PROGRAMME GUIDE

CERTIFICATE IN PHLEBOTOMY ASSISTANCE

ignou
THE PEOPLE'S
UNIVERSITY

SCHOOL OF HEALTH SCIENCES
INDIRA GANDHI NATIONAL OPEN UNIVERSITY

IMPORTANT INFORMATION

Registration and IGNOU ID	After applying you are required to procure your IGNOU Student ID form your respective Regional Centres after due signature of the concerned Regional Director. You are required to show the ID card for your counselling sessions and entry in the examination hall.
Minimum duration of the programme	6 months
Maximum duration of the programme	2 years
Assignments	Twofor each course
	Submission is essential before filling term end examination form
	To be submitted to the Learner Support Centre
	Validity is six months, in case 6 months are over, you need to solve the new assignment and submit
	You can download the assignment from the IGNOU website www.ignou.ac.in under the downloads, Please note the last date for the submission of the assignments is given on the top right corner of each assignment and submit your assignments on time.
Submission of term end examination form*	Last date for submission of the form is 30th September/ 30th March for the July-Dec and the Jan-June sessions respectively without late fee. Dates if changed, are notified on the IGNOU website which you should visit frequently
	Schedule for submission of exam form through online mode and exam fee should be Rs.150/- per course.
Centre of examination*	Online submission of exam form link provides the examcentre list.
Admit Card	The admit card or hall ticket can be downloaded from IGNOU website.
Readmission*	In case you are unable to complete your programmesuccessfully by the end of two years, you can take readmission for another 6 months period. You will be required to fill the readmission form for the courses you have not completed/cleared and pay the requisite fee.
Correspondence with the university	Always keep a copy of your correspondence with the university, assignments, projects, forms etc. with you. Please mention your enrolment number in all the correspondence you make with the university
Submission of forms	Fill the forms online if available. In cases where you are not required to submit online, download the form and send in the filled in form with the required fee/and enclosures as instructed. Please check for latest versions of the forms which may have been uploaded on the IGNOU website.

*All this information is available in the IGNOU website. However in some instances IGNOU may change the fees, dates and forms. You may kindly keep yourself updated by visiting IGNOU website for all updates

PROGRAMME GUIDE

Certificate in Phlebotomy Assistance
(CPHA)

Indira Gandhi National Open University

In Collaboration with

Ministry of Health and Family Welfare, GOI

Skill Training Cell

School of Health Sciences

Indira Gandhi National Open University

Maidan Garhi, New Delhi-110 068

2020

Dear Student,

Greetings from IGNOU

I welcome you to the Certificate in Phlebotomy Assistant (CPHA) Programme of IGNOU. The Phlebotomy Assistant program is a short duration skill based training program, with an objective to develop a pool of trained workforce which can be employed by diagnostic/healthcare service providers to assist Phlebottomist and medical laboratory technologist/pathologist. This program focuses on the acquisition of skills necessary to draw quality blood samples from patients and prepare those specimens for medical testing.

During your study, you will get support from IGNOU through Internet as well as through the networks of our Regional and learner Support Centres. You have been allotted a Regional Centre and you will be attached to a Learner support centre/learner Support Centre under that Regional Centre. You will receive soft copies of the course material and the printed self-learning course material in accordance with our despatch schedule.

You are requested to be in constant touch with us through the email cpha@ignou.ac.in. The programme comprises of a total of two theory courses viz. worth four credits each and one practical course of 12 credits. Custom-made self-instructional course material has been prepared for all the courses. You are provided with the self -instructional course material of all the courses at the time of your admission.

As part of your study, you are required to attend compulsory theory and practical counselling sessions. For theory you need to complete the assignments. Assignments are a form of continuous assessment tools and must be submitted in time. At the end of the course you are required to undergo term end examination in each of the courses and clear each one independently.

In addition to the course material, you will have audios and videos available for better understanding of the subject, and radio-counselling/web conferencing/teleconferencing for clearing your doubts and for interaction with subject experts. The radio-counselling, web conferencing and teleconferencing sessions are scheduled by IGNOU as per availability of the facilities. Regular broadcasts and telecasts of recorded audio video programme help in supplementing the information given in the course material.

As with every distance learning programme, we appreciate that due to various personal reasons, you may not be able to complete some or all components of your programme in the designated six months of the duration of the course. IGNOU gives you the flexibility of completing the programme in a total of two years of registration of the programme without paying any extra fees.

Required information or the source and the various forms that may be required by some of you time to time, are available in the Programme Guide. You may also visit the IGNOU website for any updates/ changes in the forms or the fee to be submitted with the forms.

Please read and keep this Programme Guide very carefully and you will have minimum doubts about the frequently asked queries. During the course of your study, if you have any feedback, suggestions and comments to make, please write to us immediately, at cpha@ignou.ac.in. You will be provided administrative support from the Regional Centre and academic support from the Learner Support Centre. I am always there for your support and can be approached for problems not sorted out at any level.

You are advised to be in touch with your learner support centres for advice / timely / day-to-day information or visit the website with URL www.ignou.ac.in.

Wishing you all the best in pursuing CPHA programme.

Dr. Biplab Jamatia
Course Coordinator
E-mail: cpha@ignou.ac.in
Telephone: 011-29572851

CONTENTS

1.   THE UNIVERSITY

Indira Gandhi National Open University was established by an Act of Parliament in 1985 to achieve the following objectives:

- Democratising higher education by taking it to the doorsteps of the learners

- Providing access to high quality education to all those who seek it irrespective of age,   region, religion and gender

- Offering need-based academic programmes by giving professional and vocational orientation to the courses

- Promoting and developing distance education in India

- Setting and maintaining standards in distance education in the country as an apex body.

Over the years, it has emerged as the largest Open University in the World. UNESCO declared IGNOU as the largest institution of higher learning in the world in 2010. Commonwealth of Learning recognised it (1993) as Centre of Excellence in Distance Education. It has also received the award of Excellence for Distance Education Materials by Commonwealth of Learning in 1999).

IGNOU has certain unique features such as International jurisdiction, Nationwide student support services network, Flexible admission rules, Use of latest information and communication technologies, modular approach to programmes, Individualised study i.e. flexibility in terms of place, pace and duration of study Resource sharing. In addition, it provides collaboration and networking with conventional Universities, Open Universities and other Institutions/Organisations.

1.1   Organizational Structure of IGNOU

With a view to develop interdisciplinary studies, the University operates through 21 Schools of Studies. Each School is headed by a Director who arranges to plan, supervise, develop and organise its academic programmes and courses in coordination with the School staff and different academic, administrative and service wings of the University. The emphasis is on providing a wide choice of courses at different levels.

In addition to the various schools there are various divisions and centres. Some of these are administrative divisions while others assist the schools in the development and the delivery of the academic programmes. Some of the support divisions are the Student Registration Division, Student Evaluation division, Regional Services division and Material Distribution division. The following Schools of Studies currently are in operation. The broad organisational structure is given in Fig 1.

1.2   School of Health Sciences

The School of Health Sciences (SOHS) was set up with the objective of augmenting educational avenues and for providing in-service training for medical, nursing, and allied health personnel through the distance education mode.

The School is a pioneer in developing competency-based programmes in various disciplines of Health Sciences. Innovative approaches in Medical and Nursing programmes includes hands-on training which is provided through diversified approach of a network of medical and nursing colleges and district level hospitals. Most of these programmes are skill based programmes aimed at improving the knowledge and skills of inservice health personnel.

ORGANISATIONAL STRUCTURE OF
INDIRA GANDHI NATIONAL OPEN UNIVERSITY

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                          VISITOR
                             |
                   BOARD OF MANAGEMENT
                             |
                     VICE CHANCELLOR
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| ACADEMIC COUNCIL | RESEARCH COUNCIL | PLANNING BOARD | FINANCE COMMITTEE |

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                  PRO-VICE CHANCELLORS
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| DIVISIONS | SCHOOLS OF STUDIES | CENTRES & INSTITUTES |

DIVISIONS

- Academic Coordination
- Administration
- Campus Construction and Maintenance
- Computer Division
- Finance and Accounts
- International Division
- Library and Documentation
- Material Production and Distribution Division
- Planning and Development
- Regional Services
- Student Evaluation
- Student Registration

SCHOOLS OF STUDIES

- Humanities
- Social Sciences
- Sciences
- Education
- Continuing Education
- Health Sciences
- Engineering and Technology
- Management Studies
- Computer and Information Sciences
- Agriculture
- Performing and Visual Arts
- Law
- Journalism and New Media Studies
- Tourism and Hospitality Services Management
- Gender and Development Studies
- Inter-disciplinary & Trans-disciplinary Studies
- Social Work
- Vocational Education and Training
- Extension and Development Studies
- Foreign Languages
- Translation Studies and Training

