

Executive – Emergency Healthcare

PROGRAMME (EEH)

PROGRAMME GUIDE

JULY 2025

"Develop Your Skills and Save a Life"



Indira Gandhi National Open University
School of Health Sciences

CURRICULUM DESIGN COMMITTEE (Pre-revised)

Course Committee	Head of Nursing Services	Faculty Members
Prof.(Dr.) Pity Koul	Medanta Medicity, Gurugram	SOHS, IGNOU
Director, SOHS (6.8.2014 to 5.8.2017)		Medanta Medicity, Gurugram
Professor and Prog. Coordinator		Prof.(Dr.) Pity Koul
IGNOU, SOHS, N. Delhi	Dr. R.N. Salhan	Professor and Prog. Coordinator
	Addl. DGHS (Retired)	IGNOU, SOHS (New Delhi)
Prof. Ratni Bhan Thassu	Dr. P. Nithyakalyani	Regional Faculty
Advisor, Amity College of Nursing, Gurugram	Academic Coordinator	SOHS, IGNOU, New Delhi
Dr. M. Prakasamma	Regional Faculty for AHA, TACT Academy, Chennai	Regional Faculty
Executive Director ANSWERS, Hyderabad		SOHS, IGNOU, New Delhi
Ms. Pragya Singh	Mrs. Thankam Gomez	Regional Faculty
Head of Department of Nursing, Occupational Health Division Health Care Services, Gurugram	President-Clinical Services, Aarohan Health Care Services, Gurugram	SOHS, IGNOU, New Delhi
Dr. R. K. Srivastava		Faculty Members
Former DGHS Govt. of India	Mrs. Santosh Mehta	SOHS, IGNOU
Dr. Harinder Goyal	Principal, RAK College of Nursing, New Delhi	Prof.(Dr.) Pity Koul
Sr. Faculty, RAK College of Nursing, New Delhi		Professor and Prog. Coordinator
		IGNOU, SOHS, New Delhi
		Mrs. Rohini Sharma Bhardwaj
		Ast. Professor and Programme Coordinator
		SOHS, IGNOU, New Delhi
		Dr. Reeta Devi
		Assistant Prof. (Sr. Scale)
		SOHS, IGNOU, New Delhi

CURRICULUM DESIGN COMMITTEE (Pre-revised)

Prof. Ruchika Kuba, Director SOHS	Ms. Madhavi Verma, Reader, College of Nursing, ILBS Delhi	Dr. T.K Jena, Professor, SOHS, IGNOU	Dr. Reeta Devi, Assistant Professor (Selection Grade) SOHS, IGNOU
Dr. Harinder Goyal, Former Principal, RAK CON	Ms. Shanu, (Specialization Medical Surgical Nursing) Faculty, Safdarjung, College of Nursing, New Delhi	Dr. Biplab Jamatia, Associate Professor, SOHS, IGNOU	Dr. Laxmi, Programme Coordinator, Assistant Professor (Selection Grade) SOHS, IGNOU
Dr. Ashok Kumar, Chief Administrative Medical Officer, Keshav Puravm Zone MCD	Ms. Sonia Chauhan, Trauma Nurse Coordinator, AIIMS Trauma Centre (TC)	Dr. Neerja Sood, Assistant Professor (Selection Grade) SOHS, IGNOU	

Programme Coordinator

Dr.Laxmi
Programme Coordinator
School of Health Sciences
IGNOU, New Delhi

March 2025

@ Indira Gandhi National Open University, 2025

All right reserved. No part of this work may be reproduced in any form by mimeograph or any other means, without permission in writing from the Indira Gandhi National Open University.

Further information about the School of Health Sciences and the Indira Gandhi National Open University courses may be obtained from the University's office at Maidan Garhi, New Delhi-110068

Printed and published on behalf of the Indira Gandhi National Open University, New Delhi by **Director, School of Health Sciences.**

IMPORTANT INFORMATION

Joining the web support platform	You will be required to have a valid gmail account to be invited as a student in the email certificatefirstaid@ignou.ac.in . Please send your gmail accounts through an email to certificatefirstaid@ignou.ac.in so that you can be invited. All important information, web support and interactions will be done through this email.
Minimum duration of the programme	12 months
Maximum duration of the programme	3 years
Assignments	One for each course
	Submission is essential before filling term end examination form
	To be submitted to the Nodal Programme Study Centre/ Learner Support Centre (You will be informed during Induction meeting.
	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, in addition, they will be provided in chcwm@ignou.ac.in
	Please note the last date for the submission of the assignments, given in the assignments and submit your assignments on time.
Submission of term end examination*	Last date of submission is 30 th September/30 th March for the July-Dec and the Jan-June sessions respectively without late fee. Dates if changed, will be intimated to you through the IGNOU website or through the chcwm@ignou.ac.in email.
	Payment to be made through an online form available on IGNOU website. Amount to be paid per course will be available in the form
Centre of examination*	For theory courses :You can choose any of the centres allocated by student evaluation division (SED) anywhere in India. The centres will be available once you register for the exam. However, allocation of the centre will be done keeping in view your choice and the availability of a seat in that centre. In case you wish to change the examination centre allotted to you, you can apply for another centre through email to sed@ignou.ac.in with a copy to the CHCWM email account. For Practical course: Examination will be organized at learner support centre.
Admit Card	The admit card or hall ticket can be downloaded from the IGNOU website before the exam.
ID card	You are provided an ID card which you can download from the IGNOU website Showing your ID card is a must for entry to the examination hall. You may not be allowed to appear for the examination in case you are unable to show the same.
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 on all the correspondence you make with the university.
Submission of forms	Fill the all 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.
Communication QR Code of CFAID website or google group	You will be required to have a valid gmail account to be invited as a student in the email certificatefirstaid@ignou.ac.in Please send your gmail accounts through an email to laxmi@ignou.ac.in so that you can be invited. All important information, web support and interactions will be done through this email.

* 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

Dear Student,

I welcome you as a student of the Certificate Programme in First Aid (CFAID) of IGNOU. During your study, you will get support from IGNOU through Internet as well as through the networks of our Regional and Programme Study Centres/Learner Support Centres. You have been allotted a Regional Centre and you will be attached to a Programme Study Centre/Learner Support Centre under that Regional Centre for various student support activities. 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 certificatefirstaid@ignou.ac.in / laxmi@ignou.ac.in. The programme comprises of a total of three compulsory theory courses viz. worth 4 credits each and one practical course of 12 credits. Custom made self-instructional course material have been prepared for all the courses. You are provided with the self-instructional course material of the compulsory courses and the optional courses that you opt for, at the time of your admission. soft version of the material which shall be placed in the portal for you to access.

You are required to undertake 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 except the workshop and project.

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

The programme has a web support portal consisting of interactive content, quiz, assignments, downloaded old question papers, calendar of activities, announcements, social media, educational resources, eGyankosh – Digital Repository, IGNOU YouTube Channel, gyandhara etc.

As 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 programme. 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.

All the information or the source and the various forms that may be required by some of you from 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 subjects. During the course of your study, if you have any feedback, suggestions and comments to make, please write to us immediately, at chcwm@ignou.ac.in. You will be provided administrative support from the Regional Centre and academic support from the programme study centre/Learner Support Centre. I am 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 programme study 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 CFAID programme.

Dr.Laxmi

Programme Coordinator

e-mail: laxmi@ignou.ac.in. Telephone:

011-29572846

CONTENTS

1.	The University	7
1.1	Introduction	7
1.2	Prominent Features	7
1.3	Important Achievements	7
1.4	The Schools of Studies	9
1.5	Organisational Structure of IGNOU	9
1.6	School of Health Sciences	10
2.	About the CFAID Programme	10
2.1	Introduction	10
2.2	Programme Objectives	10
2.3	Intended Learning Outcomes	10
2.4	Eligibility	10
2.5	Beneficiaries	10
2.6	Duration	10
2.7	Credit Structure	11
2.8	Blended Model of Teaching and Learning	11
3.	Important Milestones You Must Know	13
4.	Programme Structure	15
5.	How to Study	20
5.1	Studying using the SIM	21
5.2	Participating in Face to Face workshop	22
5.3	Undertaking a Project	23
5.4	Studying using Internet and Web Support	23
5.5	Audio Visual	24
5.6	Radio Counselling	24
5.7	Gyan Vani	25
5.8	Teleconferencing	25
5.9	Gyan Darshan	25
5.10	Telecast	25
6.	How will You be Evaluated?	25
6.1	Distribution of Marks	26
6.2	Assignments (Internal Assessment)	26
6.3	Term-end Examination	28
6.4	Results and Certification	29
6.5	Declaration of Results	29

