. Classify an individual's *Prakriti* (constitution) based on *Tridosha* principles.
3. Analyze symptoms caused by imbalances in *Vata*, *Pitta*, and *Kapha* (*Tridoshas*).
4. Correlate the functions of the *Sapta Dhatus* (seven body tissues) with overall well-being.
5. Apply Ayurvedic principles to recommend dietary and lifestyle changes for balancing *Doshas*.

##### 2. Theory: Introduction to Panchakarma and its Significance in Ayurveda

6. Describe the purpose and therapeutic goals of *Panchakarma* in detoxification and rejuvenation.
7. Identify the five major *Panchakarma* therapies (Vamana, Virechana, Basti, Nasya, Raktamokshana) and their uses.
8. Discuss the importance of *Purvakarma* (preparatory measures) in enhancing the efficacy of *Panchakarma*.
9. Recognize the benefits of *Panchakarma* in preventive healthcare and managing chronic illnesses.



10. Explain post-procedural care (*Paschatkarma*) to maintain and enhance therapy outcomes.

### **3. Theory: Basic Understanding of Human Anatomy and Physiology Relevant to Panchakarma**

11. Identify the key systems of the body relevant to *Panchakarma* therapies (e.g., digestive, circulatory, respiratory).
12. Correlate the Ayurvedic concept of *Agni* (digestive fire) with modern digestive physiology.
13. Explain the role of body channels (*Srotas*) in detoxification and nourishment.
14. Relate the functions of the lymphatic system with Ayurvedic concepts of cleansing.
15. Recognize contraindications for *Panchakarma* based on anatomical and physiological conditions.

### **4. Practical: Case Studies on the Benefits of Panchakarma**

16. Analyze client case studies to understand the applications and outcomes of *Panchakarma*.
17. Document improvements in client health post-*Panchakarma* therapies.
18. Correlate specific *Panchakarma* procedures with the conditions they address.

### **5. Practical: Understanding Client Records and History for Treatment Planning**

19. Assess client history to determine suitability for *Panchakarma* therapies.
20. Create a basic treatment plan based on client needs and *Dosha* imbalances.

### **Knowledge and Understanding (KU)**

#### **1. Fundamentals of Ayurveda: Tridosha, Panchamahabhutas, Sapta Dhatus**

1. Understand the properties and significance of the *Panchamahabhutas* in Ayurvedic physiology.
2. Explain the roles and interrelationships of *Tridoshas* in maintaining health.
3. Describe the composition and function of the *Sapta Dhatus*.
4. Understand the Ayurvedic concepts of *Prakriti* (constitution) and *Vikriti* (imbalances).
5. Discuss the connection between *Tridosha* imbalances and common health issues.



## 2. Introduction to Panchakarma and its Significance in Ayurveda

- Understand the core principles and therapeutic objectives of *Panchakarma*.
- Explain the preparatory measures (*Purvakarma*) required before main therapies.
- Discuss the preventive, curative, and rejuvenative benefits of *Panchakarma*.
- Identify the specific health conditions that benefit from each of the five *Panchakarma* therapies.
- Understand the role of post-therapy care (*Paschatkarma*) in maintaining results.

## 3. Basic Understanding of Human Anatomy and Physiology Relevant to Panchakarma

- Explain the anatomy of key organs involved in digestion and detoxification.
- Understand the concept of body channels (*Srotas*) and their role in cleansing processes.
- Describe the physiological impact of *Panchakarma* therapies on the circulatory and nervous systems.
- Correlate the role of *Agni* (digestive fire) with metabolic processes.
- Recognize signs of physiological stress or discomfort during therapies.

## 4. Case Studies on the Benefits of Panchakarma

- Analyze case studies to identify the outcomes of *Panchakarma* treatments.
- Understand how *Panchakarma* can address chronic and lifestyle-related disorders.
- Discuss the role of client compliance in achieving desired therapy outcomes.
- Understand the importance of documenting client health history for personalized care.
- Identify contraindications and precautions through thorough record analysis.

### Generic Employability Skills (GE)

- Communicate effectively with clients to explain therapies and their benefits.
- Develop problem-solving skills for managing therapy-related challenges.
- Exhibit teamwork while working with practitioners and fellow technicians.
- Maintain accurate records of client health history and treatment plans.
- Demonstrate time management during therapy sessions and documentation.
- Adapt Ayurvedic treatments based on client-specific needs and preferences.
- Exhibit professionalism in interactions with clients and colleagues.



8. Follow hygiene and safety protocols during therapy sessions.
9. Demonstrate critical thinking when analyzing client case studies.
10. Practice ethical considerations, including confidentiality, in all client interactions.

### Portfolio / Assessment Artefacts (Evidence of Competence)

- Portfolio of case studies
- Client history documentation sheets



## Module 2: HSS/Q3602 Panchakarma Procedures (100 hours)

- **Theory (40 hours)**

- Detailed study of the five Panchakarma treatments: Vamana, Virechana, Basti, Nasya, and Raktamokshana.
- Contraindications and precautions during procedures.
- Role of Panchakarma Technician in assisting practitioners.