CENTRES & INSTITUTES

- Staff Training and Research Institute of Distance Education
- Centre for Internal Quality Assurance
- National Centre for Innovations in Distance Education
- Student Support Service Centre
- Electronic Media Production Centre
- National Centre for Disability Studies
- National ODL Centre for Local Governance
- Centre for Online Education
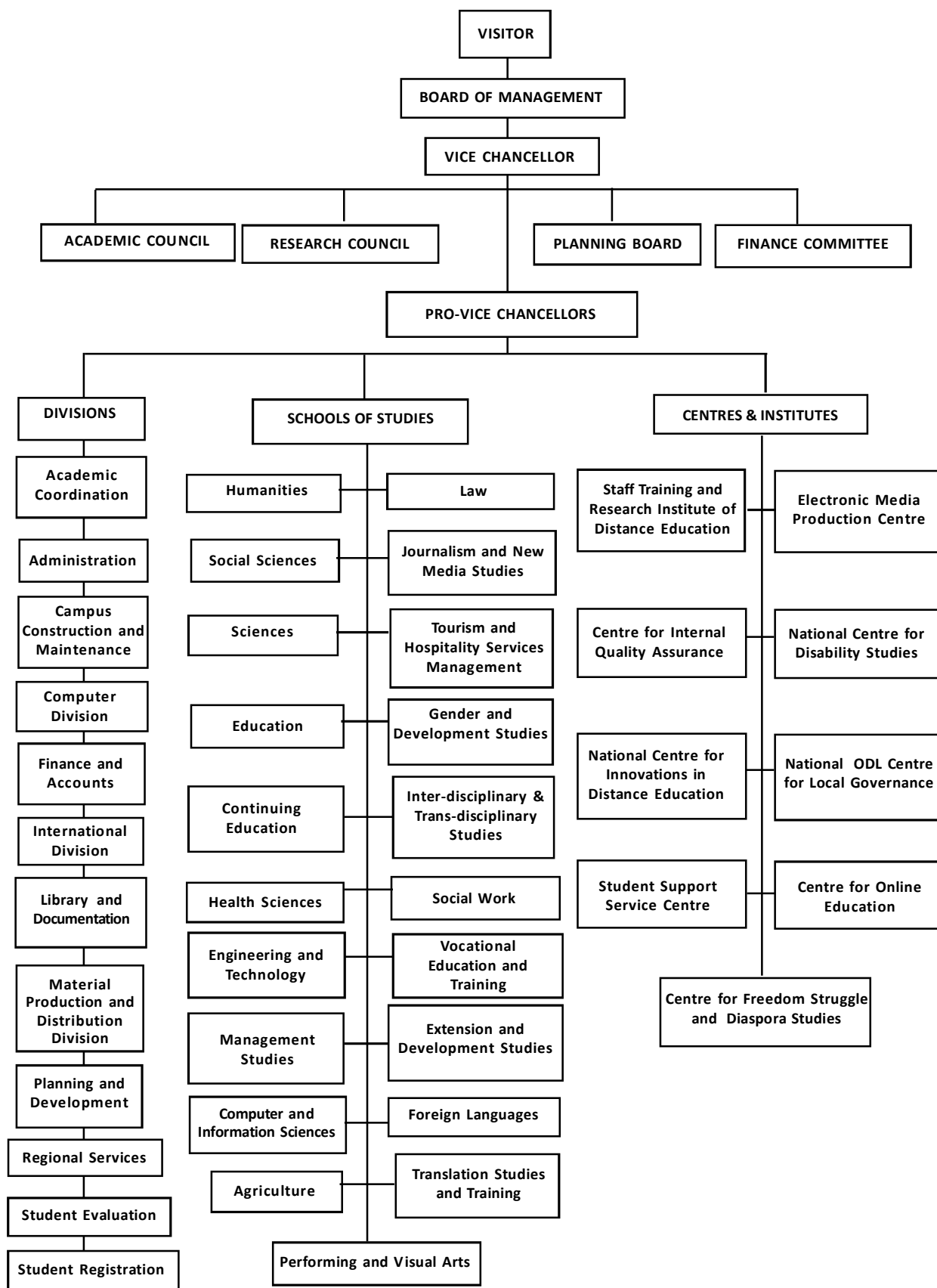- Centre for Freedom Struggle and Diaspora Studies

Fig. 1: Broad Organisational Structure of IGNOU

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To achieve this, the School is collaborating and jointly developing and offering academic programmes, with various national and International organizations like World Health Organization (WHO), Ministry of Health and Family Welfare (MoHFW), National AIDS Control Organisation, Indian Nursing Council (INC) etc. The ongoing Programmes include

Doctoral Degree Programmes
Doctor of Philosophy in Nursing (Ph.D.(N))

Bachelor's Degree Programme
Bachelor of Science in Post Basic B.Sc. Nursing (BSCN(PB))

PG Diploma Programmes
Post-Graduate Diploma in Maternal and Child Health (PGDMCH)
Post-Graduate Diploma in Hospital and Health Management (PGDHHM)
Post-Graduate Diploma in Geriatric Medicine (PGDGM)
Post-Graduate Diploma in HIV Medicine (PGDHIVM)

Diploma Programmes
Diploma in Critical Care Nursing (DCCN)
Diploma in Nursing Administration (DNA)

PG Certificate
Post Graduate Certificate in Medical Management of CBRNE Disasters (PGCMDM)

Certificate Programmes
Certificate in Health Care Waste Management (CHCWM)
Certificate in Maternal and Child Health Nursing (CMCHN)
Certificate in Newborn and Infant Nursing (CNIN)
Certificate in Home Based Health Care (CHBHC)
Certificate in Community Health (CCH)
Certificate in First Aid (CFAID)
Certificate in General Duty Assistance (CPHA)
Certificate in Phlebotomy Assistance (CPHA)
Certificate in Home Health Assistance (CHHA)
Certificate in Geriatric Care Assistance (CPHA)
Certificate Programme in Yoga (CPY)

2. INTRODUCTION TO CPHA PROGRAMME

The Certificate in Phlebotomy Assistance (CPHA) programme is a short duration skill based training program, with an objective to develop a pool of trained workforce which can be employed by diagnostic/healthcare service providers to assist Phlebottomist and medical laboratory technologist/ pathologist. This program focuses on the acquisition of skills necessary to draw quality blood samples from patients and prepare those specimens for medical testing.

Phlebotomy Assistance can be defined as an allied health worker who assists Phlebotomist and medical laboratory technologist/doctors and nurses in order to exclusively take care of the blood collection process and prepares blood samples which undergo laboratory testing. Phlebotomy can be defined as an act of drawing or removing blood from the circulatory system through a cut (incision) or puncture

in order to obtain a sample for analysis and diagnosis. Phlebotomy is also done as part of the patient's treatment for certain blood disorders.

2.1 Programme Objectives

After completion of this programme, a student should be able to:

- Describe the overview of the healthcare and hospital systems

- Demonstrate the ability to correctly collect, transport, receive, accept or reject and store blood /urine/stool and tissue samples, etc.

- Practice infection control measures, Biomedical Waste Management

- Demonstrate techniques to maintain the personal hygiene needs

- Demonstrate actions in the event of medical and facility emergencies

- Demonstrate professional behaviour, personal qualities and characteristics of a Phlebotomist

- Demonstrate good communication, communicate accurately and appropriately in the role of Phlebotomist

- Basics of resuscitation

2.2 Duration

The duration of the programme is of six months. However you get the flexibility of completing the programme over a duration of two years. There are two sessions in each calendar year for admission into the programme, i.e. January to June and July-December.

2.3 Programme Structure

In IGNOU parlance, the study hours are measured in credit system. One credit is equivalent to 30 learning hours. This involves reading and understanding your course material, visiting the various links, using the audio video material provided and doing the assignments etc.

The CPHA programme consists of three courses. The Courses are designed on the basis of learning hours required by an average student. As mentioned above, one credit represents 30 hours of learning. The design of the CPHA programme in terms of credit distribution of the courses is shown below:

S. No.	Course Title	Nature of Course	Course Code	No. of Credits
1.	Basic Phlebotomy Assistance	Theory	BHT-011	4
2.	Handling of Blood Samples	Theory	BHT-012	4
3.	Skills for Phlebotomy Assistance	Practical	BHTL-013	12
			Total	2 0

2.4 Programme Package

The programme is being offered through blended approach. The programme package consists of a blend of multiple media:

- Print material in the form of booklets called blocks: Self-instructional material which has been developed with dialogue and personal system of writing method to create a nature of interactivity in the material thus simulating a teacher.

- Audio Video materials in the form of CD/DVD: these are custom made for the programme

- Radio-counselling: a two way interaction between the listeners and the experts

- Broadcast: pre recorded programmes broadcast on the radio channels

- TV Telecast: Prerecorded programmes telecast on the Doordarshan from 6:00 a.m to 6.30 a.m every morning on different courses of IGNOU

- Teleconferencing and / Web counselling: a two way audio and one way video (at some places both way video is possible) between the viewers and the experts. It is a very good teaching learning methodology for bridging the gap in ODL system and imparting knowledge and skill based learningYou will receive all the course materials in the beginning of the session. The printed materials that you will receive are mentioned below:

Course Code	Materials to be Received by Students	
	Blocks	Assignments*
BHT -011	1, 2, 3 and 4	1
BHT-012	1, 2, 3 and 4	1
BHTL-013	Practical Manual, Checklist Manual and logbook	-

-* Assignments will be uploaded on IGNOU website

2.5 Infrastructure for Implementation

The programme will be implemented through a network of health infrastructure all over India. IGNOU has 56 Regional Centres (RC) which are directly responsible for the programme-related activities of that region. The list of RCs available on IGNOU web site mentions the jurisdiction of each of the regional centres. The head quarters has 21 schools looking after the academic components and several divisions for administrative component.

The School of Health Sciences (SOHS) is responsible for the curriculum design, programme development as well as framing the guidelines for various aspects of the implementation process in consultation with the concerned divisions. Besides it will be monitoring the programme to ensure the quality training. The Student Evaluation Division (SED) is responsible for admission of students, maintenance of progress report and evaluation (both concurrent and end-assessment) including the certification. Computer division possesses the student data to provide address level of students for dispatch of study materials and correspondence with students. Material production and development Division(MPDD) is responsible for dispatch of print materials. The Regional Service Division (RSD) is the coordinating division between the head quarter and peripheral set up. So most of the information from regional director will go to head quarter only through RSD. Besides, RSD also appoints the counsellors, programme-in-charge and takes care of the financial aspects of running the programme.
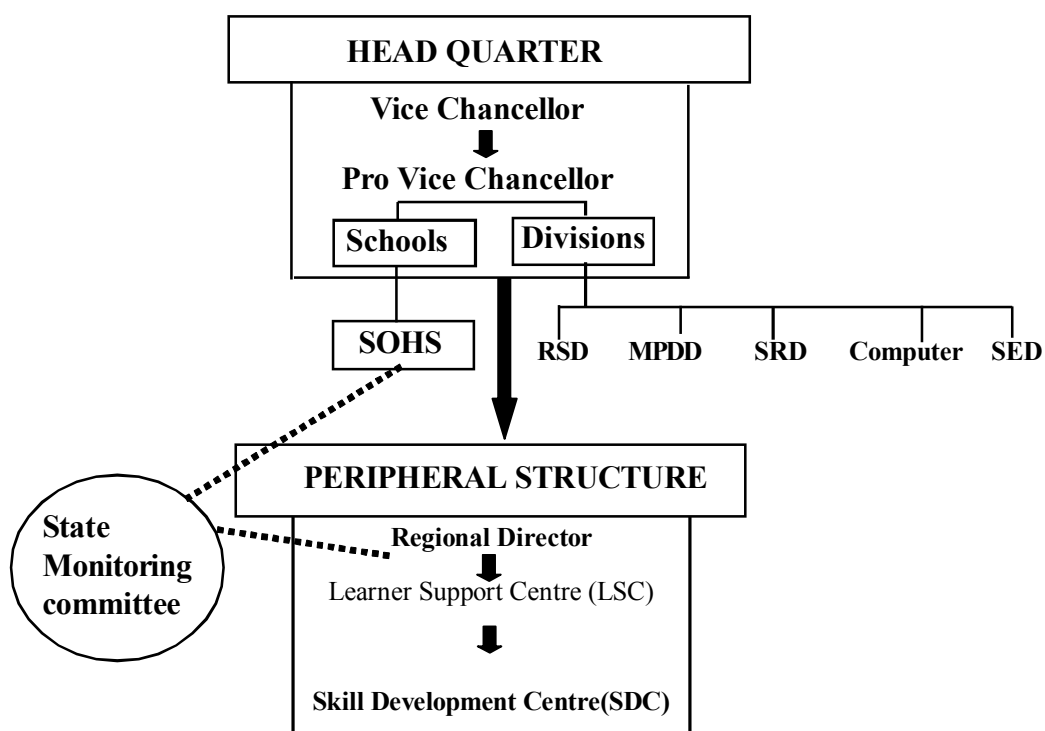
Fig. 2: Administrative set up for CPHA Programme

