

B.Sc (Honours) 3 YR with Single Major																								
Semester	Major* (4 Cr)			Minor (4 Cr)			Languages (3 Cr)			Multi Disny' (2 Cr)			Skill Enhanceme nt Courses (2Cr)			OOTC			Env. Edn (2 Cr)			Total		
	C	H	Cr	C	H	Cr	C	H	Cr	C	H	Cr	C	H	Cr	C	H	Cr	C	H	Cr	C	H	Cr
Sem 1	2*	10	8				2	8	6	1	2	2	2	4	4							7	24	20
Sem 2	2	6+4	8	1	3+2	4	2	8	6				2	4	4							7	27	22
Community Service Project of 180 hours with 4 Credits. Student is eligible for Exit Option-1 with the award of Certificate in respective discipline																								
Sem 3	4	12+8	16	1	3+2	4				1	2	2	1	2	2							7	29	24
Sem 4	3	9+6	12	2	6+4	8				1	2	2	1	2	2							7	29	24
Short-Term Internship/Apprenticeship/OJT of 180 hours with 4 Credits. Student is eligible for Exit Option-2 with the award of Diploma in respective major with minor																								
Sem 5	4	12+8	16	2	6+4	8													1	2	2	7	32	26
Sem 6	Semester Internship/Apprenticeship/OJT with 12 Credits. Student is eligible for Exit Option-3 with the award of Degree in respetive major with																							
20 Additional Credits for 10 month mandatory Internship/OJT/Apprenticeship																								
C Courses			H Hours			Cr Credits			OOTC Open Online Transdisciplinary															
IKS# Indian Knowledge Systems - Audit Course																								

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

B.Sc (Healthcare Management) with Single Major

Semester	Major				
		Hours			
	Course	Theory	Practical	Credit	No. of Skill Paper
Sem 1	Introduction to Health Care industry, human body and Medical Terminology	50	..	8	1
	Introduction to Hospital Front Desk Operations	100	..		
Sem 2	Patient Behaviour and Care	50	30	8	1
	Management Information System	40	30		
	Hospital Orientation/Internship after II Sem		180	4	
Sem 3	Health Care and Insurance	40	30	16	1
	Legal and Ethical Issues in Healthcare	50	30		
	Quality Management in Hospitals	50	30		
	Office Management Tools	40	30		
Sem 4	Risk and Disaster Management	40	40	12	1
	Marketing & Promotion	50	30		
	Orientation to Bio Statistics and Finance management	45	20		
	Hospital Orientation/Internship after IV Sem		180	4	
Sem 5	Hospital & Other Healthcare Service Delivery Coordination	60	30	16	1
	Hospital Planning, Layout and Structuring	40	40		
	Supply Chain Management	40	30		
	Human Resource Management, Rostering	40	20		
Sem 6	Apprenticeship (6 Month)				1

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Course Outcomes:

1. The overall aim of the program is to prepare students to effectively step into health care management positions such as Hospital Front Desk Operations, Patient Relations Operations, Assistant Duty Management, Ward and Floor Management with management skills like critical thinking, analysis, excellent communication skills.
2. Candidates will develop knowledge, skills, competencies, attitudes and abilities on basic concepts of overall health care system design, issues associated with the health care system.
3. Students will imbibe leadership, organizing and management skills to create a productive working environment within different types of healthcare organizations that support the organization's vision, mission, values and activities.

MEDIUM OF INSTRUCTION

English shall be the medium of instruction.

ELIGIBILITY FOR ADMISSION:

Passed 12th class of 10+2 with any stream.

SELECTION OF CANDIDATES:

Admission to BSC Healthcare Management Course shall be made on the basis of eligibility criteria set by university.