6.6	Reevaluation of Answer Scripts	29
6.7	Convocation	30
7.	Roles and Responsibilities	30
7.1	Role of IGNOU	30
7.2	Role of Programme Study Centre	31
7.3	Student Responsibility	31
8.	Some Important Information	33
8.1	Change of Address	33
8.2	Interaction with Fellow Students	33
8.3	Channel of Communication and Address	33
Appendix 1 – Detailed Programme Design		35
Appendix 2 – Some Important Links		37
Appendix 3 – Link to Forms		38
Appendix 4 – List of Programme Study Centres for CHCWM Programme		39
Appendix 5 – Whom to Contact for What		41

1. THE UNIVERSITY

1.1 Introduction

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

1.2 Prominent Features

IGNOU has certain unique features such as:

- | International jurisdiction
- | Flexible admission rules
- | Individualised study: flexibility in terms of place, pace and duration of study
- | Use of latest information and communication technologies
- | Nationwide student support services network
- | Cost-effective programmes
- | Modular approach to programmes
- | Resource sharing, collaboration and networking with conventional Universities, Open Universities and other Institutions/Organisations
- | Socially and academically relevant programmes based on students need analysis
- | Convergence of open and conventional education systems

1.3 Important Achievements

- | Emergence of IGNOU as the largest Open University in the World.
- | Recognition as Centre of Excellence in Distance Education by the Commonwealth of Learning (1993).
- | Award of Excellence for Distance Education Materials by Commonwealth of Learning (1999).
- | Launch of a series of 24 hour Educational Channels 'Gyan Darshan'. IGNOU is the nodal agency for these channels and regular transmissions are done from the studio at EMPC, IGNOU.
- | Student enrolment has doubled in four years from 1.5 million to around 3 million.

- | UNESCO declared IGNOU as the largest institution of higher learning in the world in 2010.
- | Awarded A++ grade by National Assessment and Accreditation Council (NAAC) on 19th January 2021
- | Ranked first under the category CFIs (Non- Technical) in the Atal Ranking of Institutions on Innovation Achievement (ARIIA) 2021
- | Largest network of learning support system.
- | Declaration of Term-end result within 45 days.

1.4 The Schools of Studies

With a view to develop interdisciplinary studies, the University operates through its 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. The following Schools of Studies currently are in operation:

1. School of Humanities (SOH)
2. School of Social Sciences (SOSS)
3. School of Sciences (SOS)
4. School of Education (SOE)
5. School of Continuing Education (SOCE)
6. School of Engineering & Technology (SOET)
7. School of Management Studies (SOMS)
8. School of Health Sciences (SOHS)
9. School of Computer & Information Sciences (SOCIS)
10. School of Agriculture (SOA)
11. School of Law (SOL)
12. School of Journalism & New Media Studies (SOJNMS)
13. School of Gender and Development Studies (SOGDS)
14. School of Tourism and Hospitality Service Management (SOTHSM)
15. School of Interdisciplinary and Trans-disciplinary Studies (SOITS)
16. School of Social Work (SOSW)
17. School of Vocational Education and Training (SOVET)
18. School of Extension and Development Studies (SOEDS)
19. School of Foreign Languages (SOFL)
20. School of Translation Studies and Training (SOTST)
21. School of Performing & Visual Arts (SOPVA)

1.5 Organisational Structure of IGNOU



The broad organisational structure is given in **Fig. 1**. As already mentioned in the section above, there are 20 schools in the University. 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.

1.6 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, paramedical and allied 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.

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

Ongoing Programmes include :

PG Degree Programme

MBA (Health Care and Hospital Management) (MBAHCHM) Programme

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 Programme

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

Certificate Programmes

Certificate in Community Health (CCH)*

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 Adolescent Health and Counselling (CAHC)

Certificate in First Aid (CFAID)

You can learn more about these programmes from the IGNOU website.



2. ABOUT THE EEH PROGRAMME

The following sections and sub-sections shall provide you with the details of the Certificate programme in which you have enrolled. Most of the questions that may arise in your mind, will find solutions here, provided you have gone through meticulously the whole book. Let us now read the various sections for more information.

2.1 Introduction

The programme will benefit those who wish to learn first aid as per their interest and also for those who want to pursue careers in which first aid training and certification is necessary for recruitment like assistants and aides working in Nursing homes, mobile Ambulances, .

Increase in knowledge, information technology and changes in the life style calls for a need to acquire the knowledge and skills which can help in dealing with common emergencies and situations requiring first aid. The need is to develop and launch programmes for large number of people who can provide first aid during emergencies, accidents and acutely arising health situations.

The programme aims at developing knowledge and skills about first aid to enable the learners to provide first aid in various emergency situations.

2.2 Programme Objectives

AIM:

To prepare a workforce to provide emergency care to individual who are critically ill or injured and transport them to medical facilities within stipulated period of time and assist medical team in hospital emergency ward.

2.3 Intended Learning Outcomes

After completing this programme, you shall be:

- Describe and discuss the basic principles and skills for first aid.
- Recognize the symptoms/conditions which require first aid. And deal with emergency situations.
- Provide first aid in various situations and settings including disasters, epidemics and pandemic
- Provide psychosocial first aid to victim and family, medical social and psychological rehabilitation through team building
- Deliver health education for health promotion and utilization of health care services
- Communicate with various stakeholders
- Train other categories of people for immediate response to emergency situation

2.4 Eligibility

- In-service persons having completed 12th grade or equivalent with 1.5 Years of experience in Healthcare Sector

OR

- In-service persons having completed 10th grade or equivalent with 4.5 Years of experience in Healthcare Sector

2.5 Duration

The duration of the programme is one year . However you get the flexibility of completing the programme over a duration of three years. There is one session in each calendar year for admission into the programme, i.e. July-June .

2.6 Credit 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.

2.7 Medium of Instruction

The medium of instruction will be English Initially.

2.8 Medium of Instruction

The medium of instruction will be English Initially.

2.9 Number of Seats

30 per Programme Study Centre.

2.10 Programme Fee

Rs. 5000/-per student.

2.11 Blended Model of Teaching and Learning

The programme is being offered through blended approach. The programme package consists of a blend of multiple media. The multiple media are depicted in **Fig. 2**.

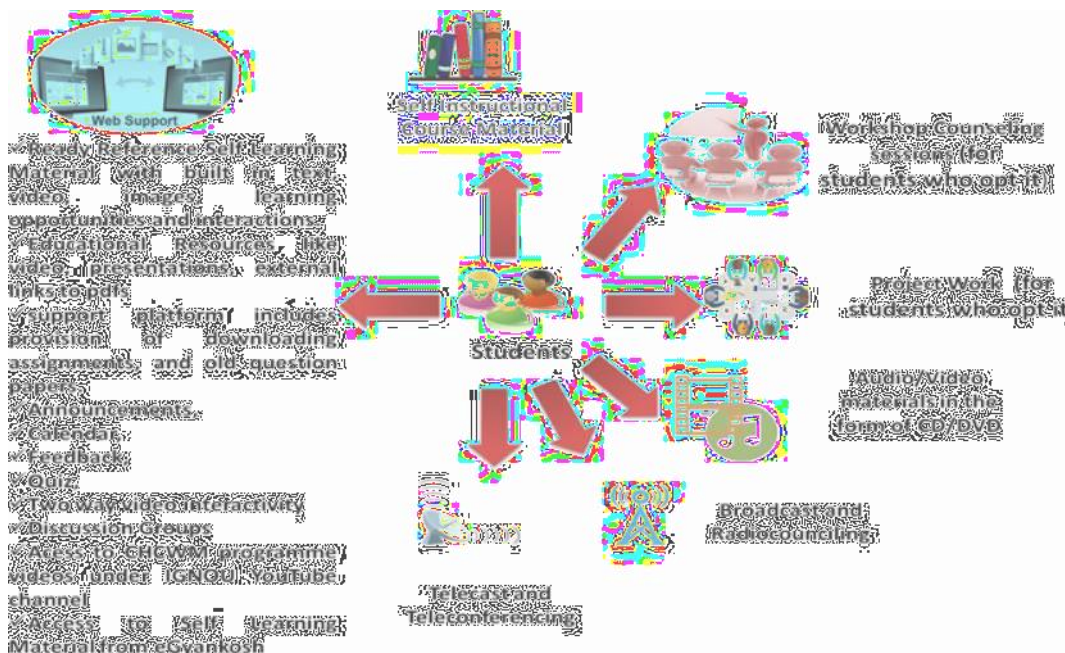


Fig. 2 : Blended Model of Teaching and Learning

The package for this programme consists of :

- 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 learning
- **Web Support** consisting of interactive content, quiz, assignment download, old question paper download, calendar of activities, announcements, social media, educational resources, eGyankosh - Digital Repository, IGNOU YouTube Channel, gyandhara etc