The contact sessions will be conducted through the counsellors identified at Learner Support Centre (LSC) and Skill Development Centre (SDC). The LSC and SDC are the medical colleges and district level hospitals identified by IGNOU for this programme. At LSC, you will be demonstrated practical skills and given opportunity to clear their doubts where as you would practice the skills at allotted SDCs for gaining competence. The link between the above infrastructure is represented in fig. 3.

In addition to the district hospitals, an SDC could also be a first referral unit (FRU) or a private set up (may be a large private hospital/nursing home) with a minimum patient turn over, availability of subject experts and the facilities as per the guideline the SDC will be identified by the regional centre and allotted to the students in such a way that no SDC will be attached to more than four students and all the students be attached to the nearest possible centre. If a student finds the allotted SDC to be very far from his work place, then he could identify a set up fulfilling the criteria laid down for SDC and approach to the Regional Director for the same. Once that SDC is formally approved, it could be allotted in lieu of the previous one.

Programme-in-charge is the link between the IGNOU and the health set up used for the CPHA programme. He is stationed at the LSC and will for all practical purposes manage the day-to-day problems and ensure smooth running of the programme. The counsellors identified at LSC and SDC will help to provide skill training to you.

The state level monitoring will help to identify and solve the implementation problems of the region, monitor the programme for quality assurance and help towards recognition of the programme by the state.

3. PROGRAMME DELIVERY

The programme consists of two theory courses of 4 credits each and one practical course of 12 credits. Thus you are required to undertake the study to a total of 20 credits for completing the entire programme. Remember that one credit equals 30 learning hours which includes, reading, assimilating the study material, doing the assignments, participating in the counselling sessions and completing your activities at your work place and using the audio video material for your comprehension.

3.1   Self Learning Material

As in any distance education system, you are provided self learning material (SLM) for self study. These materials are learner friendly and attempt to replace the teacher by providing interactive content.

In addition to self-learning, multiple media in the form of audio, video, radio counselling and teleconferencing are part of the programme package. Theory and practical counselling sessions are available wherein the programme in charge and counsellors enhance your skills and clear your doubts in the subject area. You are also evaluated through a term end examination both in theory as well as the practical.

Unit X*

X.0   Objectives

X.1   Introduction

X.2   Section 1 (Main Theme)

     X.2.1   Sub-section 1 of Section 1

     X.2.2   Sub-section 2 of Section 1

     …………………………………

Check Your Progress

     …………………………………

X.3   Section 2 (Main Theme)

     X.3.1   Sub-section 1 of Section 2

     X.3.2   Sub-section 2 of Section 2

Check Your Progress

     ………………………………….

     ………………………………….

X.m   Let Us Sum Up

X.n   Answers to Check Your Progress

* '**X**' stands for the serial number of the unit concerned.

The theory courses comprises of booklets called blocks as mentioned in the section 2.4 on programme structure above. Each block has 3-5 chapters called units. The units are designed in such a way that the contents of later units are based upon the contents of initial units. The practical course has three blocks, including Practical Manuals. Checklist Manual and Log Book which provide a guide for the counselling sessions of the practical. You will be evaluated on your participation during these activities and your records in the log book. Be sure to carry your log book during the practical term end examination.

All the course material has been written in the self instructional style, with dialogue and a personal system of writing to create a sense of interactivity. It has been attempted to involve you actively through various experience-based activities and assignments. Each unit begins with the learning objectives and has a brief introduction which serves as a motivation and a study guide for the unit. There is summary at the end of the unit and a glossary of the commonly used terms in the unit. All these access devices, help you to be self directed for completion of the material and enable you to apply the new knowledge and skills learnt in this programme.

The content in each unit has been divided into smaller sections and sub sections for effective learning. As you go through the units, you may like to jot down important points in the space provided in the margin. ***Broad margins in the booklets are there for you to write your notes on***. These notes will help you prepare for the examination as also in assimilating the content. Besides, you will be able to save on time. They will also help answer the self-check exercises and easily identify the item(s) to be clarified.

After almost each section there are self assessment questions in the form of check your progress. We hope that we have given enough space for you to work on the self-check exercises. The purpose of giving check your progress will be served satisfactorily if you compare your answers with the possible ones given at the end of each unit after having written your answer in the blank space. **You may be tempted to have a glance at answer(s)** given at the end of the unit as soon as you come across an exercise. But we do hope that you will overcome the temptation and turn to these answers only after you have written yours. These exercises are ***not*** meant to be submitted to us for correction or evaluation. The exercises are to function as study tools to help you keep on the right track as you read the units. They also serve to stress upon the salient points in the material. They also help in self evaluation.

The relevant references and further readings have been provided at the end of each unit for your convenience. The reference books are listed for those who want to know further about the subject. The content presented in the course material is sufficient for your study. Please note that all the questions either in assignments or in term-end examination will be from the syllabi as mentioned in this guide and covered in your course material. You will have to write the assignments related to each block.

Please read all the course material carefully, before reading the next one because; it may be difficult to follow the later units without a proper understanding of the earlier ones. Wherever you face problem in understanding the content, please make note of it and you can always email the questions to cpha@ignou.ac.inor discuss the same in the discussion forum. You can also informally clear your doubts whenever you come in contact with your counsellors at LSC, during your counselling session.

Students may download the material from e-gyankosh or read at IGNOU e Content. http://egyankosh.ac.in/ (link   http://egyankosh.ac.in/handle/123456789/52840). They can also access the blocks and programme guide by clicking as follows:

Indira Gandhi National Open University> School of Health Sciences > Level > Certificate Programmes > Current > Certificate In Phlebotomy Assistant

3.2 LSC and SDC

You will be primarily attached to a health institution for all your teaching-learning process called Learner support centre (LSC). In addition, the skills being imparted in this programmes can be practiced in a smaller health set up called Skill Development Centre (SDC).

Allotment of LSC

You will be informed about your allotted Learner Support Centre in your admission letter. You will be issued Identity Card and enrollment number by your Regional Centre. **For all future correspondence, please mention your enrollment number.**

In no situation a programme study centre will have more than 30 students in a batch. Hence, change of Programme Study Centre will be permitted subject to availability of a seat in the LSC to which transfer is opted. For transfer of LSC, you will have to apply in writing to your regional centre so that your records could be transferred to the new regional centre.

Induction Meeting

The induction meeting is held in the beginning of the session. On this occasion you are informed to come to the LSC or the Regional Centre as felt convenient to the organisers. You are given orientation about the IGNOU system and told about your roles and responsibility while undergoing CPHA programme. The induction meeting is the first face-to-face contact that you have with the Regional Center and the LSC officials. This enables you to have a clarity regarding your programme and guidance regarding the various components of the programme for a successful and effective completion of the same. You can also clear administrative doubts if any, regarding implementation of the programme during this meeting. This induction could also be done through teleconferencing in the beginning of session. The information about the induction programme is also provided by respective Regional Centre/ Learner support centres.

Role of LSC

- **Counselling:** Counselling for theory component and hands-on-training sessions for practical component are carried out at LSC . The details mentioned separately.

- **Viewing of audio video:** discussions on the various audio and videos can be scheduled during your counselling sessions in the centres

- **Evaluation of Assignment:** You will be given assignments having long, short and problem based questions. The counsellors at your learner support centre will evaluate them and return to you for feedback.

- **Library:** There will be availability of relevant course materials, reference books as suggested for further reading, audio video materials related to the programmes run by the learner support centre. You will be able to avail the library facility of the institution to which the learner support centre is attached. Please use your Identity Card for this purpose.

- **Practical term end examination:** You will undergo the term end practical examination on the last day of your counselling in your learner support centre.

- **Internal Evaluation of Practical Courses**

  The counsellors at LSC will assess each student on the basis of their performance and logbooks. These marks will be sent to the programme In-charge for further compilation.

- **Log-book Checking**

  Each LSC Counsellor will verify the log-books maintained by the students. This checking will be an integral part of the skill development process.

Allotment of SDC

Allotment of the SDCs *is made in the beginning of the academic session* by the Regional Centres*. It is usually done during the induction meeting*. If the allotment is not done by the 2nd spell, you should bring it to the notice of the regional centre and the Programme Coordinator. Following points are taken into consideration while allotting an SDC:

- A maximum of 5 students to be attached per SDC counsellor.

- Students to be provided opportunity for *independent handling of patients.*

- Travel time to SDC should be the minimum so that a student is not required to take leave to perform the SDC activity.

- SDC activity has to be performed in mutually convenient time of the student and the counsellor.