SELECTION OF FACULTY:

- MBA (Healthcare Management and Administration)
- MHA (Healthcare Management Administration)
- Post Graduate Diploma (Healthcare Management Administration)
- Graduate with 3 years experience with healthcare organization

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

SCHEME OF EXAMINATION

1. **General Education Component Assessment:** This shall be assessed by the University/college as per the directives of examination board.
2. **Skill Education Component Assessment:** This shall be assessed by the Sector Skill Council. There shall be one skill-based assessment at the end of each semester. The units shall be covered entirely under one skill assessment. The marks for each unit shall be submitted to the college for result and other requirement purposes.
 - (a) Skill Component examination shall be of 3 hours duration and of max marks 100.
 - (b) The Skill Component shall be assessed at the end of each semester.
 - (c) For the purpose of Skill Component assessment for each semester, the question papers shall be set through HSSC .
 - (d) Passing Marks: A candidate will have to obtain at least 70% marks in skill assessment each semester to obtain skill certificate for Qualifications. There shall be skill-based theory assessment scheduled for each semester. However, practical assessment along with theory assessment shall be conducted at each consecutive semester that it at Semester 2, 4, and 6th (If 3-year program).
 - (e) Theory assessment for skill assessment shall consist of MCQ scenario-based questionnaire. The assessment shall be conducted remotely with online proctoring capabilities.
3. **Result:**
 - (a) A candidate will have to obtain at least 70% marks in skill assessment each semester to obtain skill certificate for Qualifications.
 - (b) A candidate who has failed in skill paper/s will reappear in respective skill papers/s in Supplementary examination.

A candidate who has failed in Practical examination only will reappear only in Practical examination in Supplementary examination as and when reschedule happens.

Detailed Curriculum

Semester - 1

Course	Theory Hours	Practical Hours	Credits	Course Description
Introduction to Health Care Industry, Human Body, and Medical Terminology	50	N/A	8	<p>Introduction to Health Care Industry: Overview of the healthcare industry, key sectors, healthcare delivery systems, roles and responsibilities of healthcare professionals.</p> <p>Human Body: Basic anatomy and physiology, major systems of the human body, function and structure of body organs.</p> <p>Medical Terminology: Understanding medical terms, prefixes, suffixes, root words, common abbreviations and acronyms, application in healthcare settings.</p>
Introduction to Hospital Front Desk Operations	100	N/A		<p>Front Desk Operations: Role of the front desk in hospital settings, patient registration and admission processes, managing appointments and patient records, handling inquiries and providing information, communication skills and customer service.</p> <p>Use of Technology: Hospital information systems, software used in front desk operations, data entry and management.</p> <p>Interpersonal Skills: Interaction with patients and visitors, dealing with difficult situations, professional behaviour and ethics.</p>

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.



Weekly Breakdown

Introduction to Health Care Industry, Human Body, and Medical Terminology

Week	Topics
1-2	Overview of the healthcare industry, key sectors within healthcare.
3-4	Healthcare delivery systems, roles and responsibilities of healthcare professionals.
5-6	Basic anatomy and physiology, major systems of the human body.
7-8	Function and structure of body organs.
9-10	Understanding medical terms, prefixes, suffixes, root words.
11-12	Common abbreviations and acronyms, application of medical terminology.

Introduction to Hospital Front Desk Operations

Week	Topics
1-2	Role of the front desk in hospital settings, patient registration and admission processes.
3-4	Managing appointments and patient records, handling inquiries and providing information.
5-6	Communication skills and customer service.
7-8	Hospital information systems, software used in front desk operations.
9-10	Data entry and management.
11-12	Interaction with patients and visitors, dealing with difficult situations, professional behaviour and ethics.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Semester - 2

Course	Theory Hours	Practical Hours	Credits	Course Description
Patient Behaviour and Care	50	30	8	Course Description: Study of patient behavior, psychological aspects of patient care, techniques for improving patient interaction and communication, care protocols for different patient needs.
Management Information System	40	30	8	Course Description: Introduction to management information systems in healthcare, software applications, data management and analysis, system security and confidentiality, implementation and maintenance of MIS.

Weekly Breakdown

Patient Behaviour and Care

Week	Topics
1-2	Introduction to patient behavior, psychological aspects of patient care.
3-4	Techniques for improving patient interaction and communication.
5-6	Care protocols for different patient needs.
7-8	Handling difficult patient situations and providing compassionate care.
9-10	Cultural competence in patient care.
11-12	Ethical considerations in patient care.