- **Practical (60 hours)**

- Hands-on training in preparation and execution of each procedure.
- Assisting in setting up the therapy room and sterilizing equipment.
- Preparing herbal formulations and oils for treatment.

### Professional Competence (PC)

#### 1. Theory: Detailed Study of the Five Panchakarma Treatments

1. Explain the purpose, process, and benefits of *Vamana* (emesis therapy).
2. Demonstrate understanding of *Virechana* (purgation therapy), including its preparation and execution.
3. Identify the different types of *Basti* (medicated enema) and their indications.
4. Describe the techniques and benefits of *Nasya* (nasal therapy).
5. Explain the procedures and precautions for *Raktamokshana* (bloodletting therapy).
6. Correlate each *Panchakarma* treatment with specific health conditions it addresses.
7. Follow AYUSH Ministry SOPs for each Panchakarma therapy.

#### 2. Theory: Contraindications and Precautions During Procedures

8. Identify contraindications for each *Panchakarma* treatment based on client health conditions.
9. Discuss safety measures to minimize risks during therapies.
10. Explain the steps to monitor client responses and recognize signs of discomfort or adverse reactions.
11. Develop contingency plans for managing therapy-related complications.



### 3. Theory: Role of Panchakarma Technician in Assisting Practitioners

12. Describe the duties of a *Panchakarma* technician in preparing therapy rooms and materials.
13. Explain how technicians support practitioners during therapy sessions.
14. Maintain accurate records of client therapies and outcomes.
15. Demonstrate professionalism and empathy in client interactions.

### 4. Practical: Hands-On Training in Preparation and Execution of Each Procedure

16. Prepare and administer *Vamana* therapy under supervision.
17. Assist in preparing and executing *Virechana* therapy.
18. Demonstrate the correct techniques for administering *Basti*.
19. Execute *Nasya* therapy, including preparation of nasal drops and application techniques.
20. Assist in performing *Raktamokshana* using leech therapy or venipuncture methods.
21. Perform all therapies as per AYUSH SOPs, maintaining safety and hygiene standards.

### 5. Practical: Assisting in Setting Up the Therapy Room and Sterilizing Equipment

22. Set up the therapy room to create a clean, safe, and calming environment.
23. Sterilize and maintain therapy equipment as per hygiene standards.
24. Organize therapy tools and materials for efficient use during sessions.
25. Dispose of waste materials safely after each therapy.

### 6. Practical: Preparing Herbal Formulations and Oils for Treatment

26. Prepare medicated oils, decoctions, and pastes required for therapies.
27. Select herbs based on the therapy and client's *Dosha* imbalance.
28. Label and store formulations to maintain potency and effectiveness.

### Knowledge and Understanding (KU)

#### 1. Detailed Study of the Five Panchakarma Treatments

1. Understand the principles and objectives of *Vamana*.
2. Explain the physiological impact of *Virechana* therapy on detoxification.



3. Describe the importance of *Basti* in addressing chronic conditions.
4. Discuss the role of *Nasya* in treating head and neck disorders.
5. Explain how *Raktamokshana* improves circulation and removes toxins.
6. Identify the preparatory (*Purvakarma*) steps for each therapy.

## 2. Contraindications and Precautions During Procedures

7. Understand the client conditions unsuitable for each *Panchakarma* therapy.
8. Recognize the importance of personalized treatment planning to avoid adverse effects.
9. Discuss emergency management during therapy sessions.
10. Explain the importance of maintaining client hydration and nutrition during therapies.

## 3. Role of Panchakarma Technician in Assisting Practitioners

11. Understand the technician's responsibilities in therapy execution and client safety.
12. Explain the importance of clients comfort and privacy during therapies.
13. Maintain detailed records of therapy outcomes for future reference.
14. Understand the role of effective communication in ensuring client compliance and trust.

## 4. Hands-On Training in Preparation and Execution of Each Procedure

15. Learn the techniques of administering *Panchakarma* therapies safely and effectively.
16. Understand the timing and sequencing of each therapy step.
17. Monitor and document client responses during therapy sessions.
18. Explain the post-therapy care measures to support recovery and maintain results.

## 5. Assisting in Setting Up the Therapy Room and Sterilizing Equipment

19. Understand the significance of maintaining cleanliness and organization in therapy rooms.
20. Discuss sterilization techniques for Ayurvedic therapy tools.
21. Explain the importance of setting a therapeutic ambiance using light, sound, and aroma.

## 6. Preparing Herbal Formulations and Oils for Treatment

22. Understand the properties of herbs used in *Panchakarma*.



23. Explain the methods of preparing oils, decoctions, and pastes.
24. Discuss proper storage techniques to preserve herbal formulation efficacy.