The allotment of SDC is made on the basis of the identified SDCs in a state. But, if some suitable SDC could be identified at a convenient distance from the residence of a student, the matter should be brought to the notice of the Regional Director who would pursue the matter with appropriate authorities for permission. *After getting such permission, allotment of that SDC would be made to the desiring student.*

Similarly, if a student gets transferred to another state, his SDC allotment could be changed to the nearest available SDC in that state. In this situation, the student will inform the Regional Director (where LSC is located) about his transfer marking a copy to the Regional Director of the opted state (where he/she wants to do SDC activity). The Regional Director of the opted state will take necessary steps to allot an SDC out of the list of activated SDCs or activate a new SDC as per the necessity.

Role of SDC

There will be sufficient number of SDCs in each state as per the need of enrolled students. In some of the states all the district hospitals have been approved to function as the Skill Development Centre. Each SDC will have the following major functions:

- **Hands on Training**

You will be practicing different skills that are learnt by you at the LSC during the practical spells/contact sessions. You will attend OPD Laboratory, Biochemistry laboratory, Centrql laboratory, Pathology laboratory, Blood Bank and emergency etc. as feasible. All these postings will be planned by the SDC Counsellor so that all the skills visualized for learning are completed successfully.

How can the counsellors help you at SDC?

➢ Supervise your practice of skills in respective disciplines.

➢ Certify the completion of skills by you at SDC.

➢ Evaluate your learning of skills at SDC.

➢ Ensure learning and gaining proficiency in respective disciplines at SDC.

- **Monitoring**

The SDC Counsellors will help the students to develop competency in each skill so that students can apply the new knowledge in their set up. This process involves verification of logbook written by students and identifying learning problems there by and rectifying those problems while the student is performing the same skill on other patients.

At SDC, the teaching learning arrangement is one to one basis. This aims at developing a friendly learning atmosphere and clearing all the doubts of students without any hesitation.

3.3 Theory Component

In distance education system, in addition to self-learning, contact sessions are held to facilitate the learning process of students. In this programme, where practical component is quite significant, the contact sessions will comprise of counseling sessions for the theory and practical components.

You have an opportunity to clear doubts during the theory counselling sessions which are organized in the learner support centre. Your counsellors may also like to arrange group discussions, viewing of videos and open house discussions on some common topics or difficult concepts. Be sure to have gone through your course material before you come for these counselling session and make the most out of them.

3.4 Practical Component

Every theory course has a related practical course. The activities that you need to perform and learn under each course are listed in Appendix- 2. Please maintain record of all the activities that you are performing as a part of the learning exercise.

Please refer to Appendix-3 that summarizes the hours that you need to spend in practical component of each course. The time allotment at LSC will be used for demonstration of skills to you and for limited practice. To ensure that you have understood the steps involved in each of the skills demonstrated, you should practice the skills on at least one sample case. If you can get opportunity to practice it on more number of patients at LSC, then you are welcome. However, if you do not get more chances, you could practice the same procedure at your Skill Development Centre (SDC).

At SDC, you will have to practice all the skills taught to you at LSC. The number of patients that you assist for each skill is mentioned in the logbooks. To guide you, there will be counsellors at SDC. Hence, please try to clear all your doubts in BHTL-013 before you leave LSC and start activities at your SDC.

Training in LSC is planned in 2 spells with the focus on group learning but the posting at SDC focus is on one-to-one learning. The learning at LSC, SDC and CHC must take place in a cyclical manner for all the identified skills. This provides you multiple opportunities to clarify all their doubts with respective subject experts during the registration period.

The hands-on training will be divided in two contact spells.

- The 1st spell will have four weeks training in the medical college. You will be posted various departments so that you can be taught the needful skills. At the end of the spell, they will be posted in Skill Development Centre (SDC) for three weeks to practice what they have been demonstrated in LSC in the 1st spell.

- The 2nd spell will have four weeks practical training in the medical college and this time students will be posted in blood bank, emergency, burn unit, paediatric unit, biomedical waste unit etc.

Programme Schedules

You will be provided the schedule of counselling by your programme-in-charge who will also inform you about grouping and rotational posting in different departments. There will be 2 theory and practical spells in 6 months. A model posting plan of the spells placed in appendix-3.

Please note that all the spells are compulsory and has to be attended in a sequence. If you are not able to attend any spell in the dates fixed by your LSC, you should inform about it in advance to your PIC and to the Programme Coordinator so that you could be informed about the alternate arrangement being made (usually on a zonal basis) in advance to enable you to attend it. If the alternate is also not suitable, then you can attend the activity only with the next batch at your allotted LSC. This process will be applicable to all the spells.

Please note that the grouping will be done separately for the batch depending upon the number of students turn up on the 1st spell. You must report to the PIC on the 1st day of each spell. When there are less number of students in a batch, the groupings will be made on the similar line.

The programme-in-charge along with the counsellors will finalise the time schedule of every practical spell. The posting plan is designed in such a way that every student gets adequate opportunity to clear his/her doubts. Though 10 students are attached to a counsellor at a time, these 10 *students could be further divided into smaller groups and posted to different wards.*

At the SDC, one counsellor will be identified with whom you will be attached. You will practice the skills under guidance of the counsellors at SDC.

The practical demonstration at the LSC would be done in three spells as mentioned above. You will be posted at various set up like Central laboratory, Biochemistry laboratory, Paediatric unit, Burn department, Blood Bank, emergency room etc. as per the necessity of training you in a particular skill. The exact place of posting will again depend upon the decision of the counsellors of LSC so that your training becomes more meaningful.

It may be noted that the time allotted for LSC will be used for **demonstration of skills and limited practice of that skill** by students depending upon the availability of the patient. It is expected that LSC counsellors will demonstrate all the skills at least once and some of you get a scope to practice under their supervision. If you do not get scope for independent practice in a spell, you could try the same in next spells. However, you have to do independent practice of all the skills at SDC level. In addition to demonstration, you could discuss the important points in each of the procedures with your counsellors and ensure that you follow all the steps correctly.

At the end of the last spell, the LSC **counsellor will sign on the completion certificate** that is essential to make you eligible to appear in the term-end practical examination. If you face any problem in being allotted a SDC before the second spell, you should bring this to the notice of the regional consultant.

Posting at Skill Development Centre

After attending the first spell at LSC, you should try to practice those skills in the SDC. This will help you to identify your weakness in the learning process and provide you the scope to clarify the doubts during your next visit to LSC or while interacting with the SDC counsellor. Thus, the LSC and SDC training goes hand in hand. **The purpose is to complete the practicing of all the skills at SDC that are taught to you at LSC in a particular spell before going again to the LSC for learning the additional new skills in the next spell**.

The schedule of activities at SDC will vary from student to student as per their convenience. You should discuss with your SDC counsellor and fix the timing for performing the practical at the SDC. This responsibility lies with you to mutually decide upon a time schedule that would suit both the counsellors and you. You should also get the logbook duly signed from the counsellors as and when you perform the activities at SDC. At the end of the posting, the SDC **counsellors will sign on the completion certificate** at appropriate places to make you eligible to appear in the term-end examination. Copy of Certificate of Proficiency in Practical Skills is attached at appendix-4.

Please note that *attending all the spells are compulsory* i.e. you will be allowed to appear in the practical examination only after completion of training in all the skills that are planned in all spells.

3.5 Audio Video Component

In addition to the course material, audio video programmes have been prepared as supplementary to the print material. The audio and video programmes will be available to you, in addition to the course material.

Radio counselling

This is a two way audio programme, during which various topics of public importance are discussed. The viewers can interact in real time and ask questions related to the topic under discussion. You are provided with a schedule on the IGNOU website so that you can tune in for hearing and interacting in the programme of your interest. The wavelength for tuning in is 105.6 MHz at Delhi. You can dial in using toll free number 1800112346, 180012347.

Gyan Vani

IGNOU has been offering FM radio channels in 40 cities and towns for education and development. Electronic Media Production Centre (EMPC) is the nodal agency for implementing the project. As many as 10 FM radio stations at Allahabad, Bangalore, Coimbatore, Vishakhapatnam, Mumbai, Lucknow, Bhopal, Kolkata, Chennai and Delhi are already on air. You can tune in to the Delhi station for participating in the **Gyanvani** programmes at **105.6 MHz**.

Teleconferencing

Teleconferencinga two way audio and one way video (facility of two way video also available at few centres). This facility helps you to interact online with the experts of this programme. Teleconferencing is linked with the theory courses. The subject experts are invited to the studio to deal with various subject areas as planned for the sessions. While dealing with the components, principles, concepts dealt in different units will be highlighted. The questions raised by you synchronously will be answered with the help of examples so that you comprehend the subject better. At times, you may also be showing clips of videos and the same discussed.

These sessions are planned as per feasibility of telecast. We advise you to attend these sessions regularly at your Regional Centre. You can also view these sessions through internet based telecast from the link available at the homepage of IGNOU website. You can learn about the timing and schedule of the teleconferencing as and when they are scheduled.

Gyandarshan

Gyandarshan is a television channel where video lectures are displayed regarding the different academic programmes prepared in the university. Students desirous of buying the audio CD/DVD can procure them from buying marketing unit EMPC, IGNOU, Maidan Garhi, New Delhi – 110068.

Telecast

The video programmes are transmitted by Doordarshan at national network (DD1). The slot reserved for IGNOU from 6:00 am everyday wherein programmes of different courses of IGNOU are telecast. You learn more about the broadcast of video related to your programme through home page of IGNOU.

4.   EVALUATION PROCESS

In Indira Gandhi National Open University (IGNOU), every course is considered as an independent entity. Hence every course will be evaluated separately.

Evaluation is both concurrent (assignment/ internal assessment) and at the end (term-end-assessment) for both the theory courses and practical course. The weightage of the internal assessment is 30% while term end-assessment will be 70% for both the theory courses. But for the practical course, it will be 50% for both internal assessment and term end examination. For successful completion of the programme, you will have to **pass in all the three components with a minimum score of 50%** in each component and a combined total of 50% or more.

4.1 Distribution of Marks

Each theory course has a total of 100 full marks. It may be noted that even though you have to secure pass mark separately in both the components, all the successful components can be carried forward till the end of the registration period of 2 years. So, you have the option of either completing all the components in 6 months or in a phase-wise manner over a period of 2 years as feasible to you. However, if you are not able to complete all the courses in 2 years of registration, you can get a 6 months extension by undertaking readmission.