Management Information System

Week	Topics
1-2	Introduction to management information systems in healthcare.
3-4	Software applications in healthcare settings.
5-6	Data management and analysis.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Week	Topics
7-8	System security and confidentiality.
9-10	Implementation of MIS in healthcare settings.
11-12	Maintenance and troubleshooting of MIS.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Semester - 3

Course	Theory Hours	Practical Hours	Credits	Course Description
Health Care and Insurance	40	30	8	Course Description: Overview of healthcare insurance, types of insurance plans, insurance regulations, claim processes, patient eligibility, and reimbursement methods.
Legal and Ethical Issues in Healthcare	50	30	8	Course Description: Study of legal and ethical issues in healthcare, patient rights, healthcare laws, medical malpractice, confidentiality, and ethical dilemmas.
Quality Management in Hospitals	50	30	8	Course Description: Introduction to quality management principles, quality improvement processes, accreditation standards, patient safety, and quality assurance in hospitals.
Office Management Tools	40	30	8	Course Description: Use of office management tools, healthcare software applications, electronic health records (EHR), data entry, documentation, and administrative tasks.

Weekly Breakdown

Health Care and Insurance

Week	Topics
1-2	Overview of healthcare insurance, types of insurance plans.
3-4	Insurance regulations, claim processes.
5-6	Patient eligibility, reimbursement methods.
7-8	Coordination between healthcare providers and insurance companies.
9-10	Case studies and practical scenarios.
11-12	Current trends and challenges in healthcare insurance.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Legal and Ethical Issues in Healthcare

Week	Topics
1-2	Introduction to legal and ethical issues in healthcare.
3-4	Patient rights and healthcare laws.
5-6	Medical malpractice and liability.
7-8	Confidentiality and privacy in healthcare.
9-10	Ethical dilemmas and decision-making.
11-12	Case studies and legal precedents in healthcare.

Quality Management in Hospitals

Week	Topics
1-2	Introduction to quality management principles.
3-4	Quality improvement processes in hospitals.
5-6	Accreditation standards and their importance.
7-8	Patient safety and quality assurance.
9-10	Tools and techniques for quality management.
11-12	Case studies on successful quality management initiatives.

Office Management Tools

Week	Topics
1-2	Introduction to office management tools.
3-4	Healthcare software applications and their uses.
5-6	Electronic health records (EHR) management.
7-8	Data entry and documentation best practices.
9-10	Administrative tasks and office procedures.
11-12	Case studies and practical applications.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Semester - 4

Course	Theory Hours	Practical Hours	Credits	Course Description
Risk and Disaster Management	40	40	8	Course Description: Understanding risk management in healthcare, disaster preparedness, response strategies, emergency management protocols, and recovery processes.
Marketing & Promotion	50	30	8	Course Description: Principles of marketing in healthcare, promotional strategies, patient engagement, brand management, and digital marketing tools.
Orientation to Bio Statistics and Finance Management	45	20	8	Course Description: Introduction to biostatistics, statistical methods in healthcare, financial management principles, budgeting, financial reporting, and cost control in healthcare.

Weekly Breakdown

Risk and Disaster Management

Week	Topics
1-2	Introduction to risk management in healthcare.
3-4	Disaster preparedness and planning.
5-6	Emergency response strategies.
7-8	Management of healthcare facilities during disasters.
9-10	Recovery processes post-disaster.
11-12	Case studies and practical applications.

Marketing & Promotion

Week	Topics
1-2	Principles of marketing in healthcare.
3-4	Developing promotional strategies for healthcare services.
5-6	Patient engagement and retention strategies.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Week	Topics
7-8	Brand management in healthcare.
9-10	Utilization of digital marketing tools.
11-12	Case studies and practical applications.

Orientation to Bio Statistics and Finance Management

Week	Topics
1-2	Introduction to biostatistics and its importance in healthcare.
3-4	Statistical methods used in healthcare research.
5-6	Principles of financial management in healthcare.
7-8	Budgeting and financial planning for healthcare facilities.
9-10	Financial reporting and analysis.
11-12	Cost control and management strategies.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Semester - 5

Course	Theory Hours	Practical Hours	Credits	Course Description
Hospital & Other Healthcare Service Delivery Coordination	60	30	8	Course Description: Coordination of healthcare services, patient flow management, interdepartmental coordination, and enhancing service delivery efficiency in hospitals and other healthcare settings.
Hospital Planning Layout and Structuring	40	40	8	Course Description: Principles of hospital planning, layout design, infrastructure requirements, workflow optimization, and safety standards in hospital construction and renovation.
Supply Chain Management	40	30	8	Course Description: Fundamentals of supply chain management in healthcare, procurement processes, inventory control, logistics management, and supply chain optimization strategies.
Human Resource Management Rostering	40	20	8	Course Description: Human resource management principles, staff scheduling and rostering, workforce planning, performance management, and employee relations in healthcare settings.