### **Generic Employability Skills (GE)**

1. Communicate effectively with clients to explain therapy procedures and benefits.
2. Work collaboratively with practitioners and other technicians during therapy sessions.
3. Maintain accurate documentation of client records and therapy outcomes.
4. Exhibit time management skills to handle multiple therapy sessions efficiently.
5. Demonstrate adaptability to client-specific needs and preferences.
6. Maintain professionalism and empathy in client interactions.
7. Develop critical thinking skills for addressing therapy-related challenges.
8. Practice ethical standards in handling client information and maintaining confidentiality.
9. Follow safety protocols to ensure hygiene and minimize risks.
10. Demonstrate problem-solving skills in case of unexpected situations during therapies.

### **Portfolio / Assessment Artefacts**

- Demo records of Vamana, Virechana, Basti, Nasya, Raktamokshana.



## Module 3: HSS/Q3603 Preparation and Administration of Ayurvedic Therapies (90 hours)

- **Theory (35 hours)**

- Preparation of Ayurvedic oils, powders, and decoctions.
- Knowledge of therapeutic equipment and instruments used in Panchakarma.

- **Practical (55 hours)**

- Preparing materials for Panchakarma therapies like Shirodhara, Abhyanga, and Swedana.
- Administering auxiliary therapies under supervision.

### Professional Competence (PC)

#### 1. Theory: Preparation of Ayurvedic Oils, Powders, and Decoctions

1. Identify the properties and therapeutic uses of commonly used Ayurvedic oils.
2. Demonstrate the process of preparing herbal decoctions for therapies.
3. Understand the preparation of medicinal powders for internal and external use.
4. Choose appropriate ingredients for oil preparation based on *Dosha* imbalances.
5. Adhere to quality standards in the preparation of herbal formulations.

#### 2. Theory: Knowledge of Therapeutic Equipment and Instruments Used in Panchakarma

6. Identify the tools and instruments required for various *Panchakarma* therapies.
7. Explain the maintenance and sterilization process for equipment.
8. Understand the function and importance of specific devices used in therapies like *Shirodhara* and *Swedana*.
9. Discuss safety measures for handling therapeutic instruments.
10. Explain the setup process for therapy equipment to ensure smooth operations.

#### 3. Practical: Preparing Materials for Panchakarma Therapies like Shirodhara, Abhyanga, and Swedana



11. Prepare and administer oils, pastes, and decoctions following AYUSH SOPs.
12. Prepare medicated oils for *Shirodhara* by infusing herbs with oils.
13. Mix herbal pastes and powders for *Abhyanga* (therapeutic massage).
14. Assist in preparing the herbal steam for *Swedana* (sudation therapy).
15. Organize and arrange therapy tools for efficiency and hygiene.
16. Adjust therapy materials based on the client's specific needs and conditions.

#### **4. Practical: Administering Auxiliary Therapies under Supervision**

17. Perform *Shirodhara* under guidance, ensuring correct oil flow and positioning.
18. Administer *Abhyanga*, focusing on strokes suitable for the client's *Dosha*.
19. Conduct *Swedana* therapy, monitoring temperature and clients comfort.
20. Record observations during therapies to assist practitioners in treatment planning.
21. Provide post-therapy care instructions to clients under supervision.

#### **Knowledge and Understanding (KU)**

##### **1. Preparation of Ayurvedic Oils, Powders, and Decoctions**

1. Understand the principles behind selecting herbs for oil preparation.
2. Explain the role of medicated oils, powders, and decoctions in detoxification and rejuvenation.
3. Identify the properties of commonly used herbs in *Panchakarma*.
4. Understand the role of *Sneha* (oils) and *Kashayas* (decoctions) in balancing *Doshas*.
5. Describe the steps involved in preparing Ayurvedic formulations.

##### **2. Knowledge of Therapeutic Equipment and Instruments Used in Panchakarma**

6. Identify different therapeutic equipment used for *Shirodhara*, *Abhyanga*, and *Swedana*.
7. Understand the purpose of maintaining clean and sterile equipment.
8. Explain the functions of *Panchakarma* instruments like oil warmers and massage tables.
9. Understand the importance of using temperature-controlled devices for client safety.
10. Discuss the maintenance and troubleshooting of therapy equipment.

##### **3. Preparing Materials for Panchakarma Therapies like Shirodhara, Abhyanga, and Swedana**



11. Understand the preparation techniques for materials used in *Shirodhara*.
12. Explain the importance of proper blending and heating of oils for *Abhyanga*.
13. Understand the preparation process for herbal decoctions used in *Swedana*.
14. Discuss adjustments to therapy materials for different client needs.
15. Explain the importance of maintaining consistency in materials used for therapies.

#### 4. Administering Auxiliary Therapies under Supervision

16. Understand the step-by-step procedure for performing *Shirodhara*.
17. Discuss the correct techniques and strokes used in *Abhyanga*.
18. Explain the physiological benefits of *Swedana* therapy.
19. Understand the importance of monitoring clients comfort and response during therapies.
20. Explain post-therapy care measures to ensure client recovery and satisfaction.