Course-wise Distribution of Marks

Course Code	Nature of Course	Internal Marks	Term-end Marks	Total
BHT-011	Theory	30 (**15**)	70 (**35**)	100
BHT-012	Theory	30 (**15**)	70 (**35**)	100
BHTL-013	Practical	100 (**50**)	100 (**50**)	200
Total				**400**

* Figure in parenthesis shows pass mark for each component

4.2 Internal Assessment

Internal assessment of theory and practical courses will be done separately.

i) Theory Courses

Assignments are part of the internal assessment of the courses under study. You will have to undertake one assignment for each of the two theory courses. You have to secure at least 50% in each assignment to pass. If you fail to secure 50% marks, you will have to repeat that assignment. New assignments are uploaded for each session. In case you miss or fail in an assignment, you will be required to do the assignment of the next session.

Submission of assignments is a pre-requisite for appearing in theory examination. If you appear in the term-end theory examination without submitting the respective assignments, the term-end theory examination may not be reflected in the grade card.

Some of the commonly faced problems related to assignment are discussed below. If you still find some problem, please contact the programme In-charge or Programme Coordinator (cpha@ignou.ac.in)

1. Writing process

The assignment responses should be complete in all respects. Before submission you should ensure that you have answered all the questions in all assignments. Incomplete answer sheets bring you poor marks. Please leave sufficient margin (about 5 cm) on the answer sheet so that the counsellor can write his comments there. All the assignments have to be own hand written.

2. Submission schedule

You must submit your assignments according to the schedule indicated in the assignment itself to your programme in charge. You will be provided feedback on the assignments usually within one to two months of submission. The University/Programme In-charge has the right to reject the assignments received after the due date. You are, therefore, advised to submit the assignments before the due date.

3. *Repeating assignment*

Each assignment is valid only for the session for which it has been uploaded. In case you are not able to clear the assignments, you , should attempt the fresh assignments as and when uploaded for the next session after downloading the same from the IGNOU website.

4. *Content of Assignment*

The main purpose of assignments is to test your comprehension of the learning material you receive from us and also to help you get through the courses by providing assessment on the assignments. They also serve to provide feedback to you. The information given in the printed course materials should be sufficient for answering the assignments.

5. *Style of writing*

Try to write the assignments in your own style and give suitable examples wherever necessary. This will help you to get good marks. Note that a new set of assignments is prepared for every session.

6. *Defaulters*

If you have not been able to submit all the assignments within the six months time frame of your admission, then you are required to download the next set of assignments that have been prepared for the next session and submit the same to your programme in charge for evaluation..

7. *Non-entry/wrong entry of marks*

The PIC forward a copy of assignment marks in a prescribed format to Regional Centre. The entry of assignment marks is initiated at the level of Regional Centre which is forwarded to evaluation Division. So, in case of non-entry of assignment marks, report to the Regional Centre or to PIC in writing regarding the problem..

8. *Wrong Totaling*

Please note that *re-evaluation of assignments is not done*. However re-totaling of marks is carried out locally by the respective counsellor and reported to the PIC. This should be done immediately after you receive the assignment feedback and feel that you may like to request for a re totaling.

ii) Practical Courses

Like the theory courses, the practical course will have 50% weightage from internal assessment. The internal assessment of the practical component will be done by the counsellors located at the LSC. There are no formal question papers to assess this component. The counsellors will make a subjective assessment of your understanding and performance on every skill. The marks on internal assessment will be given by the LSC counsellors in a proforma provided for the course. This proforma will be handed over by the respective LSC counsellor to the Programme In-charge as soon as you complete all the requisite activities under them. Monitoring cum Internal Assessment Performa at LSC is attached as appendix -10

In LSC, most of the skills dealt in a spell will be evaluated during that spell or in the last spell. Please note that you have to also submit the logbook during the term-end practical examination for verification by examiners. You will be returned back your logbooks after the examination.

Passing in internal assessment of the practical is a prerequisite for appearing in the Term-end Practical examination. A student will have to secure at least 50% marks to be declared as pass in the internal assessment component. If a student fails to secure pass marks, he/she will have to repeat the practical activities.

4.3 Term-end Examination

Term-end assessment of theory and practical courses will be done separately.

i) Theory Courses

Term-end examination for theory courses are held twice in a year i.e. in the month of June/December. There will be one paper for each core/elective theory course of 70 marks each. The papers will be of 3hours duration. You will have to secure at least 35 marks (50%) in each of the theory papers for successful completion.

You can appear in the examination for both courses together. However, in case you are not prepared, you could take the examination of the second course at a later date, but within the maximum period of your registration i.e. two years. For appearing in the theory term-end examination, you should *fulfill two requisites, i.e. filling up the form in time and timely submission of assignments* related to that theory paper or the papers that you want to appear. Some of the commonly asked questions related to term-end theory examination are discussed below. If you still have some additional questions, please contact the programme In-charge or Programme coordinator (cpha@ignou.ac.in)

Eligibility for the term end examination

To make you eligible, you will have to fill the term-end examination *through online mode only at IGNOU website www.ignou.ac.in* online. Please note that you will have to *pay examination fee @ Rs.150/- per paper*.

Date of the examination

Hall ticket will be made available at IGNOU website www.ignou.ac.in learner(s) and can be downloaded during 3rd week of May for June examination & 3rd week of November for December examination.

Last date of submission of the Examination form

The last date for submission of examination form without late fee is 30th September for examinations to be held in December and 31st March for examinations to be held in June without late fee. The last date of form submission may vary with new notification put on the IGNOU website from time to time

Centre for Examination

You can choose the centre for the term end examination when you fill the online form. However the centre will be finalized by Student Evaluation Division. You will be allotted the centre that you have asked for if that centre is identified as an examination centre for that session. Otherwise a nearest possible centre is allotted. The allotted centre is intimated to you in the admit card.

Intimation Slip

The intimation slip can be downloaded from IGNOU website only.

Admit card/Hall ticket

Your admit card/hall ticket for examination can be downloaded from IGNOU website only.

Non-receipt of Admit Card

If you do not get Hall Ticket from IGNOU website, by one week before the examination, you may contact at IGNOU Head Quarters at helpline no. /email id which is available at online submission of examination portal.

Misplaced Admit Card

If you know your examination centre, you can report to the examination centre superintendent with the IGNOU identity card (Student Identity Card) and take the examination.

ID card for Examination

You are provided a student ID card by your Regional Centre. In case you lose it, you must get a duplicate one prepared immediately. Always remember to carry your ID card for the programme for taking the examination, or else you may be denied entry. **Mobiles and other electronic gadgets are not permitted in the examination hall.**

Wrong Enrollment Number

Your enrolment number is your Roll Number for examinations. Be careful in writing it. Any mistake in writing the Roll Number will result in non-declaration of your result.

ii)   Practical Course

The term end examination of the practical course will be held on the last day of your practical counselling session in the learner support centre or on a later date. You will be evaluated by an internal and external examiner. You are required to score 50% or more marks to be successful. To be eligible for appearing in term-end practical examination, you should have completed all spell training and secured minimum 50% marks in the practical internal assessment. Monitoring cum Internal Assessment Performa at LSC is attached as appendix -10.

Scheme of Evaluation (Practical)

Internal Assessment			Term-end Assessment	Total Marks
Log Book	**Activity in Spells**	**Total**		
10	40	50	50	100

Normally, students will appear in the term-end practical examination at their own LSC. If number of students opting to appear in term-end practical examination are less than 10, then students of neighboring LSCs would be clubbed together. For making you eligible for appearing in the examination, you will have to fill up the form mentioned in **Appendix-5** of the Programme Guide. Please note that this ***practical form will be deposited with your programme in-charge***. As term-end examination will be conducted for practical course, Your Programme in-charge will inform you about the schedule of your practical examination. Pattern of Term-end Practical Examination. is attached as appendix -7.

4.4   Result and Certification

The results of the assignments and the term end examinations are uploaded on the website. After all the courses are successfully cleared, the student earns a certificate

Declaration of Result

All the results of students are computerized and when a student completes all the courses of the programme, a printed mark sheet (called grade card) along with a provisional pass certificate is sent to the students. The grade card is also displayed in the IGNOU website and can be downloaded from here. There is a provision of issuing duplicate grade card on receipt of request application along with a demand draft for the required fee in favour of IGNOU and payable at New Delhi. Link for the obtaining duplicate copy of grade card, marksheet or provisional certificate is given in Appendix 8.

There is a provision of informing you about the term-end theory result after each time you appear in an examination. You can also see the result in the website. Usually, declaration of term-end theory result in done by the 15th February or 15th August for the examination held in December or June session respectively.

At times, some component of the results is not reflected in the grade card or mark sheet. In that situation, please write an application to the Registrar, Student Evaluation Division enclosing a photo copy of the partial reflected grade card. You should also follow it up with the Regional Centre for necessary action or write to student support service centre/grievance cell.

Re-evaluation of Answer Scripts

When you are not satisfied with your term-end theory marks, you have an option of approaching IGNOU for re-evaluation of answer script. You should apply online for that within a month of declaration of result in website. You can also ask for the photocopy of your answer script online

Convocation

The final degree certificate will be offered by the university after the convocation ceremony. Usually every year this is organized in the month of February-March. **The students of certificate courses are not invited to the convocation**. The certificate is sent by post.

Re-admission

The students who are not able to complete their programme within the maximum duration of 2 years, can take readmission for additional period of 6 months in continuation of the earlier period. For readmission, the student has to remit pro-rata fee for each incomplete course. The Table of pro-rata fee and the Re-Admission form is available at the Regional Centers and also on the website (www.ignou.ac.in>Student Zone>Downloads>Re-Admission>).

5. ISSUES RELATED TO PROGRAMME IMPLEMENTATION

As discussed earlier, the programme implementation is made by a team effort. Different divisions of IGNOU look after different components of this implementation process. Any missing link could create hurdles. Some of the issues and their solutions have been discussed below.

5.1 Student Responsibility

- **Log-book Maintenance:** You will maintain the log-books for the practical course. Each of the activity done at LSC and SDC should be signed by the respective counsellors. You are requested to carry the log book in all the workshop sessions. You may be denied attendance in the workshop session if you don't carry the log book. You are required to submit your completed log book at the end of the session for final evaluation.