Weekly Breakdown

Hospital & Other Healthcare Service Delivery Coordination

Week	Topics
1-2	Introduction to healthcare service delivery coordination.
3-4	Patient flow management techniques.
5-6	Interdepartmental coordination and communication.
7-8	Strategies for enhancing service delivery efficiency.
9-10	Case studies on effective service delivery coordination.
11-12	Practical applications and real-world scenarios.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Hospital Planning Layout and Structuring

Week	Topics
1-2	Principles of hospital planning and layout design.
3-4	Infrastructure requirements for different hospital departments.
5-6	Workflow optimization in hospital settings.
7-8	Safety standards and compliance in hospital construction.
9-10	Renovation and expansion of healthcare facilities.
11-12	Case studies and practical applications in hospital planning.

Supply Chain Management

Week	Topics
1-2	Fundamentals of supply chain management in healthcare.
3-4	Procurement processes and vendor management.
5-6	Inventory control and management techniques.
7-8	Logistics management in healthcare settings.
9-10	Strategies for supply chain optimization.
11-12	Case studies and practical applications in healthcare supply chain.

Human Resource Management Rostering

Week	Topics
1-2	Introduction to human resource management principles.
3-4	Staff scheduling and rostering techniques.
5-6	Workforce planning and deployment.
7-8	Performance management and appraisal systems.
9-10	Employee relations and conflict resolution.
11-12	Case studies and practical applications in HR management.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Semester - 6

Course	Theory Hours	Practical Hours	Credits	Course Description
Apprenticeship (6 Month)	N/A	N/A	12	Course Description: Practical training in a healthcare setting, application of theoretical knowledge, gaining hands-on experience, exposure to real-world healthcare management scenarios, and development of professional skills.

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Trainer Prerequisites

Sr. No.	Area	Details
1	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
2	Minimum Educational Qualifications	<ul style="list-style-type: none"> •Medical/Nursing Graduate with additional qualification in Hospital or Healthcare management with 2 years of working experience in healthcare management •MHA/MBA in Healthcare Management with 3 years of working experience in healthcare management

Equipments Required

Equipment Name	Minimum number of Equipment required (per batch of 30 trainees)
PBAX SYSTEM	1
Mock Registration desk. Counter/phone/computer/internet facility,	2
TPA Mock Desk	1
Mock billing counter with cabinets of sample documents	1
Stapler	4
Mock HIS software	1
CPR Manikin	2
Mock Procedure Rate List	1
Admission counter with desk provided for keeping documents	1
Human Anatomy Model	3
Fire extinguisher	3
Hospital map	3
Newspaper/magazine/hospital journal stand	3
Hospital Uniform	3
Sample admission form/ requisite form/ visitor pass	8
Hospital front office stationery	3
Hospital manual	3
First aid box	1
Credit Card Swipe Machine	2
Telephone directory	3

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.

Sign boards	3
-------------	---

Note - The curriculum may undergo change as per the qualification version and the industry requirement.

For updated curriculum, please reach out to HSSC Officials.

DRAFT



Skill Lab and Class Room Size

Sr. No.	Area	Details
1	Classroom Size	300 sqft
2	Lab Size Mock set up of Hospital Reception /Billing/TPA/Admission/Discharge	400 sqft

Note - The content transmitted by this document is intended only for the person or entity to which it is addressed. The attached content is proprietary, business-confidential and/or privileged material of HSSC. This has been shared for the reference; however its implementation could happen in collaboration with Healthcare Sector Skill Council. The retransmission, distribution, reproduction or any action taken in reliance upon this content without written approval from HSSC is strictly prohibited.