#### Generic Employability Skills (GE)

1. Demonstrate effective communication skills to explain therapy procedures to clients.
2. Exhibit teamwork by collaborating with practitioners and technicians during therapies.
3. Develop organizational skills for preparing and arranging therapy materials.
4. Demonstrate adaptability in tailoring therapies to meet client-specific requirements.
5. Maintain accurate records of therapy preparation and client responses.
6. Exhibit professionalism and empathy in client interactions.
7. Follow safety and hygiene protocols during therapy preparation and administration.
8. Manage time efficiently to ensure smooth therapy sessions.
9. Practice ethical standards in maintaining client confidentiality.
10. Develop problem-solving skills to address challenges in therapy execution.

#### Portfolio / Assessment Artefacts

- Prepared oils/pastes/decoctions (with photos/samples)
- Demo videos of *Shirodhara*, *Abhyanga*, *Swedana*



## Module 4: HSS/Q3604 Hygiene, Safety and Protocols (80 hours)

- **Theory (30 hours)**

- Importance of maintaining hygiene in Panchakarma treatments.
- Safety protocols during therapies.
- Managing emergencies and basic first aid.

- **Practical (50 hours)**

- Sterilization of instruments and equipment, including AYUSH-specific tools.
- Ensuring a clean and safe environment for patients, with a focus on cross-contamination prevention.

### Professional Competence (PC)

#### 1. Theory: Importance of Maintaining Hygiene in Panchakarma Treatments

1. Explain the role of hygiene in ensuring safe and effective *Panchakarma* treatments.
2. Identify potential risks arising from poor hygiene practices during therapies, specifically considering the use of oils, herbs, and bodily fluids.
3. Implement personal hygiene protocols for technicians and practitioners.
4. Educate clients on hygiene practices to follow before and after therapies.
5. Develop daily cleaning schedules for therapy rooms and equipment.

#### 2. Theory: Safety Protocols During Therapies

6. Understand the steps to ensure client safety during therapy sessions.
7. Recognize signs of discomfort or adverse reactions in clients during therapies, including sensitivity to herbal preparations or thermal discomfort.
8. Apply proper body mechanics to avoid strain while performing therapies.
9. Use appropriate protective equipment to minimize risks to clients and practitioners.
10. Monitor the temperature of oils, steam, and other materials to prevent burns or discomfort.
11. Understand specific safety considerations for managing heat sources like oil heaters and steam chambers to prevent accidents.



12. Identify hazards associated with specific AYUSH therapies such as the handling of leeches in Raktamokshana or sharp instruments in minor procedures.
13. Develop and implement Standard Operating Procedures (SOPs) for infection control during specific AYUSH treatments, including those involving bodily fluids.

### 3. Theory: Managing Emergencies and Basic First Aid

14. Identify common emergencies that can arise during *Panchakarma* treatments, including allergic reactions to herbal preparations or syncope due to therapy intensity.
15. Demonstrate basic first aid techniques for fainting, burns (especially from hot oils/steam), or allergic reactions to AYUSH products.
16. Maintain an emergency kit and ensure it is accessible and stocked.
17. Understand when to escalate emergencies to medical professionals, particularly when adverse reactions to therapies are severe.
18. Communicate effectively with clients during emergencies to ensure calmness and cooperation.

#### 3.1 Theory: Regulatory Compliance for AYUSH Facilities

1. Identify the relevant governmental bodies and regulations governing AYUSH and health-related establishments.
2. Understand the application process and requirements for obtaining necessary AYUSH/health licenses and permits for operating a wellness center.
3. Explain the purpose and benefits of quality accreditations like NABH (National Accreditation Board for Hospitals & Healthcare Providers) for AYUSH facilities.
4. Identify key NABH/NABL standards related to facility design, patient safety, infection control, and service delivery in an AYUSH context.
5. Understand the classifications of Bio-Medical Waste (BMW) as per national guidelines, including categories relevant to AYUSH practices (e.g., cotton soaked with oil/blood, herbal residues, needles).
6. Explain the legal framework and responsibilities associated with the generation, segregation, collection, storage, transportation, and disposal of BMW in an AYUSH facility.
7. Discuss the implications of non-compliance with licensing norms, accreditation standards, and BMW management rules.



#### 4. Practical: Sterilization of Instruments and Equipment

19. Sterilize therapy instruments using recommended methods, including specialized cleaning and disinfection protocols for metallic and non-metallic AYUSH tools.
20. Clean and disinfect massage tables, steam chambers, Shirodhara stands, and other AYUSH-specific equipment, focusing on oil removal and bacterial control.
21. Dispose of used materials safely according to hygiene protocols, paying attention to waste containing oils, herbal residues, or biological materials (e.g., from Raktamokshana).
22. Perform routine checks on equipment to ensure they are in working condition and safe for use, particularly heating elements and steam generators.
23. Document cleaning and sterilization activities for quality assurance.
24. "Simulate emergency response for syncope, burns, and allergic reactions and record actions in logbook."