- **Attendance in counselling sessions:** All the sessions (All days) of the counselling are compulsory. However, you have the option to complete them over 2 years. You should inform in advance to the Programme In-charge (PIC) regarding your inability to attend the counselling sessions in the scheduled session for your batch, so that you will be given an option to attend it with the next batch.

- **Timely Submission of Assignments:** The submission dates are mentioned in the assignment. Some of the commonly faced problems related to assignment have already been discussed in the internal assessment section 4.2. For any other problems, please contact the programme In-charge or Programme Coordinator (cpha@ignou.ac.in).

- **Filling of Term-end Examination Form:** You will have to fill up theory term-end examination form separately and submit them online. The last date for submitting the theory examination form March 31/September 30 for the June/December examination. You must however confirm the date from the website in case of any change. You are encouraged to fill the theory application form on line through IGNOU website. You have to pay Rs. 150/- (Rupees fifty only) per course as examination fee for the theory courses. Please check the IGNOU website for the latest form for theory term end examination and the per course examination fee. It is a prerequisite that you have to deposit your assignments before you submit your term end examination form. More information has already been provided in the term end examination section 4.3.

  For the practical term end examination, you are required to fill the form in your programme guide and submit it to your programme in charge after certification of completion of the counselling sessions.

- **Feedback of the Programme:** Kindly fill the feedback questionnaire in the email cpha@ignou.ac.in and return the same to us at the address communicated. This will be useful for further improvement in the programme.

- **Interaction with Fellow Students:** You get an opportunity to interact with your peer groups and other students that could help you to overcome the problems faced by a distant learner. You can interact face to face during the induction meeting, counselling sessions and workshop (if you opt for the workshop course) or through virtual interactions during the discussion forum. You can overcome the feeling of being isolated from other students.

- **Disciplinary Action:** Candidate will be governed by the disciplinary regulations of the respective institution as well as the rules and regulations of IGNOU. Any act of indiscipline by a CPHA student is immediately intimated by PIC's to respective IGNOU Regional Director (RD) and Programme Coordinator for appropriate action. Strict action is taken by the university on such action of indiscipline.

5.2 Channel of Communications

Interaction with Programme Coordinator: You could interact with your programme coordinator through e-mail on any of the administrative or academic problems related to the programme. The e-mail id for the purpose is cpha@ignou.ac.in. You will also be able to interact with your peers on the discussion forum. All important information and announcements will also be communicated through the email.

Information by Programme In-charge (PIC): The Programme In-charge (PIC) is provided information on different activities either by Regional Centre or by the School from time to time. The PIC in turn also informs you about the relevant activities by post/email.

Information by Regional Centre: Some of the information is sent to you by the Regional Centre. The Regional Director/Nodal Officer takes care of this activity. You can note their contact details from the IGNOU website.

Information from Headquarters: Information on evaluation and material distribution goes directly from the respective divisions located at head quarters. You could also communicate directly to these divisions. Addresses of important divisions and the School are given in the Appendix 5. However, in case of any problem, you could inform to the Regional Centre/PIC as the case may be. You may kindly send your mobile number and email id to the Programme coordinator to get regular update from the headquarters.

Information through Gyan Vani: Gyan vani is an educational FM radio channel (105.6 mz) operating through several FM radio stations each covering a radius of about 70 km. You can interact during the live broadcast through toll free number. Please contact your regional centre for details.

Information through Doordarshan: IGNOU video recorded programmes are telecasted in Doordarshan Channel-1 every day at 6-6.30 a.m. Important messages are also transmitted to students at the beginning or end of the transmission.

Information from Website: All the latest information is provided in the website of IGNOU (http://www.ignou.ac.in).

5.3 Other Services

Change of Address: If your address gets changed, please photocopy and fill up the form mentioned in Appendix 9. This form needs to be submitted to the Registrar, SRD through your Regional Director. Your new address will be taken care of. You can also download the form from IGNOU website.

Student Support Service Centre: The Student Support Service Centre was established at IGNOU headquarters in 1998 and provides you complete information pertaining to the old and newly launched academic programmes of IGNOU. It is a single window enquiry for students. So, all enquiry regarding admission, material, examination, etc. can be made to this centre. You may get an immediate reply for general query. For specific issues, they will help you to get the relevant information from concerned section. Any type of unsolved problems could be sent to the student support service centre (ssc@ignou.ac.in). Please refer Section for further details. In addition to the above, SSC also forwards the request received from the students regarding the change of address, corrections in the student's name and father's name, incorporation of assignments/practical marks, term-end theory examination form and the unresolved problems received from regional centres. The centre remains open on all the week days except Saturday, Sunday and Gazetted holidays.

Marketing Cell (MPDD): All the IGNOU materials can be purchased through the marketing cell located at IGNOU head quarters. A request application should be made to A.R. (marketing cell), MPDD, IGNOU, New Delhi-110068 mentioning the Course Code, No. of Copies of material required, etc. The Marketing Cell calculates the cost of material and the cost of Postal charge and writes back to you.

On receipt of the amount of money in form of Demand draft in favour of IGNOU, payable at New Delhi, the books are sent by registered parcel. Please note that books can also be purchased by paying cash amount at the marketing cell.

Marketing Cell (EMPC): The lists of audio-video material for sale are available in the website. They can be purchased by cash amount or by placing order to be sent post.

6. SYLLABI OF THE PROGRAMME

The programme has three courses i.e. BHT-011, BHT-012 and BHTL-013. The detailed syllabi of each course is mentioned below.

i) BHT-011: BASIC PHLEBOTOMY ASSISTANCE (4 credits)

Course Overview

Theory course BHT-011 deals with the Basic Phlebotomy Assistance. It consists of 4 blocks.

The course 1, Basics of phlebotomist assistance, tells you about the basic concept required for the

Phlebotomist Assistance. This course has four blocks.

The Block-1, deals with your roles and responsibilities, ethics and professional behaviour for Phlebotomist Assistant and gives an over view of the health care delivery system in the country.

The Block 2, covers basic concepts in communication, communication skills, while dealing with patients. This block also gives you information on first aid and basic life support measures.

The block 3 deals with relevant anatomy and physiology for blood collection sites, blood collection process and the various types of recording and reporting formats.

The Block 4, covers the areas such as techniques for collection of blood specimens, site selection and venipuncture, patient preparation for venipuncture and blood collection in

special cases and sites.

Course Objectives

➢ describe the role of Phlebotomy Assistance,

➢ communicate effectively with health care team members, patients and their relatives,

➢ identify the instruments used in laboratory and blood bank,

➢ describe the techniques of blood collection,

Pre-requisite for students

Before you take up the course it would be useful to have

- Basic understanding about human anatomy and physiology

- Awareness of role of a team member as care provider

Course Outline

Block 1: Introduction to the Phlebotomy Assistant Programme

Block 2: Communication and Emergency Care

Block 3: Requisites for Sample Collection

Block 4: Technique of Blood Collection

ii)   BHT-012: HANDLING OF BLOOD SAMPLES (4 credits)

Course Overview

Theory course BHT-012 deals with the Basic Needs of Patient Care. It consists of 4 blocks.

The Block-1, gives details of labeling and transport of samples to the laboratory, reasons and management of failure of venipuncture and taking care of patient during and after collection of the specimen.

Block 2, provides you with the pre analytic and post analytic information, such as Adverse Event Management during sampling, Patient record database management and documentation as well as the planning and organization of work station such as inventory management practices.

Block-3, on the principle and practices of infection control, deals with Infection Control practices, Universal Safe Precautions and use of Personal Protective Equipment (PPE) at work place, Hospital Associated Infections and healthcare worker safety.

Block-4, Management of Bio Medical Waste, gives overview of Biomedical Waste (BMW), contact precautions, collection, segregation, storage, transportation and disposal of the Biomedical Waste, use and cleaning and maintaining of equipment according to manufacturer's instructions, any legal requirements and work setting procedures.

Course Objectives

After going through Block-1, you will be able to

- identify your own role as Phlebotomy Assistant to labelling and transportation of samples.

- explain about the information required for pre analytic and post analytic of the samples,

- impart knowledge and skills to work in special circumstances practice infection control measures, promote safety of patient and right method of handling biomedical waste

Pre-requisite for students

➢ Completion of BHT-011 would help you understand the concepts explained in this course better

➢ Attending the Practical sessions at LSC where you get an opportunity to discuss and clarity on concepts

➢ Completion of relevant Log book potions

➢ Going through various means provided to impart information such as films, power-points and interactive sessions/ tutorials

Course Outline

Block 1: Labelling and Transport

Block 2: Pre analytic and post analytic information

Block 3: Principle and Practices of infection control

Block-4 Management of Bio Medical Waste

iii)   BHT-013: SKILLS FOR PHLEBOTOMY ASSISTANCE (12 credits)

Course Overview

The practical course BHTL-013 deals with the Fundamental Skills that a Phlebotomy Assistant practices. It consists of practical manual, a checklist manual delineating all steps of activities and a logbook to ensure practice of the activities by the students.

The Phlebotomist program is a short duration skill based training program, with an objective to develop a pool of trained workforce which can be employed by diagnostic/healthcare service providers to assist medical laboratory technologist/pathologist.

This manual consists of 5 units covering the following skills:

Unit 1: Basic skills for phlebotomy Assistance, will help you to acquire the skills such as how to communicate with patients and relatives, sensitize you to Gender equality, handling of difficult situations, use of First Aid Kit, providing basic life support, and use of computers related to data handling and lab information system (LIS).

Unit 2: Preparation for sample collection will help you to identify instruments for tests performed in laboratory which require drawing of blood and sterilization, filling out a sample Test Requisition Form and correct labelling of blood samples (Picture).

Unit 3: Collection, storage and transportation of blood samples, will help you identify the steps for patient preparation, site selection and procedures for needle insertion and venipuncture, correct order of draw of blood and management of adverse events during phlebotomy.

Unit 4: Post collection procedures, will give you skills for blood sample preparation, use of anticoagulants, blood bank procedures, Pre and post-test counselling for HIV patient, appropriate packaging and transport of samples (blood and other samples) and Electronic/ document/ laboratory Records.

Unit 5: Prevention of Infection, in this unit you will acquire skills for taking the standard precautions for medical asepsis, sharp safety practices, segregating the waste material in colored bins, reporting and dealing with spillages and contamination, methods of sterilization and disinfections.

