

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Patient and/or Client Education and Health Promotion					
TSC	Client Education in Rehabilitation Therapy					
TSC Description	Communicate with clients and caregivers to deliver and facilitate the continuity of care					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HCE-PEH-3001-1.1	HCE-PEH-4001-1.1	HCE-PEH-5001-1.1	
			Educate clients and caregivers on client conditions, relevant self-management techniques and interventions to improve client conditions for routine cases independently. Assist in developing and reviewing client education materials and processes. May seek guidance to manage complex cases.	Educate clients and caregivers on client conditions, relevant self-management techniques and interventions to improve client conditions for routine and complex cases independently. Develop and review client education materials and processes. Provide guidance to junior therapists where necessary.	Educate clients and caregivers on client conditions, relevant self-management techniques and interventions to improve client conditions for cases with complex psychodynamic issues. Oversee the implementation of new client education tools or trends.	
Knowledge			<ul style="list-style-type: none"> Evidence-based client education materials and techniques to improve client's or caregiver's health literacy Physical, emotional and psychosocial concerns of clients and caregivers Behavioural change theories Effective communication techniques Effective teaching techniques Barriers to learning Readiness of clients to undertake their own home programmes Interaction of complex client conditions and the ability to perform tasks and exercises Factors that influence the efficiency of 	<ul style="list-style-type: none"> New and emerging technologies and tools to support client education Techniques to engage challenging clients Concepts of adult learning principles and learning transfer principles Reflective teaching concepts and techniques 	<ul style="list-style-type: none"> New and emerging international and local best practices in client education Methods relating to integration of new evidence-based tools in client education into existing practice Repertoire of techniques to facilitate education in clients with complex psychodynamic issues 	

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			<p>delivering patient education programmes</p> <ul style="list-style-type: none"> • Conflict management procedures • Organisational procedures for escalation 			
Abilities			<ul style="list-style-type: none"> • Identify educational needs of the clients and caregivers • Develop and update written, illustrative and audio materials for use in client education with guidance • Determine appropriate types of delivery methods for client education • Educate clients and caregivers on the various interventions or treatments for the clients • Train caregivers in performing exercises for the clients and other relevant activities to manage client conditions • Train clients and caregivers in correct use of orthoses and assistive devices • Evaluate performance of clients and caregivers in implementing lifestyle changes, performing prescribed techniques, exercises and/or care management plans • Evaluate the clients' and/or caregivers' understanding of education topics 	<ul style="list-style-type: none"> • Develop and review written, illustrative and audio materials for use in client education • Implement new or improved client education procedures and methods • Perform client education for complex cases involving psychodynamic issues • Provide guidance on a range of client education procedures and methods to staff 	<ul style="list-style-type: none"> • Integrate new evidence-based tools in client education into existing practice • Identify future client issues and gaps to improve client education • Incorporate leading practices to improve client education • Evaluate effectiveness of client education for specific client groups 	

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			<ul style="list-style-type: none">• Motivate clients and caregivers to continue with interventions or therapy techniques and exercises• Modify mode of education delivery to clients as necessary• Escalate complex cases when necessary			
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