#### 5. Practical: Ensuring a Clean and Safe Environment for Patients

25. Set up therapy rooms with a focus on cleanliness and comfort and prevention of cross-contamination, especially when multiple therapies are conducted.
26. Use antiseptic solutions to sanitize high-touch surfaces regularly.
27. Organize therapy materials to prevent contamination.
28. Maintain proper ventilation in therapy rooms to ensure clients comfort.
29. Demonstrate practices to avoid cross-contamination during multiple therapy sessions.
30. Implement specific protocols for cleaning and disinfecting areas after therapies involving bodily fluids or materials like leeches, to prevent infection spread.
31. Ensure clear segregation and labeling of clean, used, and contaminated materials to maintain a sterile workflow.

#### 6. Practical: Implementation of Regulatory Standards (New Sub-unit)

32. Prepare necessary documentation and demonstrate procedures required for AYUSH/health license applications and renewals.
33. Apply NABH/NABL guidelines to develop or review facility operational procedures, patient safety checklists, and quality indicators.
34. Implement a comprehensive Bio-Medical Waste (BMW) management plan, demonstrating proper segregation, collection, storage, and record-keeping as per regulatory guidelines.
35. Conduct simulated internal audits to assess compliance with AYUSH-specific licensing, accreditation, and BMW management standards.



36. Train staff on the correct protocols for handling and disposing of different categories of BMW generated in an AYUSH setup.

### Knowledge and Understanding (KU)

#### 1. Importance of Maintaining Hygiene in Panchakarma Treatments

1. Understand the link between hygiene and therapy outcomes in *Panchakarma*, considering the direct application of substances to the body.
2. Explain the importance of personal hygiene for practitioners and clients.
3. Identify contaminants that can affect therapy efficacy.
4. Discuss the long-term benefits of adhering to strict hygiene practices in clinics.
5. Understand the role of proper waste disposal in maintaining cleanliness, including biohazard waste from certain AYUSH treatments.

#### 2. Safety Protocols During Therapies

6. Understand the safety measures for handling oils, herbs, and equipment.
7. Explain the importance of maintaining correct postures during therapies.
8. Identify client conditions that require modified therapy protocols for safety.
9. Discuss measures to avoid thermal injuries during *Panchakarma*.
10. Understand the significance of regular equipment maintenance for safety, particularly for electrical and heating appliances used in AYUSH.
11. Explain the specific risks associated with different methods of heating oils and applying them, and best practices for temperature control.
12. Understand the safety protocols for the use of specialized instruments in therapies like Raktamokshana (e.g., syringes, blades, leech application).
13. Discuss infection control principles and SOPs relevant to therapies involving breaches of skin integrity or contact with bodily fluids.

#### 3. Managing Emergencies and Basic First Aid

14. Understand common risks and emergencies during *Panchakarma*, such as oil burns, skin reactions, or adverse systemic responses to internal medications.
15. Explain the steps to perform first aid for burns and allergic reactions.
16. Discuss the importance of maintaining an updated emergency contact list.



17. Identify symptoms of shock, dehydration, or adverse reactions during therapies.
18. Understand the protocols for evacuating clients in case of emergencies.

#### **4. Sterilization of Instruments and Equipment**

19. Understand methods for sterilizing reusable instruments and tools.
20. Explain the importance of disinfecting therapy areas after each session.
21. Identify suitable cleaning agents for different materials used in *Panchakarma*.
22. Discuss protocols for inspecting and maintaining sterilization equipment, including autoclaves or dry heat sterilizers if used.
23. Understand the regulatory guidelines for sterilization and hygiene in healthcare settings.
24. Differentiate between cleaning, disinfection, and sterilization in the context of AYUSH therapy instruments and surfaces.
25. Explain the importance of proper storage of sterilized items to maintain their sterility until use.

#### **5. Ensuring a Clean and Safe Environment for Patients**

26. Explain the importance of maintaining a calming and clean therapy environment.
27. Identify common areas where contamination may occur and how to prevent it, focusing on contact surfaces and air quality.
28. Understand the role of proper storage of oils, powders, and other materials.
29. Discuss the importance of client feedback in maintaining cleanliness standards.
30. Recognize the impact of hygiene practices on the reputation of a wellness center.
31. Understand the principles of aseptic technique and its application in procedures where sterility is critical.
32. Discuss methods to minimize airborne contamination in therapy rooms, especially during procedures like Nasya or Dhoomapana.

#### **6. Knowledge: Regulatory Compliance for AYUSH Facilities (New Sub-unit)**

33. Understand the historical and current regulatory landscape for AYUSH practices in the region/country.
34. Explain the rationale behind various health regulations and their impact on public safety and service quality.