Course Objectives

After studying this course, you will be able to:

➢ demonstrate the ability to correctly collect, transport, receive, accept or reject and store blood / urine/stool and tissue samples, etc.; . (only patient information) [pre analytic and post analytic]

➢ practice infection control measures, Biomedical Waste Management

➢ demonstrate techniques to maintain the personal hygiene needs

➢ demonstrate actions in the event of medical and facility emergencies

➢ demonstrate professional behaviour, personal qualities and characteristics of a Phlebotomist

➢ demonstrate good communication, communicate accurately and appropriately in the role of Phlebotomist

➢ basics of resuscitation

Pre-requisite for students

➢ Completion of theory related to respective activities mentioned in BHT-011 and BHT-012

➢ Going through Video clips before attending demonstrations

Course Outline

Block 1: Practical Manual

Block 2: Check List Manual

Block 3: Log Book

Detailed Programme Design

Theory Course 1 (BHT-011): Basic Phlebotomy Assistance

Block 1	Introduction to the Phlebotomy Assistant Programme
Block 2	Communication and Emergency Care
Block 3	Requisites for Sample Collection
Block 4	Technique of Blood Collection

Theory Course 2 (BHT-012): Handling of Blood Samples

Block 1	Labeling and Transport
Block 2	Pre Analytic and post Analytic Information
Block 3	Principle and Practices of Infection Control
Block 4	Management of Bio Medical Waste

Practical Course 1 (BHTL-013): Skills for Phlebotomy Assistance

Block 1	Practical Manual
Block 2	Checklist Manual
Block 3	Log Book

Block-wise Details of Each Course

Theory Course 1 (BHT-011): Basic Phlebotomy Assistance

Block 1	**Introduction to the Phlebotomy Assistant Programme**
Unit 1	Introduction to Healthcare and Hospital
Unit 2	Introduction to the Phlebotomy Assistant Programme
Unit 3	Ethics and Professionalisms
Block 2	**Communication and Emergency Care**
Unit 4	Communication Skills
Unit 5	Basic Emergency Care and Life Support Skills
Unit 6	Disaster Preparedness and Management
Block 3	**Requisites for Sample Collection**
Unit 7	Relevant Anatomy and Physiology for Blood Collection Sites
Unit 8	Recording & Reporting Formats
Unit 9	Blood Collection Process
Block 4	**Technique of Blood Collection**
Unit 10	Techniques for Collection of Blood Specimens
Unit 11	Site Selection and Venipuncture
Unit 12	Patient Preparation for Venipuncture
Unit 13	Blood Collection in Special Cases and Sites

Theory Course 2 (BHT-012): Handling of Blood Samples

Block 1   **Labeling and Transport**
Unit 1   Prepare and Label the Blood Samples for Test, Procedures And Identification Purposes
Unit 2   Transport the Blood Samples to the Laboratory
Unit 3   Assist the Patient During and after Collection of the Specimen

Block 2   **Pre Analytic and Post Analytic Information**
Unit 4   Adverse Event Management during Sampling
Unit 5   Collate and Communicate Patient Information
Unit 6   Planning and Organization of Work Station

Block 3   **Principle and Practices of Infection Control**
Unit 1   Infection Control Practices
Unit 2   Universal/ Standard Precautions
Unit 3   Healthcare Associated Infections

Block 4   **Management of Bio Medical Waste**
Unit 4   Introduction of Bio-medical Waste
Unit 5   Treatment and Disposal Methods of Biomedical Waste
Unit 6   Use and After Care of Equipments

Practical Course 1 (BHTL-013): Skills for Phlebotomy Assistance

Block 1   **Practical Manual**
Unit 1   Basic Skills for Phlebotomy Assistance
Unit 2   Preparation for Sample Collection
Unit 3   Collection, Storage and Transportation of Blood Samples
Unit 4   Post Collection Procedures
Unit 5   Prevention of Infection

Block 2: Checklist Manual

Block 3: Log Book

LIST of Practical Activities

1. **Skills related to infection control and prevention**

   - Hand washing and use of PPE

   - Surgical asepsis (handling surgical field)

   - Transferring of sterile equipment to a sterile field

   - Assisting in gowning and gloving

   - Cleaning and disinfection of equipment and surface disinfection

   - Managing Biomedical waste(from Generation to segregation to Disposal)

2. **Identification of the Instruments**

3. **Collection of Blood Sample**

   - Site selection and venipuncture

   - Patient preparation for venipuncture

   - Drawing quality of blood sample

   - Labeling, Storage and Transportation of Samples

   - Blood Collection in the Special Situations(neonates and children)

   - Blood Collection in Blood Bank

4. **Communication Skills with patients, relatives and Hospital Staff**

5. **Conflict Management**

Sample Posting Schedule

The hands-on training will be divided in two contact spells/sessions. The 1st spell will be of four weeks having 8 theory sessions of 2 hours each and 14 practical sessions of 4 hours each including observational sessions. At the end of the spell, there will be posting in Skill Development Centre (SDC) in the district level hospital for 4 weeks to practice what have been demonstrated in LSC in the first spell.

1ˢᵗ Spell

weeks	Morning(4 hour session)	Afternoon
1ˢᵗ wk	Observation of sample collection in a group of 4studnets attached to one counsellor	**TS 1**: Introduction to Healthcare and Hospital, Introduction to the Phlebotomy Assistant Programme and Ethics and Professionalisms **TS 2**: comfort devices and Hand washing **TS 3**: Anatomy and physiology for Blood Collection sites **TS 4**: Communication skills, Collate and communicate patient information **PS1**: Identification of instruments
2ⁿᵈ wk	Observation of sample collection in a group of 4studnets attached to one counsellor	**TS 5**: Principle and Practices of infection control **TS 6**: Recording, reporting formats And Blood Collection Process **TS 7**: Techniques for collection of Blood Specimens **PS 2**: Identification of instruments **PS 3**: Techniques for collection of Blood Specimens (foundation lab)
3ʳᵈ Wk	**PS4-8** Hands on practical in a group of 4studnets attached to on counsellor	**TS 8**: Patient preparation for venipuncture **TS9**: Site selection and venipuncture **PS9**: Site selection and venipuncture (foundation lab)
4ᵗʰ Wk	**PS10-14** Hands on practical in a group of 4studnets attached to one counsellor	**TS 10**: abelling and transport of sample planning **TS11**: Organization of work station **TS12**: Bio-medical waste, Use and after care of equipments

For the SDC posting the whole batch of students will be divided into groups of 4-5 and attached to different SDCs. In the hospital designated as SDC, the students will be posted to different facilities under identified SDC counsellor who will supervise the activities of allocated students. the facility could

be wherever sample collection, labelling and transport of sample is involved. The students will practice the skills and maintain the logbook.

The 2nd spell will be of 4 weeks in the LSC having 4 theory sessions of 2 hrs each and practical sessions in different departments where specialised care needed like blood bank, burn and plastic, paediatric unit, emergency unit etc.

The students will be divided into three groups of 4-5 each and will be posted to different wards/ department in rotation. Each group will be attached to a counsellor who will supervise their activities during the posting as detailed below:

2nd   Spell

Days	Activity Plan
1	TS 13-14: Blood collection in special cases and sites and Blood BankTS 15: Adverse Event Management during sampling
5th wk	Posting in Blood Bank
6th wk	Posting in medicine ward
7th wk	Posting in Paediatric ward
8th wk	Posting in emergency/ burn and plastic, etc

TS: Theory session; PS: Practical session

Indira Gandhi National Open University

CPHA Programme

CERTIFICATE OF PROFICIENCY IN PRACTICAL SKILLS

This is to certify that Mr/Ms_____Enrollment No_____has attended to all the practical skills listed in the practical manuals for the following courses as planned for LSC and SDC and proficient in the all skills as mentioned in the Appendix 2 (LSC Code_____).

BHTL 013 : Skills for Phlebotomy Assistance

This is to certify that the above information is true to the best of my knowledge. If any information is found to be wrong at a later date, my results could be held invalid.

Place .... Signature of the Student ....

Date .... Name...

Roll No. ....

Signature of the Counsellor at LSC

Name of Counsellor..

Address ....

....

....

INDIRA GANDHI NATIONAL OPEN UNIVERSITY, NEW DELHI
TERM-END EXAMINATION (Practical Only) JUNE/DECEMBER 20…..…

Programme Study
Centre Code

CONTROL No. (For Office Use Only)

Enrolment No.

Write in BLOCK CAPITAL LETTERS only.

NAME : Mr./Mrs./Dr.

Please tick (ü) against appropriate group of courses in which you intend to take the examination. The Course(s) which you have already passed should not be mentioned.

Sl.No.	Course Title	Course Code	Intend to Take Examination (put✓mark)
1.	**Skills for Phlebotomy Assistance**	BHTL 013	

I hereby solemnly affirm that I have submitted the required number of Log-books have completed all the skills planned under the above course(s). The certificate of completion in support of the skills is attached.

I am aware that completion of all the skills at Skill Development Centre and Programme Study Centre and passing in the internal assessment (practical) is a prerequisite for taking Term-end (Practical) Examination. In case my above statement regarding submission is found to be untrue, the University may cancel the result of my above mentioned Term-end Examination and I undertake that I shall have no claim whatsoever in this regard. I also undertake that I shall abide by the decision, rules and regulations of the University. I have signed this undertaking on this _____day of _____20_____

Name .... Signature of Student ....

Complete ....

Address for ....

Correspondence ....

I have verified that the student has submitted all the Log-books/Project Report and certificate of completion of skills related to the above courses in time.

Place _____ (Signature of Programme-in-charge with Stamp)

Date _____

Indira Gandhi National Open University, New Delhi
School of Health Sciences
Award list of CPHA Term End Practical Examination

Name of the Programme: Post Graduate Diploma in HIV Medicine

Programme Code: CPHA

Name of the Study Centre:

Study Centre Code : ………………Course Code : BHTL 013 Date of Examination…………

Sl. No.	Enrollment Number of Student	Marks Obtained	Maximum (100)	Remarks (Pass/ Fail)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

Name of the Internal Examiner …………………………………Signature and Date

Name of the External Examiner …………………………..….. Signature and Date

SEAL   Signature of Programme In-charge

Pattern of Term End Practical Examination

The term-end practical evaluation will have three components as detailed below:

1. **Drawing of blood sample from patients (15 mark for each × 4 = 60 marks)**

   Every student need to draw blood sample from four patients. For each patient, the sample has to be labelled and stored. Students will be evaluated on all the three components.