3. IMPORTANT MILESTONES YOU MUST KNOW

- 1. Allotment of Programme Study Centre (PSC) and Issue of Identity Card:** You will be informed about your allotted Programme Study Centre in your admission letter. You will be issued Identity Card and enrolment number by your Regional Centre. **For all future correspondence, please mention your enrolment number.** You will be allotted your programme study centre subject to your preference and the availability of seat. A change of Programme Study Centre will be permitted, subject to availability of a seat in the PSC to which transfer is opted. For transfer of PSC, you will have to apply in writing to your Regional Centre so that your records could be transferred to the new Regional Centre. Each PSC has the following major functions like counselling, conduction of workshop, guidance for project, evaluation of assignment, library facilities etc. For details please read Section 7.3 of this programme guide carefully.
- 2. Access to Web Support Portal:** Once your admission is confirmed and you receive the admission letter you, will be approached through the certificatefirstaid@ignou.ac.in email to provide you access to the web support portal. In case you are not able to get access to the portal you are requested to email us at the above mentioned email to provide you access.
- 3. Induction Meeting:** The induction meeting is held in the beginning of the session. On this occasion you are invited to the PSC or the Regional Centre as felt convenient to the organisers. You are given orientation about the IGNOU system and told about your roles and responsibilities while undergoing CFAID programme. The induction meeting is the first face-to-face contact that you have with the Regional Center and the PSC 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 can also be done through teleconferencing in the beginning of session. You will be informed about the induction programme by your respective Regional Centre/ Programme Study Centres, and also through chcwmm email.
- 4. Receiving Printed Study Material:** You will receive all the print materials/soft copy in the beginning of the session. It usually reaches by post within a month of finalisation of your admission, at your correspondence address. You can check the status of the material dispatch from the website also. In case of any delay, you can also access the soft copy of the material from the web support portal as well as from www.egyankosh.ac.in. You can also email at certificatefirstaid@ignou.ac.in, @ignou.ac.in for any queries.

In addition, you could contact your programme-in-charge to solve your problem. The materials that you will receive will consist of the compulsory course modules and the modules of the optional courses that you opt for from among the ones given in the **Table 1**.

Table 1: Course material of EEH programme

Course Code	Materials to be Received by Students	
	Blocks	Assignments*
IGNOU/NO 105 V.1.0	1, 2, 3 and 4	1
IGNOU/NO 106 V.1.0	1, 2, 3 and 4	1
IGNOU/NO 107 V.1.0	2 Manuals and 1 Log Book	Self activity file and supervised activity file
IGNOU/NO 108 V.1.0	1	1
IGNOU/NO 109 V.1.0	As per practical manual and Log Book	Report

* Hard copies of the assignments will not be given

5. **Teaching and Learning:** This relates to the various components of programme package as mentioned above in Section 2.8.
6. **Web Support:** You will be provided web support which will consist of ready reference self-learning material, educational resources, presentations etc. You can also download assignments, and old question papers. You can access the calendar of activities, and announcements section to get updated information about the Programme. You can also participate in synchronous and asynchronous communication, for peer to peer interaction and teacher student interaction. You can also access eGyankosh - Digital Repository, IGNOU You Tube Channel, and gyandhara etc.
7. **Certificate of Completion of practical activities :** You will be provided a certificate of attending the face to face practical contact sessions , when you have 100% attendance. attendance is compulsory.
8. **Timely Submission of Assignments:** The submission dates are mentioned in the assignment. Some of the commonly faced problems related to assignment are discussed in the later Section 6.2. For any other problems, please contact the Programme In-charge or Programme Coordinator (chcwm@ignou.ac.in).
9. **Filling of Term-end Examination Form:** You are required to fill the term-end examination form online. The last date for submitting the theory examination form **March 31/September 30 for the June/December examination**. The dates if changed, will be placed on the website or intimated to you from time to time. For details regarding filling term-end examination form, see Sections 6.3 and 7.3.
10. **Taking Exams:** The examination schedule commonly known as Date Sheet is put on the website. You shall be sent the Hall Ticket. In case you do not receive, you can download the same from IGNOU website.
11. **Declaration of Result:** All the results of students are computerised 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 degree certificate is also subsequently provided to the students who are successful.

4. PROGRAMME STRUCTURE

Course	Course Code	Name of course	Credits	Hours	Total Counselling hours	Total self study hours
Theory Course -1	IGNOU/NO 105 V.1.0	FIRST AID: Introduction and common emergencies	4	120	24	96
Theory Course -2	IGNOU/NO 106 V.1.0	First aid in Environmental Emergencies and Disaster	4	120	24	96
Practical	IGNOU/NO 107 V.1.0	SKILLS IN FIRST AID	12	360	72 hours - 9 Days	288
theory	IGNOU/NO 108 V.1.0	Employability Skills	2	60	12 hours	48
practical	IGNOU/NO 109 V.1.0	On the Job Training /Internship	14	420	8 hour a day for 12 weeks to practice all the learnt skills in emergency wards of allotted hospital as LSC. Students will submit the report to mentor with details of OJT/internship. Meeting the criteria for LSC and A/C counselor (Total marks -100)	

Detail of Curriculum /Syllabi

Course Code – IGNOU/NO 105 V.1.0

NOS 1 FIRST AID: Introduction and common emergencies

Block – 1 : Introduction to First Aid

Unit 1: First Aid Unit

Terminal Outcomes: After completion of this module, learners will be able to:

Explain First Aid and role of first aid provider using first aid box.

Duration: 10:00

Key Learning Outcomes : After completion of this module, learners will be able to:

- define First Aid, First Aid provider and First Aid Box;
- explain meaning, purposes and principles of First Aid;
- discuss Responsibilities and Qualities of First Aid Provider;
- enumerate various issues and considerations to be taken care of by a First Aid Provider;
- describe First Aid box.

Unit 2 : Understanding Human BodyUnit

Understand basic structure and function of human body system for the use first AID.

Duration: 05:00

Key Learning Outcomes

16

- recognize structure of human body;
- describe surface anatomy of human body;
- discuss various human body systems and their functions;

Unit 3 : Safe Practices in First Aid

Terminal Outcomes: Practice First AID using preventive approach for infection

Duration: 10:00

Key Learning Outcomes

- explain concepts of health and illness;
- explain meaning and purposes of Safe Practices;
- discuss safe practices for first aid provider, victim and environment
- describe infection control measures to be followed by the first aid provider.

Unit 4: Communication(Unit-4)

Terminal Outcomes :Communicate using effective communication skills

Duration: 05:00

Key Learning Outcomes

- Describe the meaning of communication
- Discuss the skills required for effective communication
- Enlist the steps while communicating with patients during provision of first aid
- Communicate with family members of the patients
- Know the barriers of effective communication

Block-2: Name-Responding to Emergencies

Unit-1 : Recognizing an Emergencies (Unit 1)

Terminal Outcomes:• explain recognition of Emergency situations and actions to be performed while giving first aid in Emergency situations.

• Duration: 10:00

Key Learning Outcomes

- define Emergency situations;
- explain causes, indicators and recognition of Emergency situations;
- list actions to be undertaken during Emergency situations and Responding to emergencies;
- describe actions to be performed while giving first aid in Emergency situations

Unit .2: Transportation of victim (Unit 2)

Terminal Outcomes:• describe methods of transporting casualty with safety precautions.

Key Learning Outcomes

Duration: 10:00

- explain importance of transportation;
- list factors influencing the method of transporting a casualty;
- discuss methods of moving and lifting casualty;
- describe methods of transporting casualty with safety precautions.

Unit .3: Cardio Pulmonary Resuscitation (CPR) and Automated External Defibrillator (AED)(Unit 3)

Terminal Outcomes: Explain process of CPR acquire knowledge about operating an Automated External Defibrillator (AED).

Duration: 10:00

Key Learning Outcomes

- describe Cardiopulmonary Resuscitation (CPR) and Defibrillation;
- discuss importance of CPR and AED;
- enumerate assessment done for using CPR and AED;
- discuss process of CPR ;
- acquire knowledge about operating an Automated External Defibrillator (AED).

Module 3: Name-First Aid in Accidents and Injuries

Unit 1: Wounds and Bleeding (Unit-1)

Terminal Outcomes: Explain first aid to be provided in various types of wounds and bleeding;

Key Learning Outcomes:

Duration: 10:00

- define wound and bleeding;
- list the causes of wounds and bleeding;
- recognize various types of wounds and bleeding;
- explain assessment of wounds and bleeding;
- describe first aid to be provided in various types of wounds and bleeding;
- discuss Do's and Don'ts while providing first aid for wounds and bleeding.