35. Identify the key standards of NABH/NABL that directly apply to the operational quality and patient safety within an AYUSH center.
36. Understand the classifications and safe handling procedures for all categories of Bio-Medical Waste generated during AYUSH treatments.
37. Discuss the ethical considerations and professional accountability inherent in adhering to health licensing, accreditation, and BMW rules.
38. Understand the importance of continuous monitoring and updating of compliance documentation to avoid legal and operational issues.

### **Generic Employability Skills (GE)**

1. Communicate effectively with clients and colleagues regarding hygiene protocols, and safety concerns specific to AYUSH therapies.
2. Work collaboratively to maintain safety and cleanliness in the therapy environment.
3. Exhibit organizational skills in managing cleaning schedules, materials and specialized AYUSH inventory.
4. Adapt to evolving safety standards and protocols in healthcare.
5. Maintain accurate documentation of sterilization and emergency handling procedures.
6. Demonstrate professionalism in adhering to hygiene and safety standards, reflecting a commitment to client well-being in an AYUSH context.
7. Develop problem-solving skills to address hygiene-related challenges.
8. Exhibit responsibility and accountability in maintaining a safe work environment.
9. Practice ethical considerations in ensuring client safety and comfort, respecting their individual needs and sensitivities during AYUSH therapies.
10. Demonstrate attention to detail in all aspects of hygiene and safety protocols, recognizing the subtle nuances of traditional treatments.

### **Portfolio / Assessment Artefacts**

- WHS checklist
- Sterilization logs
- Emergency simulation recordings



## Module 5: HSS/Q3605 Communication Skills and Customer Care (40 hours)

- **Theory (15 hours)**

- Basics of effective communication with clients.
- Understanding client needs and ensuring comfort during treatment.
- Professional ethics and handling patient confidentiality.

- **Practical (25 hours)**

- Role plays and mock interactions with clients.
- Managing appointment schedules and patient records.

### Professional Competence (PC)

#### 1. Theory: Basics of Effective Communication with Clients

1. Demonstrate active listening techniques during client interactions.
2. Use clear and concise language to explain treatment procedures to clients.
3. Identify verbal and non-verbal cues to understand client concerns.
4. Adapt communication styles based on the client's language and cultural background.
5. Provide accurate responses to client queries about therapies and treatments.

#### 2. Theory: Understanding Client Needs and Ensuring Comfort During Treatment

6. Conduct a thorough assessment of client needs before treatment.
7. Address client concerns and provide reassurance during therapy.
8. Adjust treatment plans to accommodate client preferences and comfort.
9. Ensure privacy and respect for client dignity during sessions.
10. Monitor clients comfort levels throughout the treatment process.

#### 3. Theory: Professional Ethics and Handling Patient Confidentiality

11. Explain the importance of maintaining confidentiality in client interactions.
12. Handle client records securely to prevent unauthorized access.
13. Demonstrate integrity and honesty in all professional dealings.
14. Recognize and respect client boundaries and consent.



15. Resolve ethical dilemmas in accordance with professional standards.

#### **4. Practical: Role Plays and Mock Interactions with Clients**

16. Practice introducing therapy procedures to clients in mock scenarios.
17. Simulate handling client complaints with professionalism and empathy.
18. Role-play scenarios to address challenging client interactions effectively.
19. Demonstrate techniques for calming anxious clients during therapy sessions.
20. Conduct mock consultations to gather client history and assess therapy needs.

#### **5. Practical: Managing Appointment Schedules and Patient Records**

21. Schedule client appointments efficiently using manual or digital tools.
22. Maintain accurate and organized patient records for future reference.
23. Use basic EMR/EHR software to manage client records and appointments.
24. Update client files with treatment progress and observations.
25. Handle overlapping schedules while ensuring minimal client wait times.
26. Demonstrate proper filing and retrieval methods for patient records.

### **Knowledge and Understanding (KU)**

#### **1. Basics of Effective Communication with Clients**

1. Understand the principles of effective communication in a healthcare setting.
2. Explain the importance of active listening in building client trust.
3. Recognize common communication barriers and strategies to overcome them.
4. Discuss the impact of tone, body language, and eye contact in client interactions.
5. Understand the role of clear communication in enhancing client satisfaction.

#### **2. Understanding Client Needs and Ensuring Comfort During Treatment**

6. Explain techniques for assessing client needs before therapy.
7. Discuss the importance of creating a calming and comfortable therapy environment.
8. Identify strategies to manage client discomfort or anxiety.
9. Understand the role of feedback in improving client experience.
10. Explain the importance of respecting cultural and individual preferences.



### 3. Professional Ethics and Handling Patient Confidentiality

11. Understand the ethical guidelines for client interactions in healthcare.
12. Explain the legal and professional obligations regarding patient confidentiality.
13. Discuss scenarios where confidentiality might need to be breached and the correct procedures for doing so.
14. Understand the implications of mishandling patient records.
15. Recognize the importance of obtaining informed consent before treatments.