2. **Demonstration**

   Student will be given two activities for the demonstration from the list of activities covered in practical manual. Each demonstration will carry 10 marks **(10 marks each × 2 = 20 marks).**

   Demonstration of activities may be from the list of essential activities as listed below:

   - Personal hygiene

   - Site identification and site selection for drawing blood sample

   - Identify the appropriate equipments

   - Infection control(biomedical waste) and hand washing

   - Communication with patients and using format

   - Care of equipment and supply

3. **Spot/Identification of articles**

   There will be five spots of 2 marks each carrying a total of **10** marks. Each spot will be of 2 minutes duration. The five spots should include one each out the subject areas mentioned below **(2 marks each × 5 = 10 marks):**

   - Identification of the instruments

   - Fill the Form

   - Transportation of samples

   - Infection control/ BMW

   - Instruments used in Blood bank

4. **Viva-Voce**

   The duration of viva-voce will be of 10 minutes for each student carrying **10** marks. The focus will be on the understanding of the students on the application of the concepts covered in BHTL-013

LINKS TO ESSENTIAL FORMS

1.	REVISED FEE FOR OTHER SERVICES http://ignou.ac.in/userfiles/ANNEXURE-II_othercharges.doc
2.	APPLICATION FORM FOR CHANGE/CORRECTION OF ADDRESS http://www.ignou.ac.in/upload/address_change_name_correction.pdf
3.	TERM END EXAMINATION FORM www.ignou.ac.in at home page to submit exam form through online mode only.
4.	FORM FOR OBTAINING DUPLICATE COPY OF CERTIFICATE http://www.ignou.ac.in/userfiles/ Duplicate%20Degree,Diploma%20and%20Certificate%20Form.pdf
5.	FORM FOR OBTAINING DUPLICATE COPY OF THE GRADE CARD OR MARK SHEET http://www.ignou.ac.in/userfiles/Duplicate%20mark%20sheet%20form.pdf
6.	FORM FOR ISSUE OF OFFICIAL TRANSCRIPT http://www.ignou.ac.in/userfiles/Official%20Transcript%20form.pdf
7.	APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS http://www.ignou.ac.in/userfiles/Improvement%20form.pdf
8.	EARLY DECLARATION OF TERM END EXAMINATION RESULT http://www.ignou.ac.in/userfiles/Early%20declarion%20of%20results%20form.pdf
9.	NOTIFICATION FOR OBTAINING PHOTOCOPY OF ANSWER SCRIPTS http://www.ignou.ac.in/upload/noti.photocopy.asn.sctps..doc - to be applied online
10.	OBTAINING PHOTOCOPY OF ANSWER SCRIPT http://www.ignou.ac.in/upload/form-photocopy%20of%20ans.scrpt.doc - to be applied online
11.	RE EVALUATION OF ANSWER SCRIPTS http://www.ignou.ac.in/userfiles/ Application%20form%20for%20Reevaluation%20of%20Answer%20Scripts.pdf - to be applied online
12.	DIRECTIONS FOR OBTAINING VERIFICATION REPORT FOR THE CERTIFICATES OF THE IGNOU STUDENT FOR THEIR MARK-SHEET/GRADE CARD/PROVISIONAL CERTIFICATE / DEGREE & DIPLOMA CERTIFICATES ETC. http://www.ignou.ac.in/userfiles/ Instructions%20for%20Verification%20of%20mark%20sheet%20and%20certificates.pdf
13.	*RESULT RELATED LINK FOR* ● *Hall ticket/admit card·* ● *Result of term end·* ● *Grade cardhttp://www.ignou.ac.in/ignou/studentzone/results/1*

WHOM TO CONTACT FOR WHAT

1.	Identity Card, Fee Receipt, Bonafide Certificate Migration, Certificate, Scholarship Forms, change of name, correction of name/address	Concerned Regional Centre
2.	Non-receipt of study material and assignments	Registrar (MPDD), IGNOU, Maidan Garhi, New Delhi-110068
3.	Change of Elective/Medium/opting of left over electives/ Deletion of excess credits	Concerned Regional Centre
4.	Re-admission and Credit Transfer	Student Registration Division, Block No. 1 & 3, IGNOU, Maidan Garhi, New Delhi-110068
5.	Purchase of Audio/Video CDs	Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi-110068
6.	Academic Content	Director of the School concerned
7.	Approval of a Project Synopsis	Project Co-ordinator in the Concerned School
8.	Student Support Services and Student Grievances, pre-admission Inquiry of various Programmes in IGNOU	Director, Student Service Centre, IGNOU, Maidan Garhi, New Delhi-110068 E-mail : ssc@ignou.ac.in Tel.No.: 29572514
9.	International Students residing in India should contact	Director, International Division, IGNOU, Block-15, Section K, Maidan Garhi, New Delhi. Tel. Nos. : 29533987; 29571684 E-mail : internationaldivision@ignou.ac.in

	Issues related	Contact No.	Controlling Officer & Telephone No.	E-mail ID
10.	Issue of Deree/ Diploma Certificate/Despatch of returned Degrees/ Verification of Degrees/Convocation	011-29572213 011-29535438	Asstt. Registrar 011-29572224	convocation@ignou.ac.in
11.	Issue of Hall Ticket/ Correction in the hall ticket for handicapped student s/ Non-receipt of hall tickets for term-endexamination & Entrance Test/ Entrance, Test Results/Queries related to dispatch of attendance, list of examinees etc./ writer	011-29572209 011-29572202	Asstt. Registrar 011-29535064	sgoswami@ignou.ac.in jitenderkr@ignou.ac.in
12.	Declaration of results of Masters & Bachelors degree level programme/ Issue of grade card and provisional certificate of Masters and Bachelors degree level prog./ Practical marks of all programmes	011-29572212	Section Officer 011-29536103	mdresult@ignou.ac.in bdresult@ignou.ac.in practicalsed@ignou.ac.in
13.	Declaration of results of Masters, Bachelor and Diploma programme/Issue of gradecard and provisional certificate of Masters, Bachelor and Diploma level programme	011-29572211	Section Officer 011-29536743	bdresult@ignou.ac.in dpresult@ignou.ac.in
14.	Declaration of results of DPE and Certificate programme/ Issue of grade card and provisional certificate of DPE & Certificate level programme	011-29572208	Section Officer 011-29536405	cpresult@ignou.ac.in
15.	Verification of genuineness of provisional certificate and grade card/ Issue of Transcript	011-29572210	Section Officer 011-29536405	gcverification@ ignou.ac.in
16.	Queries related to UFM cases	011-29572208 011-29576405	Section Officer	ufmgroup@ignou.ac.in

17.	Status of Project Report of all Programmes/ Dissertation and Viva marks	011-29571324 011-29571321	Asstt. Registrar 011-29532294	projects@ignou.ac.in
18.	Queries related to Assignment Marks	011-29571325 011-29571319	Asstt. Registrar 011-29571313	assignment@ ignou.ac.in
19.	Students general enquiries and grievances/Issue of duplicate mark sheet	011-29572218 011-29571313	Asstt. Registrar	sedgrievance@ ignou.ac.in
20.	Discrepancy in grade card, non updation of grade/marks programmeswise in the grade card etc	011-29572206 011-29572215 011-29572219	Dy. Director/Asstt. Director	garora@ignou.ac.in

IGNOU EPBAX: 29536980, 29535924-32, 29572524
IGNOU Website: ignou.ac.in; Email: directorsohs@ignou.ac.in

Monitoring-cum-Internal Assessment for BHTL-013

Name of LSC ....

Name of the Student .... **Enrollment No.** ....

S. No.	Name of Skill	Skills training completed (Put only a tick mark)*		Max. Marks (200)	Marks Scored	Signature with Date
1	**Communication Skills with patients, relatives and Hospital Staff**		·		10	
2	**Identification of the Instruments**				10	
3	**Collection of Blood Sample**				60	
	• Site selection and venipuncture					
	• Patient preparation for venipuncture					
	• Drawing quality of blood sample					
	• Labelling, Storage and Transportation of Samples					
	• Blood Collection in the Special Situations, like in Paediatric and neonates					
	• Blood Collection in Blood Bank					
4	**Skills related to infection control and prevention**		·		15	
	• Hand washing and use of PPE					
	• Surgical asepsis (handing surgical field)					
	• Transferring of sterile equipment to a sterile field					
	• Assisting in gowning and gloving					
	• Cleaning and disinfection of equipment and surface disinfection					
	• BMWM (from Generation to segregation to Disposal)					
5	**Conflict Management**				5	
	Total marks scored	100				

*Put a tick mark in respective column for the skills completed in respective spells.

The Certificate in Home Health Assistance (CHHA) Programme of IGNOU has been designed and developed in collaboration with MOHFW, GOI

	SOME IMPORTANT LINKS
1.	**IGNOU WEBSITE** www.ignou.ac.in, IGNOU Telephone Exchange: 011-29571000
2.	WEBSITE OF SCHOOL OF HEALTH SCIENCES http://www.ignou.ac.in/ignou/aboutignou/school/sohs/introduction
3.	CHHA Programme Page http://www.ignou.ac.in/ignou/aboutignou/school/sohs/programmes/detail/666/2
4.	Know your registration detailshttp://admission.ignou.ac.in/changeadmdata/ admissionstatusnew.asp
5.	e Gyankosh – A digital repository www.egyankosh.ac.in
6.	Downlaod Assignments https://webservices.ignou.ac.in/assignments/
7.	Student Zonehttp://www.ignou.ac.in/ignou/studentzonec

ABBREVIATIONS

IGNOU : Indira Gandhi National Open University

SOHS : School of Health Sciences

RSD : Regional Services Division

SRD : Student Registration Division

SED : Student Evaluation Division

MPDD : Material Production and Distribution Division

LSC : Learner Support Centre

SDC : Skill Development Centre

WP : Work Place

PIC : Programme-in-charge