Unit-2: Head and Spinal Injuries

Terminal Outcomes: explain first aid in eye, ear, nose, jaw and mouth injury

Duration: 10:00

Key Learning Outcomes

- define Head and Spinal Injuries;
- list the causes and types of head and spinal injuries;
- explain assessment of head and spinal injuries;
- describe the first aid to be provided in head and spinal injuries;
- enumerate Do's and Don'ts in management of head and spinal injuries;
- discuss the first aid in eye, ear, nose, jaw and mouth injury

Unit-3 : Injuries to Tissues, Bones and Joints

Terminal Outcomes: explain First Aid to be provided in Injuries to Tissues, Bones Joints. Duration: 10:00

Key Learning Outcomes

- define Injuries to Tissues, Bones and Joints;
- list the causes and types of Injuries to Tissues, Bones and Joints;
- explain assessment of Injuries to Tissues, Bones and Joints;
- describe First Aid to be provided in Injuries to Tissues, Bones Joints;
- enumerate Do's and Don'ts in management of Injuries to Tissues, Bones and Joints.

Module 4: Name-First Aid in Common and Environmental Emergencies

Unit-1: Common Emergencies (Unit 1)

Terminal Outcomes:

explain first aid to be provided in various Common Emergencies.

Duration: 10:00

Key Learning Outcomes

- define Common Emergencies;
- enumerate causes of Common Emergencies;
- recognize types of Common Emergencies;
- explain assessment of victim affected by Common Emergencies;
- describe first aid to be provided in various Common Emergencies;
- list Do's and Don'ts in various Common Emergencies;

Unit-2: Shock (Unit 2)

Terminal Outcomes: explain first aid to be provided in allergies and shock.

Duration: 10:00

Key Learning Outcomes

- define allergies and shock;
- enumerate causes of allergy and shock;
- recognize types of allergy and shock;
- explain assessment of victim with allergy and shock;
- describe first aid to be provided in allergies and shock;
- list Do's and Don'ts in management of allergy and shock.

Unit-3: Burns

Terminal Outcomes: explain first aid to be provided in allergies and shock.

Duration: 10:00

Key Learning Outcomes

- define Burns;
- list causes and Types of Burns;
- explain assessment of Burns;
- describe first aid to be provided in Burns;
- enumerate Do's and Don'ts in management of Burns;

Unit-4 : Foreign Bodies .

Terminal Outcomes: explain first aid to be provided in foreign bodies in various parts of body;

Key Learning Outcomes

Duration: 04:00

- define foreign bodies in various parts of the body;
- list causes of foreign bodies in various parts of body;
- explain the assessment of foreign bodies in various parts of body;
- describe first aid to be provided in foreign bodies in various parts of body;
- enumerate Do's and Don'ts in management of foreign bodies in various parts of the body.

Course Code – IGNOU/NO 106 V.1.0

Name- NOS 2 – First aid in Environmental Emergencies and Disaster

Module 1: Name- First Aid in Environmental Emergencies

Unit-1: Extreme Heat and Cold Conditions Terminal Outcomes.

Terminal Outcomes: explain first aid to be provided in extreme heat and cold conditions;

Key Learning Outcomes

Duration: 10:00

- define extreme heat and cold conditions;
- list causes of extreme heat and cold conditions;
- recognize types of extreme heat and cold conditions;
- explain assessment of victim affected by extreme heat and cold conditions;
- describe first aid to be provided in extreme heat and cold conditions;
- enumerate Do's and Don'ts in extreme heat and cold conditions

Unit-2: Bites and Stings

Terminal Outcomes:

- explain first aid to be provided in Bites and Stings;

Duration: 10:00

Key Learning Outcomes

- define Bites and Stings;
- list causes of Bites and Stings;
- recognize types of Bites and Stings;
- explain assessment of victim affected by Bites and Stings;
- describe first aid to be provided in Bites and Stings;
- enumerate Do's and Don'ts in Bites and Stings;

Unit-3: : Altitude Illness (Unit-3)

Terminal Outcomes:

- explain first aid to be provided in altitude illness;

Duration: 10:00

Key Learning Outcomes

- define altitude illness and motion sickness;
- list causes of altitude illness and motion sickness;
- explain assessment of victim with altitude illness;
- describe first aid to be provided in altitude illness;
- enumerate Do's and Don'ts in management of altitude illness;

Block 2: Name- Name – First AID in Disaster

Unit-1: Introduction to Disaster management (Unit 1)

Terminal Outcomes:

describe and Classify a disaster on its level of intensity

Duration: 10:00

Key Learning Outcomes

- describe the meaning of a disaster;
- List the types of disaster;
- Classify a disaster on its level of intensity

Unit-2: Impact of Disaster (Unit 2)

Terminal Outcomes: Explain the direct and indirect impact of disaster.

Duration: 10:00

Key Learning Outcomes

- Identify the individual and community needs during disaster.
- Describe the direct and indirect impact of disaster.
- Discuss the broad guidelines of Disaster Management.

Unit-3: Role of First AID provider in during Disaster (Unit 3)

Terminal Outcomes: Describe disaster preparedness; and how to act in collaboration with others during a disaster.

Duration: 10:00

Key Learning Outcomes

- Describe the phases of disaster management;
- Describe disaster preparedness; and
- Describe how to act in collaboration with others during a disaster.

Block 3: Name- Epidemics and Pandemics

Unit-1: Introduction to Epidemics and Pandemics (Unit 1)

- Duration: 10:00

Key Learning Outcomes

- Discuss the direct impact of epidemics presenting with common signs and symptoms of fever, rash, diarrhea, bleeding, neurological manifestations, lymph node swellings.
- Identify the vulnerable groups in an epidemic

Unit-2: Impact of Epidemics and Pandemics

Duration: 10:00

Key Learning Outcomes

- Identify the individual and community needs during disaster.
- Describe the direct and indirect impact of disaster.
- Discuss the broad guidelines of Disaster Management.

Unit-3: Role of First AID provider in Epidemics and Pandemics

Duration: 10:00

Key Learning Outcomes

- Identify your role and act as a link between community and health system during an epidemic

Block 3: Name- Psychosocial First AID

Unit-1: Introduction to Psychosocial First AID (Unit 1)

- Duration: 10:00

Key Learning Outcomes

- Discuss the direct impact of epidemics presenting with common signs and symptoms of fever, rash, diarrhea, bleeding, neurological manifestations, lymph node swellings.
- Identify the vulnerable groups in an epidemic

Unit-2: Psychosocial First AID Strategies

Duration: 10:00

Key Learning Outcomes

- Identify the individual and community needs during disaster.
- Describe the direct and indirect impact of disaster.
 - Discuss the broad guidelines of Disaster Management.

Unit-3: Psychosocial First AID in Special Situations

Duration: 10:00

Key Learning Outcomes

- Identify your role and act as a link between community and health system during an epidemic

Practical Course Code –IGNOU/NO107 V.1.0 - SKILLS IN FIRST AID

	Duration:180
Practical Manual - I Consists of following practical units:	Practical –Key Learning Outcomes
• Unit 1: Scene safety and Assessment of the victim • Unit 2: First Aid Box	After completion of this unit, learners be able to: • demonstrate how to observe and assess the scene; • observe status of the victim; • perform assessment of the victim. • assess body temperature; • measure pulse accurately;

• Unit 3: Bandaging/Splints /Slings/ Binder Unit 6: First Aid with Improvisation (Scenario Based) (Merge) • Unit 4: Transportation of victim • Unit 5: Recovery Position ,CPR .COLS • Unit 6: Use of Automated External Defibrillator (AED) • Unit 7: Universal Precautions • Unit 8: Control of Bleeding • Unit 9: Wound care and Dressing • Unit 10: Communicating with victims and relatives	• count respiratory rate; • identify normal values and changes in temperature, pulse and respiration; • record and report the vital signs as assessed. • assess requirement for Bandages/Splint/Slings and Binder; • perform bandaging; apply Slings; • demonstrate use of splints and binders. • use different methods to move the victim; • perform lifting of the victim in emergency; • demonstrate transportation of the victim using stretcher; • apply the methods learnt in emergencies to transport victim; • identify uses of First Aid Box; • review items in First Aid Box; • demonstrate maintenance of First Aid Box; • improvise available items for use in any emergency; • use everyday items or articles for first aid care; • apply necessary safety precautions when improvising in emergencies; • assess a victim for recovery position and CPR; • perform CPR; • demonstrate skills by placing a victim in recovery position; • assess a victim for use of AED; • apply and use AED; • assist in using defibrillation during emergency situations • demonstrate hand washing technique; • select and use appropriate Personal Protective Equipment; • practice safe practices while providing first aid. • identify life threatening external and internal bleeding; • provide first aid in severe bleeding; • demonstrate how to control bleeding in emergencies. • recognize different types of wounds; • assess a victim with wounds; • provide wound care; • use dressing in wound care; • apply the procedure for wound care and dressing for an injured victim.
After going through the procedures and practicing them under supervision of academic counselors, learners will be able to perform these procedures and be able to give efficient and effective first aid care.	
Classroom Aids:	

Students are required to acquire the practical skills through a two tier structure.

There are some procedures to be performed or practiced at Programme Study Centre called as Supervised Activity (under supervision of counselor).