### 4. Role Plays and Mock Interactions with Clients

16. Understand the purpose of role-playing in skill development.
17. Explain the importance of empathy and professionalism in mock scenarios.
18. Discuss techniques for addressing common client objections or concerns.
19. Recognize the value of feedback from role-play exercises in improving skills.
20. Explain how mock interactions prepare technicians for real-world client engagements.

### 5. Managing Appointment Schedules and Patient Records

21. Understand the basics of appointment management systems.
22. Explain the importance of organized and accessible patient records.
23. Understand the use of EMR/EHR software for recording, updating, and retrieving client information.
24. Discuss common tools and software for managing client schedules and records.
25. Recognize the role of timely communication in preventing scheduling conflicts.
26. Explain the importance of documenting client progress for continuity of care.

### Generic Employability Skills (GE)

1. Exhibit strong interpersonal skills to build rapport with clients.
2. Demonstrate teamwork by coordinating with practitioners and staff for client care.
3. Practice time management to handle client appointments and follow-ups effectively.
4. Maintain professionalism in all client and team interactions.
5. Develop problem-solving skills for handling client complaints or concerns.
6. Show adaptability in addressing diverse client needs and preferences.
7. Communicate clearly in verbal and written formats for effective record-keeping.



8. Follow ethical practices in handling client information and maintaining confidentiality.
9. Utilize technology to manage appointments and client records efficiently.
10. Demonstrate a customer-first attitude to enhance client satisfaction and loyalty.

## Portfolio / Assessment Artefacts

- Recorded mock counseling sessions
- EMR/EHR record entries



## Module 6: HSS/Q3606 Entrepreneurship and Career Development (40 hours)

### • Theory (15 hours)

- Basics of setting up a Panchakarma clinic.
- Marketing Ayurvedic services and building a client base.
- Understanding legal and regulatory requirements.

### • Practical (25 hours)

- Developing a business plan for an Ayurvedic wellness center.
- Networking with practitioners and suppliers.

### Professional Competence (PC)

#### 1. Theory: Basics of Setting Up a Panchakarma Clinic

1. Understand the key steps involved in setting up an Ayurvedic clinic.
2. Identify the essential equipment and resources required for a Panchakarma clinic.
3. Create a layout plan for a therapy room, reception, and waiting area.
4. Understand the operational procedures to ensure smooth clinic functioning.
5. Develop strategies for managing client flow and ensuring a positive experience.

#### 2. Theory: Marketing Ayurvedic Services and Building a Client Base

6. Identify target markets for Ayurvedic treatments and services.
7. Create marketing strategies that highlight the benefits of *Panchakarma*.
8. Develop pricing strategies that reflect the quality of Ayurvedic services.
9. Use digital marketing tools such as social media, websites, and SEO for brand promotion.
10. Build client relationships through follow-ups, promotions, and loyalty programs.

#### 3. Theory: Understanding Legal and Regulatory Requirements

11. Understand the legal requirements for setting up a wellness center or clinic.
12. Learn about local and national health regulations governing Ayurvedic practices.
13. Identify necessary certifications, licenses, and accreditations required for operation.



14. Understand the role of insurance and liability in running a clinic.
15. Develop knowledge about ethical standards in Ayurvedic healthcare.

#### **4. Practical: Developing a Business Plan for an Ayurvedic Wellness Center**

16. Create a Comprehensive Business Plan Outlining Clinic Services, Target Markets, and Financial Projections.
17. Develop a budget for setting up and operating an Ayurvedic wellness center.
18. Identify funding sources such as loans, grants, or investors for business setup.
19. Create a marketing plan that includes both offline and online strategies.
20. Set up an operational strategy that includes staffing, inventory management, and customer service.

#### **5. Practical: Networking with Practitioners and Suppliers**

21. Build professional relationships with Ayurvedic practitioners for referral and collaboration opportunities.
22. Develop a network of suppliers for sourcing herbal products, oils, and therapeutic equipment.
23. Attend industry events, seminars, and conferences to expand your network.
24. Foster relationships with clients for word-of-mouth marketing and referrals.
25. Collaborate with local healthcare providers for integrated treatment options.

#### **Knowledge and Understanding (KU)**

##### **1. Basics of Setting Up a Panchakarma Clinic**

1. Understand the importance of location and infrastructure in setting up a wellness clinic.
2. Identify the types of Panchakarma treatments to offer and how to organize the clinic layout accordingly.
3. Explain the significance of staffing requirements and roles in a clinic.
4. Understand the financial considerations for starting and maintaining an Ayurvedic clinic.
5. Recognize the importance of maintaining hygiene, safety, and comfort for clients.

##### **2. Marketing Ayurvedic Services and Building a Client Base**



6. Understand the fundamentals of building a brand for Ayurvedic services.
7. Discuss the benefits of online reviews and client testimonials in building trust.
8. Learn how to effectively use social media platforms to engage with clients.
9. Identify marketing strategies such as special offers, seasonal promotions, and package deals.
10. Understand customer relationship management (CRM) tools and their role in client retention.

### **3. Understanding Legal and Regulatory Requirements**

11. Understand the importance of licensing and regulatory compliance in the health sector.
12. Learn the process of obtaining legal permits and certificates for an Ayurvedic practice.
13. Explain the role of professional ethics in Ayurvedic practices and client care.
14. Discuss health insurance and liability coverage for the business.
15. Understand the importance of keeping up to date with changes in health and safety regulations.

### **4. Developing a Business Plan for an Ayurvedic Wellness Center**

16. Understand the components of a business plan, including market analysis, goals, and services.
17. Learn how to calculate initial costs and set financial goals.
18. Discuss the key points to consider in financial forecasting and budgeting.
19. Understand how to assess the competitive landscape and position your clinic accordingly.
20. Learn how to develop client retention strategies through customer feedback and services improvement.

### **5. Networking with Practitioners and Suppliers**

21. Understand the importance of collaboration in the Ayurvedic wellness industry.
22. Identify local and international suppliers for Ayurvedic herbs, oils, and therapeutic equipment.
23. Learn effective negotiation techniques for better deals with suppliers.
24. Understand how to develop mutually beneficial partnerships with healthcare professionals.
25. Recognize the value of building a solid reputation within the Ayurvedic community.



## Generic Employability Skills (GE)

1. Demonstrate excellent communication skills for client engagement and networking.
2. Exhibit strong organizational and time management skills in clinic management.
3. Display leadership qualities in managing clinic operations and staff.
4. Show adaptability in responding to client needs and changes in the healthcare environment.
5. Apply critical thinking and problem-solving skills in clinic management and business development.
6. Maintain a professional and ethical approach in all client interactions.
7. Demonstrate financial literacy in managing clinic expenses and setting competitive prices.
8. Be proactive in learning about new trends and updates in the Ayurvedic industry.
9. Display customer service excellence by ensuring client satisfaction and retention.
10. Utilize digital tools and resources for business management and marketing.

## Portfolio / Assessment Artefacts

- Draft business plan
- Networking log



## NOS and Module Details:

Sl. No.	NOS and Module Details	Theory Duration	Practical Duration	Total Duration
1.	<b>Introduction to Ayurveda and Panchakarma</b>	40	60	100
2.	<b>Panchakarma Procedures</b>	40	60	100
3.	<b>Preparation and Administration of Ayurvedic Therapies</b>	35	55	90
4.	<b>Hygiene, Safety and Protocols</b>	30	50	80
5.	<b>Communication Skills and Customer Care</b>	15	25	40
6.	<b>Entrepreneurship and Career Development</b>	15	25	40
	<b>Total</b>	<b>175</b>	<b>275</b>	<b>450</b>



## Trainer Prerequisites

<b>Educational Qualification</b>	BAMS or related health sciences.
<b>Professional Experience</b>	2-5 years in Ayurveda with minimum 2 years in Panchakarma therapies.
<b>Training &amp; Certification</b>	Certificate in Training and Assessment (recommended).
<b>Skills</b>	Basic Panchakarma Practices, Hygiene and Patient Management.
<b>Soft Skills</b>	Patience, Empathy, Basic Communication Skills.

- Trainers must complete  $\geq 16$  hours annual CPD on updated AYUSH guidelines, herbal pharmacopeia, and infection control.



## Assessment Criteria

**Job Role:** Panchakarma Technician

**Qualification Pack:** HSS/Q3601

**Sector Skill Council:** Health Service Sector

### Allocation of the Marks

NOS	Marks
HSS/Q3601: Fundamentals of Ayurveda	20 Marks
HSS/Q3602: Panchakarma Procedure	20 Marks
HSS/Q3603: Preparation and Administration of Ayurvedic Therapies	20 Marks
HSS/Q3604: Hygiene, Safety and Protocols	20 Marks
HSS/Q3605: Communication Skills and Customer Care	20 Marks
HSS/Q3606: Entrepreneurship and Career Development	20 Marks

### Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory & Practical part will be based on knowledge bank of questions created by the AA and approved by SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on these criteria.
5. Minimum 70% aggregate (Theory + Practical + Soft Skills), with at least 50% in each component.



## Assessment and Certification

- Formative Assessment:** Regular assignments, practical tests, and attendance.
- Summative Assessment:** Final written test, practical exam, and project report.
- Passing Criteria:** Minimum 70% aggregate (Theory + Practical + Soft Skills), with at least 50% in each component.
- Graduates must submit a portfolio logbook with all module artefacts + treatment demo video clips.

### Grading and Passing Criteria Component of Weight in Percentage (%)

<b>Theory</b>	30%
<b>Practical</b>	60%
<b>Soft Skills</b>	10%
<b>Total</b>	100%

Summative assessments are conducted by HSSC (Awarding Body) through NCVET-recognized Assessment Agencies, independent of the Training Provider.



## Target Audience

- Minimum qualification: 10th Pass
- Aspiring Panchakarma Technicians or Ayurvedic therapy assistants,