Some activities are to be performed by learners on their own called as Self-Activity (by following the guidelines provided in self learning material and log book).

- Supervised academic counseling sessions by academic counselors through face to face mode at programme study centre.
- Demonstrations by academic counselors and return demonstration by learners
- Recorded videos of the sessions uploaded in programme specific Web portal.
- Reference material uploaded on the programme specific web portal.
- Customized videos of topics prepared by Electronic Media Production Centre (EMPC) IGNOU.
- Teleconferencing & Interactive Radio Counseling (IRC) sessions conducted for synchronous interaction as and when scheduled.

Tools, Equipment and Other Requirements:

- Printed copies of practical manual (self learning material) customized for the programme and prepared by the experts at National level
- Soft copies of practical manual (self learning material) uploaded on egyankosh,
- Charts and demonstration dummies
- Videos and presentations
- First Aid kit
- Inch tape
- Height measuring scale
- Weighing machine
- CPR mannequin
- AED machine
- Slings/splints
- Smart Phone or Computer with internet

<Table contents:[CalibriBody|11|Black]>

Module 3.2: Name-SKILLS IN FIRST AID- Practical Manual II

Module 10: Skills in First Aid- Practical Manual - II, consists of following practical units:

Duration:<hh:mm>	Duration:180 hours
Unit 1: Head and Spinal Injury Unit 2: Bones and Joints Injury Unit 3: Burns Unit 4: Foreign bodies Unit 5: Fits and Fainting Unit 6: Chest Pain Unit 7: Asthma Unit 8: High and Low Blood Sugar Unit 9: Drowning and Poisoning Unit 10: Extreme Heat and cold condition Unit 11: Bites and Stings Unit 12: Altitude Illness Unit 13: Allergy Unit 14: Shock Unit 15: Triage Unit 16: Mockdril – Fire, Floods, Earthquake	Practical –Key Learning Outcomes After completion of this unit, you shall be able to: • recognize Head, Spinal and other associated injuries; • assess a victim with Head, Spinal and other associated injuries; • demonstrate first aid in case of Head, Spinal and other associated injuries; • perform First Aid in case of Head, Spinal and other associated injuries as and when required; • recognize Injuries to Soft tissues, joints and bones; • assess a victim with Injuries to Soft tissues, joints and bones; • demonstrate first aid in case of Injuries to Soft tissues, joints and bones; • perform First Aid in case of Injuries to Soft tissues, joints and bones as and when required; • recognize Burns and its various types; • assess a victim with various types of Burns; • demonstrate first aid in case of various types of Burns; • perform First Aid in Burns as and when required; • recognize various Foreign Bodies in human body organ (eyes, nose, mouth, ear etc); • assess a victim with various types of Foreign Bodies; • demonstrate First aid in case of various types of Foreign Bodies; • perform First Aid in Foreign Bodies as and when required; • recognize Fits, fainting and stroke; • assess a victim with Fits, fainting and stroke; • demonstrate First aid in case of Fits, fainting and stroke; • perform First Aid in case of Fits, fainting and stroke as and when required; • recognize Chest Pain due to various causes; • assess a victim with Chest Pain; • demonstrate First aid in case of Chest Pain; • perform First Aid in case of Chest Pain as and when required; • recognize Asthma; • assess a victim with Asthma; • demonstrate First aid in case of Asthma; • perform First Aid in case of Asthma as and when required; • recognize High and Low Blood Sugar; • assess a victim with High and Low Blood Sugar; • demonstrate First aid in case of High and Low Blood Sugar; • perform First Aid in case of High and Low Blood Sugar as and when required; • recognize Drowning and Poisoning; • assess a victim with Drowning and Poisoning;

	• demonstrate First aid in case of Drowning and Poisoning; • perform First Aid in case of Drowning and Poisoning as and when required; • recognize Extreme Heat and Cold Conditions; • assess a victim with Extreme Heat and Cold Condition; • recognize Various types of Bites and Stings; • assess a victim with Various types of Bites and Stings; • demonstrate First aid in case of Various types of Bites and Stings; • perform First Aid in case of Various types of Bites and Stings as and when required; • recognize Altitude illness and Acute Motion Sickness; • assess a victim with Altitude illness and Acute Motion Sickness; • demonstrate First aid in case of Altitude illness and Acute Motion Sickness; • perform First Aid case of Altitude illness and Acute Motion Sickness as and when required • recognize Allergies and Shock; • assess a victim with Allergies and Shock; • demonstrate First aid in case of Allergies and Shock; • perform First Aid in case of Allergies and Shock as and when required. • Explain the need for triage • Define triage in pre-hospital settings • Explain general principles to be kept in mind by the First-Aid giver during pre-hospital settings and the factors that must be considered during the triage process • Learn the skill to implement Triage process for both trauma emergencies as well as non trauma (medical emergencies) in pre-hospital settings
After going through the procedures and practicing them under supervision of academic counselors learners will be able to perform these procedures and be able to give efficient and effective first aid care.	
Classroom Aids:	
Students are required to acquire the practical skills through a two tier structure. There are some procedures to be performed or practiced at Programme Study Centre called as Supervised Activity (under supervision of counselor). Some activities are to be performed by learners on their own called as Self-Activity (by following the guidelines provided in self learning material and log book). • Supervised academic counseling sessions by academic counselors through face to face mode at programme study centre. • Demonstrations by academic counselors and return demonstration by learners • Recorded videos of the sessions uploaded in programme specific Web portal. • Reference material uploaded on the programme specific web portal. • Customized videos of topics prepared by Electronic Media Production Centre (EMPC) IGNOU. • Teleconferencing & Interactive Radio Counseling (IRC) sessions conducted for synchronous interaction as and when scheduled.	
Tools, Equipment and Other Requirements:	
• Printed copies of practical manual (self learning material) customized for the programme and prepared by the experts at National level • Soft copies of practical manual (self learning material) uploaded on egyankosh, • Charts and demonstration dummies	

- Videos and presentations
- First Aid kit
- Inch tape
- Height measuring scale
- Weighing machine
- CPR mannequin
- AED machine
- Slings/splints
- Smart Phone or Computer with internet

Module 3 -LOG BOOK for SKILLS IN FIRST AID- Practical Manual I and II

A Log-Book is a compulsory component of practical course. Learners will be required to maintain record of all the learning activities that they will perform as a part of this course in this Log-Book. The Logbook contains self and supervised activities with the guidelines and proformas for all the activities. Learners need to record all the activities in the proforma.

Duration: <hh:mm>

Practical – Key Learning Outcomes

Objectives of the Log-book:

Learners will be able to :

- follow the Provided guidelines for performing the activities;
- perform activities under supervision of academic counselors ;
- plan activities in advance so that they can complete them within the time frame;
- document practical experience for completion of practical component of this programme.

This log book will help the learners to record all procedures regarding important topics on First AID. It will also provide guidelines to the learner to practice and perform these procedures as a First AID provider.

NOS -4 Code-IGNOU/NO 108 V 1.0

NOS Name- Employability Skills

NOS Version No.-1.0

NSQF Level -4.5

After completing NOS -4 on Employability learners will be able to explain: • Employability Skills • Constitutional Values – Citizenship • How to Become a Professional in the 21st Century • Basic English Skills • Communication Skills • Financial and Legal Literacy • Essential Digital Skills • Diversity & Inclusion • Career Development & Goal Setting • Entrepreneurship • Customer Service • How to Get Ready for Apprenticeship & Jobs

NOS -5 Code-IGNOU/NO 109 V 1.0

NOS Name- On-the-Job Training/Internship

NOS Version No.-1.0

NSQF Level-4.5

Module Name: On the Job Training /Internship Location: On Site *On the job training/Internship will be at designated centres for 3 months i.e 8 hour a day for 12 weeks will practice all the learnt skills of NOS-3 in emergency wards of allotted hospital as LSC. Students will submit the report with details of OJT/internship 37 Executive - Emergency Healthcare Terminal Outcomes • Provide first aid in various situations and settings including psychosocial first aid to victim and family Based on skills learnt under NOS 3 after completing Module 3.1 and 3.2 along with logbook students will be posted for 9 weeks to practice all the learnt skills as follows: 12 weeks posting to practice all the learnt skills: Like Scene safety and Assessment of the victim, Checking Temperature, Pulse and Respiration ,Use of First Aid Box, Bandaging/Splints /Slings/ Binder (First Aid with Improvisation),Transportation of victim, Recovery Position ,CPR Revised COLS,Use of Automated

External Defibrillator (AED) Universal Precaution Control of Bleeding, Wound care and Dressing Communicating with victims and relatives. Learner will be able to provide First aid to Head and Spinal Injury, Bones and Joints Injury. Burns, Foreign bodies ,Fits and Fainting ,Chest Pain ,Asthma, High and Low Blood Sugar , Drowning and Poisoning ,Extreme Heat and cold condition, Bites and Stings, Altitude Illness, Allergy and Shock. Practice Triage and organize Mockdril – Fire, and Earthquake etc.

6.1 Scheme of Study

	Course Code	Name of course	Credits	Hours	Total Counselling hours	Total self study hours
Theory Course -1	IGNOU/ NO 105 V.1.0	FIRST AID: Introduction and common emergencies	4	120 Hours	24 hours	96 hours
Theory Course -2	IGNOU/ NO 106 V.1.0	First aid in Environmental Emergencies and Disaster	4	120 Hours	24 hours	96 hours
Practical	IGNOU/ NO 107 V.1.0	SKILLS IN FIRST AID	12	360	72 hours - 9 Days	288
Theory Course -3	IGNOU/ NO 108 V.1.0	Employability Skills	2	60	12 hours	48
Practical- Course -2	IGNOU/ NO 109 V.1.0	On-the-Job Training/Internship	14	420	8 hour a day for 12 weeks to practice all the learnt skills in emergency wards of allotted hospital as LSC. Students will submit the report to mentor with details of OJT/internship. Meeting the criteria for LSC and A/C counselor (Total marks -100)	

6.2 Scheme of Examination : Theory

Course	Course Code	Name of course	Duration in Hours (TEE)	Continuous Evaluation (TMA) Marks	Term End Examination (TEE) Marks	Total Marks
Theory Course -1	IGNOU/ NO 105 V.1.0	FIRST AID: Introduction and common	3 hours	30	70	100

		emergencies				
Theory Course -2	IGNOU/ NO 106 V.1.0	First aid in Environmental Emergencies and Disaster	3 hours	30	70	100
Theory Course -3	IGNOU/ NO 108 V.1.0	Employability Skills	-	100	-	100

6.3 Scheme of Examination : Practical

Course Code	Name of course	Log-Book	Final Practical	Total
IGNOU/NO 107 V.1.0	SKILLS IN FIRST AID	50	50	100
IGNOU/NO 109 V.1.0	On the Job Training /Internship	Report	-	100

7 IMPLEMENTATION OF THE PROGRAMME

Properly planned print material both for the theory and practical components is the main part of Certificate in First Aid programme. The study material prepared by the University are self-instructional in nature.

This programme has three theory and two practical course . The Theory courses has lessons which are called units and are prepared for self-study purpose. Similarly, the practicals are written in a self-guidance manner..

7.1 Infrastructure for Implementation

The programme will be implemented through network of programme study centres located all over India. IGNOU has School of Health Sciences (SOHS) responsible for development for this programme and making guidelines for implementation of the programme. Here, Programme Coordinators are located who undertake this activity. The Student Registration Division (SRD) is responsible for maintenance of admission detail and Student Evaluation Division (SED) is responsible for maintenance of progress report and evaluation (both continuous and term end-assessment) including the certificate awarded after completion. Computer division possesses the student data to provide addresses of students for dispatch of study material and correspondence with student. Material Production & Distribution Division (MPDD) is responsible for dispatch of print material. Regional Services Division (RSD) is the coordinating division between the head quarter and peripheral set up. i.e. Regional Center.

IGNOU has more than 67 Regional Centres (RC) which are directly responsible for the programme related activities of the region. The RC is headed by Regional Director (RD) and his team at the RC works with him. They identify Programme study centres (PSC) for the programme. PSC is a place where you have a Programme Incharge (PIC) who looks after the programme, Academic Counselors (AC) who are your teachers and their team. The PSC holds the classes for the programme called as Academic Counselling and Practical Sessions and there are necessary facilities present for you to successfully finish your programme.

If you face any problem at the PSC or regarding your programme, kindly bring it to the notice of your PIC, AC or Programme Coordinators located at IGNOU head-quarters..

7.2 Studying Course Material

The course material consists of both theory and practical print material developed for the programme.

A) Theory and Practical Print Material

Studying Theory Print Material

While going through the Theory course, you will note that each course has been divided into 3-4 blocks having total of 4 credits already explained. Each block has 3-5 units. These units are placed in a related manner to maintain the continuity of learning, within the block and each credit is equal to 30 student study hours.

The course material will be provided in the form of well designed printed blocks. The first page of each block shows the numbers and titles of the units of the block with page numbers. In the next page of each block, we have the credit page and then the units.

Each unit has an introduction in which we tell you about what is in the units. We outline a list of objectives which we expect you to achieve while working through the unit. This is followed by the main body of the unit, which is divided into various sections and sub-sections. We end each unit by summarizing its content.

In each unit, there are “Check Your Progress” exercises which are meant to help you to assess your understanding of the subject. You must try attempting “Check Your Progress” exercises and the answers are also given at the end of the unit. We have kept broad margins in these units on sides for you to write your notes. We have also given some reference books in the end of unit for you to further read and increase your knowledge about the subject.

Studying Practical Print Material

While going through the Practical Manual you will note that just like theory, there are blocks and practical units in practical course. Rest of the pattern for the Practical print material has been prepared with the objective of providing you a guideline to study and practice these skills at your programme study centre and when you do self study. They guide you how to do a specific procedure and what are the skills involved.

As in theory similarly, in the practical print material also you will find the “Check Your Progress” exercises and “Activities” which will help you to practice and find out how well you have developed skills of first aid. In the practicals, you will be doing your supervised activities during practical contact sessions with your academic counselor at Programme Study Centre. You should maintain record of activities in Log-Book. Some of the activities are also to be done by self study at home/ neighbourhood and should be entered in the log book.

7.3 Academic Counselling for Theory

The Programme Study Centre will organize counseling sessions also called theory contact sessions or academic counseling sessions. Hence, as a student, you can take help from the counselors in the study centre. The Academic Counselors are your teachers who will provide academic counseling for theory and demonstrate practical skills to you. The counseling sessions are not meant to be classroom lectures. You must study the printed course material before coming for counseling. Whatever problems you have, you must consult your Academic Counselor for clarifications and help.

For successful completion of CFAID programme a student is requested to have 75% attendance in theory academic counseling sessions to be eligible to appear in Term-end examination.

The counselor will also organize sessions where you can view audio-video programmes. These programmes often supplement your course material. Exact dates of counseling sessions will be announced by the Study Centres concerned.

During the theory counseling session, you will have the opportunity to interact with your fellow students with whom you will practice and form groups to do activities. The counselor will also evaluate your Assignments.

The detailed programme of the theory contact or counseling session will be sent to you by the Programme Incharge of the Study Centre concerned. In these sessions, you will get an opportunity to discuss your problems/learning related to the programme and courses with the counselors.

7.4 Practical Contact Sessions

The practical components of this programme have been designed to build your skills in first aid. Your practice of self activities given in practicals and log book and also the practice of supervised activities performed along with your fellow students in the PSC is important and must be attempted and attended. You are required to do supervised activities under supervision of the Academic Counselor and Self activities are done independently or along with friends or group without anybody's supervision.

.After completion of the Log-Book, you must get it checked from your Academic Counselor at least one month before the final practical examination.

You should bear in mind that every practical is evaluated and needs to be recorded in log-book with weightage of 50% and is included for the final evaluation. Therefore, you have to practice and perform practicals in order to be able to secure the maximum marks. The Continuous evaluation i.e. Log-Book will carry 50% and final practical examination will carry 50% weightage.

90% attendance for practical work in each course is compulsory for becoming eligible to appear in the Final Practical Examination.

It is therefore important for you to practice and perform practicals in order to be able to secure the maximum marks.

Your Academic Counselor or your teacher will be organizing your experience and will supervise and guide you. He/She will check your log-book and your activities. The detailed programme of the practical contact session will also be informed to you by Programme Incharge of your Study Centre.

7.5 Teleconferencing

It is a two way audio and one way video system where you can see teacher/ experts over television screen & interact with them by telephone/e-mail. IGNOU teleconference is conducted for every programme of the University from February to May for January session and August to November for July session.

This is linked with both the theory and practical courses and is held once in a month. We advise you to attend these sessions regularly at your Regional Centre. The schedule can be obtained from your Regional Centre and Programme Study Centres. It is also uploaded on IGNOU website. This would give you opportunity to interact with students/experts all over the country.

7.6 Gyan Vani

IGNOU has been offered FM Channel Radios in 40 cities and towns for education and development. EMPC is the nodal agency for implementing the project. EMPC is also studying an experimental proposal for global Gyan Vani. As many as 10 FM Radio Stations at Allahabad, Bangalore, Coimbatore, Vishakhapatnam, Mumbai, Lucknow, Bhopal, Kolkata, Chennai and Delhi are already on air. The detailed schedule can be accessed at IGNOU EMPC-Gyandarshan Website : www.ignou.ac.in/online.ac.in/gyandhara.

7.7 Study Centres

To provide effective support, IGNOU has set up a number of programme Study Centres for this programme in selected Hospital/School/College of Nursing/Clinics/NGO/Existing PSC of the School (SOHS)/regular IGNOU PSCs all over the country. Each PSC will be handling a maximum of 50-100 students. These centres will be managed by the Programme Incharge. The detailed particulars regarding the Study Centres to which you are assigned, will be communicated to you. The academic counseling and practical sessions of the programme will be held at these Programme Study Centres.

Please bring your Course Material and your folder of assignments, when you come for the counseling sessions/practical sessions.

7.8 IGNOU Website

At Website: <http://ignou.ac.in>, the following useful information is available:

Details of programmes on offer.

Downloadable prospectus/application forms of various programmes. Address checking.

Material dispatch details.

Assignment of current years.

Term-end examination date-sheet.

Catalogue of audio/video programme.

Hall ticket details.

Result and Grade Card of your term-end examinations. Previous years question papers.

An update on the latest happenings at the University.

Programme schedule of Gyan Darshan, Gyan Vani and EDUSAT .

List of Study Centres and Regional Centres.

EVALUATION

The system of evaluation in IGNOU is also different from that of conventional universities.

Broadly, IGNOU has a three-tier system of evaluation:

- A. Self-assessment exercises within each unit of study.
- B. Continuous evaluation mainly through assignments which are either tutor-marked or computer-marked and practical assignments.
- C. The Term-End Examinations for theory and practical and/or project work.

The evaluation of learners depends upon various instructional activities undertaken by them. A learner has to write assignment responses compulsorily before taking term-end examination from time to time to complete an academic programme. IGNOU uses two types of assignments: tutor-marked assignments (TMA) and computer-marked assignment (CMA). In some courses, both TMAs and CMAs are used and some courses have only TMAs. In this course we have tutor marked assignment (TMA) only. Evaluation of assignments is called continuous evaluation. **A learner has to send or submit tutor marked assignment (TMAs) responses to the concerned Programme Incharge or Academic Counselor of the Study Centre to which s/he is attached. A learner should keep duplicate copies of his/her Assignment Responses that may be required to be produced at SR&E Division on demand.**

For this programme the following evaluation system is followed:

Theory

For theory course, the evaluation consists of two aspects:

- i) Continuous Evaluation through assignments, and
- ii) Term-End Examination.

In the final results all the assignments carry 30 per cent weightage while 70 per cent weightage is given for term-end examination. You need to score 50 per cent marks in assignment separately and 50 per cent marks in the term-end examination to pass and be declared successful.

Practical

For practical course, the evaluation consists of two aspects:

- i) Continuous evaluation through Log-Book, and
- ii) Final practical examination.

In the final result, continuous evaluation through Log-Book will carry 50 per cent weightage and final practical examination will carry 50 per cent weightage. You need to score 50 per cent marks in log book and practical examination separately to pass and be declared successful.

8.1 Self Assessment Exercises 32

You have to attempt these exercises on your own and these are not to be submitted for evaluation. These are just the questions to help you “Check Your Progress” in learning the subject. These are given no marks.

8.2 Continuous Evaluation

A) Continuous Evaluation in Theory

Assignments constitute the continuous evaluation component of theory course. The assignment (Tutor Marked Assignments TMA) of a course carries 30 per cent weightage. **The marks that you get in your assignments will be counted in your final result. Therefore, you are advised to take your assignments seriously.**

The main purpose of assignments is to test your understanding of the course (printed) material you receive from us and also to help you get through the course by providing feedback to you. The information given in the printed course material should be sufficient for answering the assignments. However, if you have easy access to other books, internet, you may make use of these.

In theory, TMA is evaluated by the academic counselor at the programme study centre. There will be only one assignment.

You have to complete and submit all the assignments compulsorily. You will not be allowed to appear for the term-end examination for the course if you do not submit the specified number of assignments in time for theory course.

The assignments will be uploaded on IGNOU website (ignou.ac.in). If a student does not successfully complete the assignments, s/he may redo the assignment as per university ordinance. Always keep photocopy of your assignment responses.

Guidelines for Submission of Assignments

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.

You must submit your assignments according to the schedule indicated in the assignment itself.

In case there is any delay in receipt of assignments and study material and/or schedule for submission of assignments has not been indicated, ***you should submit your assignment responses within one month of the date of receipt of material*** together with a documentary evidence of your having received the material late.

The Programme Incharge at the Programme Study Centre has the right to reject the assignments received after the due date. You are, therefore, advised to submit the assignments before the due date.

For your own record, retain a copy of all the assignment responses which you submit at the Programme Study Centre. If you do not get back your duly evaluated tutor marked assignments within a month after submission, please try to get it from your Study Centre personally. This may help you to improve upon future assignments. Also maintain an account of all these corrected assignment responses received by you after evaluation. This will help you to represent your case to the University in case any problem arises.

In case you are unable to submit the assignments or unable to score minimum qualifying pass grade i.e. 50%, you have to wait for the assignments meant for the next batch of students and submit them.

Once you get the pass grade in an assignment, you cannot resubmit it for improvement of grade. Assignments are not subject to re-evaluation except for factual errors, if any. The discrepancy noticed by you in the evaluated assignments should be brought to the notice of the Programme Incharge of the Programme Study Centre so that the correct score is forwarded by him/her to SED at the Headquarters.

Do not enclose or express doubts for clarification, if any, along with the assignment. Send your doubts in a separate cover to the **Deputy Registrar, SR&E Division, Indira Gandhi National Open University, Maidan Garhi, New Delhi - 110068**. When doing so give your complete enrolment no., name, address, title of the course, and number and name of the assignment etc., on top of your letter.

Specific Instructions for Tutor Marked Assignments (TMAs)

- 1) Write your Enrolment Number, Name, Full Address, Signature and Date on the top right hand corner of the first page of your response sheet.
- 2) Write the Programme Title, Course Code, Course Title, Assignment Code and Name of your Study Centre on the left hand corner of the first page of your response sheet.

Course Code and Assignment Code may be reproduced from the assignment. The top of the first page of your response sheet should look like this:

PROGRAMME TITLE:	ENROLMENT NO:
COURSE CODE:	NAME:
COURSE TITLE:	ADDRESS:
ASSIGNMENT CODE:	
STUDY CENTRE	SIGNATURE
	DATE:

- 3) Read the assignments carefully and follow the specific instructions, if any given on the assignment itself about the subject matter or its presentation.
- 4) Go through the Units on which assignments are based. Make some points regarding the question and then rearrange those points in a logical order and draw up a rough outline of your answer. While answering an essay type question give adequate attention to introduction and conclusion. The introduction must offer your brief interpretation of the question and how you propose to develop it. The conclusion must summarize your response to the question. Make sure that the answer is logical and coherent, and has clear connections between sentences and paragraphs. The answer should be relevant to the question given in the assignment. Make sure that you have attempted all the main points of the question. Once you are satisfied with your answer, write down the final version neatly and underline the points you wish to emphasize. While solving numericals, use proper format and give working notes wherever necessary.
- 5) Use only foolscap size paper for your response and tie all the pages carefully. Avoid using very thin paper. Allow a 4 cm margin on the left and at least 4 lines in between each answer. This may facilitate the evaluator to write useful comments in the margin at appropriate places.
- 6) Write the responses in your own hand. Typed assignments are also acceptable. Do not copy your answers from the Units/Blocks sent to you by the University. If you copy, you will get zero marks' for the respective question.
- 7) Do not copy from the response sheets of other students. If copying is noticed, the assignments of such students will be ²⁴reflected.
- 8) Write each assignment for each course separately. All the assignments should not be written in continuity.
- 9) Write the question number with each answer.
- 10) The completed assignment should be sent to the Coordinator of the Study Centre allotted to you. Under any circumstances do not send the tutor marked response sheets to the Student Evaluation Division at Head Quarters for evaluation.

- 11) After submitting the assignment at the Study Centre get the acknowledgement from the Coordinator on the prescribed assignment remittance-cum-acknowledgement card.
- 12) In case you have requested for a change of Study Centre, you should submit your Tutor Marked Assignments only to the original Study Centre until the change of Study Centre is notified by the University.

B) Continuous Evaluation for Practicals/Log-Book

Log-Book is meant to maintain record of all activities that you are practicing and performing as a part of programme. The Log-Book should be carried by you when you attend training/academic counseling and practical sessions at the Programme Study Centre. The supervised activities practiced at the programme study centre must be entered in the log-book and also you need to record all the self activities that you do your self or along with your friends/in group. The log-book has to be evaluated by your Academic Counsellor as it has 50% weightage in the final result. You should carry this log-book when you go for final practical examination also.

8.3 Evaluation through Term-End Examination (TEE)

A) Theory

As stated earlier, term-end examination is another component of the evaluation system. Term-end examination carries 70% weightage in the final result for Theory Course.

If you are unable to complete during the first attempt, you can subsequently take it in December and June Term-End Examination.

B) Practical

Final Examination for practicals carries 50% weightage in the final result.

Modalities for Conducting a Final Practical Examination

- i) The final practical examination will be conducted at the centre where you had your practical contact session.
- ii) The practical examination will be conducted before the theory examination (atleast one month before).
- iii) A panel of examiners comprising an external examiner (subject expert) and internal examiner will be appointed for conducting the practical examination.
- iv) The programme incharge of the programme study centre will compile the marks of self and supervised activities and the practical examination, and send it to the Student Evaluation Division, IGNOU, Maidan Garhi, Delhi-68..

Important information about Term End Examination

Examination date sheets (schedule which indicates the date and time of examination for each course) are sent to all the Study Centres approximately 5 months in advance. The same is also notified through IGNOU News Letter from time to time and also on website www.ignou.ac.in. Thus, normally, the date sheet for June examinations are sent in the month of January and for December examinations in the month of July.

It is an essential prerequisite for you to submit the Examination Form online on www.ignou.ac.in for taking examination in any course. You can also download hall ticket from IGNOU website.

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.

It is your duty to check whether you are registered for the course and whether you are eligible to appear for the examination or not. If you neglect this and take the examination without being eligible for it, your result will be cancelled.

Study Centre is the contact point for you. The university cannot send communications to all the students individually. All the important communications are sent to the Programme Incharge of

the Programme Study Centre and Regional Directors. The Programme Incharge would display a copy of such important circular/notification on the notice board of the Programme Study Centre for the benefit of all the students. You are, therefore, advised to get in touch with your Programme Incharge for day-to-day happenings so as to get advance information about assignments, submission of forms, date-sheet, list of students admitted to a particular examination, declaration of result, etc.

While communicating with the University regarding examination, please clearly write your enrolment number and complete address. In the absence of such details, we will not be able to attend to your problems.

8.4 Attendance

The student will be required to complete 75% attendance in theory counseling to become eligible for appearing in TEE. Similarly s/he will be required to complete 90% attendance in practical contact sessions to become eligible for appearing in Final Practical Examination.

You are required to score at least 50% marks in both continuous evaluation (theory assignments) and Log-book and in term-end theory examination and final practical examination to pass.

Gold Medal:

The University has decided to award a Gold Medal to the candidate securing highest marks of 75% and above in aggregate in the total programme and has successfully completed the programme in minimum stipulated period.

8.5 University Term-end Examination

Term-end examination for theory/elective 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 paper will be of 3 hours duration. You will have to secure atleast 35 marks (50%) in each of the theory papers for successful completion.

You can appear in the examination for all courses together. However, in case you are not prepared, you may like to take the examination of some courses at a later date, but within the maximum, i.e two years period of your registration. 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 (chcwm@ignou.ac.in)

1. 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 for each course ..***

2. Date of the examination

Hall ticket is available at IGNOU website www.ignou.ac.in learner(s) can download 3rd week of May for June examination & 3rd week of November for December examination.

3. 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

4. Centre for Examination

You can choose the centre for the term end examination when you fill the online form. However, the centre will be finalised 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.. The allotted centre will be intimated to you in the admit card.

5. Intimation Slip

The intimation slip can be downloaded from IGNOU website only.

6. Admit card/Hall ticket

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

7. 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.

8. 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.

9. 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.**

10. 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.

8.6 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.

8.7 Declaration of Result

All the results of students are computerised 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 3.**

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, it takes 2 -3 months time for declaration of term-end theory result. If you are unsuccessful in a theory paper, you should apply for next examination in the prescribed form. You can also opt for early declaration of result by filling the form for the same available in the website. You do not have the number of attempts written anywhere in your grade card or certificate.

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 SE Division enclosing a xerox 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.

8.8 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 for that within a month of declaration of result in website. The application should be sent to the Registrar, SED with a demand draft of required fee (in favour of IGNOU and payable at New Delhi). You can also ask for the photocopy of your answer script. Copy of the form is also available on IGNOU website.

There is a scope for improving the grade/marks in the theory paper that you have passed by taking the examination again. For this, you have to apply in the form available in IGNOU website. The relevant links to all the forms are available .

8.9 Convocation

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

9. SOME IMPORTANT INFORMATION

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. Hence, if you as a distant learner face any problem, please follow the guidelines as mentioned below.

9.1 Change of Address

If your address gets changed, please xerox and fill up the form mentioned in **Appendix 3** of this guide. 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.

9.2 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.

9.3 Channel of Communications and Addresses

1. **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.
2. **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.

3. **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.
4. **Interaction with Programme Coordinator:** You could interact with your programme coordinator through email on any of the administrative or academic problems related to the programme. The email id for the purpose is chcwm@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.
5. **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.
6. **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.
7. **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.
8. **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.
9. **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.
10. **Information from Website:** All the latest information is provided in the website of IGNOU (<http://www.ignou.ac.in>).

SOME IMPORTANT LINKS

1. IGNOU WEBSITE
www.ignou.ac.in
2. WEBSITE OF SCHOOL OF HEALTH SCIENCES
<http://www.ignou.ac.in/ignou/aboutignou/school/sohs/introduction>
3. CHCWM Programme Page
<http://www.ignou.ac.in/ignou/aboutignou/school/sohs/programmes/detail/230/2>
WEB SUPPORT EMAIL LINK
4. Know your registration details
<http://admission.ignou.ac.in/changeadmdata/admissionstatusnew.asp>
5. eGyankosh –A digital repository
www.egyankosh.ac.in
6. Downlaod Assignments
<https://webservices.ignou.ac.in/assignments/>
7. Student Zone
<http://www.ignou.ac.in/ignou/studentzone>

LINKS TO 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
<http://www.ignou.ac.in/userfiles/TEE%20FORM.pdf>
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>
10. OBTAINING PHOTOCOPY OF ANSWER SCRIPT
<http://www.ignou.ac.in/upload/form-photocopy%20of%20ans.scrpt.doc>
11. RE EVALUATION OF ANSWER SCRIPTS
<http://www.ignou.ac.in/userfiles/Application%20form%20for%20Reevaluation%20of%20Answer%20Scripts.pdf>
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 card<http://www.ignou.ac.in/ignou/studentzone/results/1>

WHOM TO CONTACT FOR WHAT

1. Identity Card, Fee Receipt, Bonafide Certificate, Migration Certificate, Scholarship Forms, Concerned Regional Centre.
2. Non-receipt of study material and assignments, Dy. Registrar, (MPDD) IGNOU, Maidan Garhi, New Delhi – 110068 & Regional Centre Concerned.
mpdd@ignou.ac.in
3. Schedule/Information regarding Exam Form, Entrance Test, Date-sheet, IGNOU Hall Ticket, Assistant Registrar (Exam-II), SED, Block-12, Room No. 2, Maidan Garhi, New Delhi-110068. E-mail: sgoswami@ignou.ac.in or
Ph.: 29536743, 29535924-32 Extn.: 2202, 2209
4. Result, Re-evaluation, Grade Card, Provisional Certificate, Early Declaration of Result, Transcript, Deputy Registrar (Exam-III), SED, IGNOU Block-12, Room No. 1, IGNOU, Maidan Garhi, New Delhi-110068 dpresult@ignou.ac.in or
Ph: 29536103,29535924-32/ Extn: 2211, 1316.
5. Non-reflection of Assignment Grades/Marks Dy. Registrar (Assignment), SED Block-3, Room No. 12, IGNOU, Maidan Garhi, New Delhi-110068.
assignment@ignou.ac.in
Ph.: 29535924/ Extn.: 1312,1319,1325
6. Original Degree/Diploma/Verification of Degree/Diploma Deputy Registrar (Exam-I), SED, Block 9, IGNOU, Maidan Garhi, New Delhi-68.
email-convocation@ignou.ac.in
Ph.: 29535438,29535924-32/Extn.: 2224, 2226
7. Student Grievances (online) Block-3, Room No. 13, IGNOU Asstt. Registrar (Student Grievance) SED, Maidan Garhi, New Delhi-110068.
sedgrievance@ignou.ac.in/Ph.: 29532294,29535924
8. Purchase of Audio/Video Tapes, Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi-110068.
9. Student Support Services and Student Grievances, pre-admission Inquiry of various courses in IGNOU, Regional Director, Student Service Centre, IGNOU, Maidan Garhi, New Delhi-110068.
ssc@ignou.ac.in
Telephone Nos.:29535714, 29533869,2953380, Fax:29533129
10. Teleconference Schedule, Director, EMPC, IGNOU, Maidan Garhi, New Delhi-110068
11. Overall coordination - Programme Coordinator, SOHS, IGNOU, Maidan Garhi, New Delhi-110068.

E-mail: laxmi@ignou.ac.in

IGNOU EPBAX: 29536980, 29535924-32, 29572524

IGNOU Website: ignou.ac.in;