

**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 Therapy Support					
TSC Description	Provide support to therapists in delivering and facilitating continuity of care with clients and caregivers					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	HCE-PEH-1002-1.1	HCE-PEH-2002-1.1				
	Support therapists to reinforce client education to clients and caregivers, as instructed and guided by the therapists to achieve each client's treatment or health promotion goals	Educate clients and caregivers on client conditions, relevant self-management techniques and interventions to improve client conditions, as instructed and guided by the therapists to achieve each client's treatment or health promotion goals. Provide support and supervision to therapy support students and junior therapy assistants, under guidance of the therapists.				
Knowledge	<ul style="list-style-type: none"> • Effective communication techniques • Methods to reinforce client education • Relevant therapy techniques and/or exercises in assigned therapy area(s) • Responsibilities and limitations of the roles of therapy assistants and therapists • Functions, risks and safety precautions of assistive devices in assigned therapy area(s) • Organisation specific policies and Standard Operating Procedures 	<ul style="list-style-type: none"> • Behavioural change theories • Organisational procedures to escalate cases to therapists • Effective teaching techniques • Barriers to learning • Continuity of care model • Readiness of clients or caregivers in learning and administering therapy techniques • Factors that influence the efficiency of delivering patient education programmes • Basic supervisory skills • Responsibilities and limitations of the roles of 				

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	(SOPs) for client services	junior therapy assistants and therapy support students under supervision				
Abilities	<ul style="list-style-type: none"> Reinforce client education for clients and caregivers, as instructed by therapists Educate clients and caregivers on the various interventions or treatments for the clients in assigned therapy area(s) under supervision of therapists Train caregivers in performing exercises for the clients and other relevant activities to manage client conditions under supervision of therapists Train clients and caregivers in correct use of prescribed orthoses and assistive devices in assigned therapy area(s) under supervision of therapists Provide reminders to clients and caregivers on interventions, exercises or use of assistive devices, as instructed by therapists Reinforce potential safety precautions and risks associated with use of equipment Monitor compliance of clients and patients to 	<ul style="list-style-type: none"> Identify educational needs of the clients and caregivers to facilitate clients' goals identified by therapists Discuss health literacy concerns of patients with therapists as required Determine appropriate types of delivery methods for client education Evaluate the clients' and/or caregivers' understanding of education topics and update therapists Evaluate performance of clients and caregivers in performing prescribed techniques, exercises and/or care management plans in assigned therapy area(s) and update therapists Motivate clients and caregivers to continue with interventions or therapy techniques and exercises in assigned therapy area(s) Escalate complex cases when necessary to therapists Give feedback to support learning 				

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	therapists' recommended activities and use of assistive devices, and report adherence to therapists	<ul style="list-style-type: none">Supervise therapy support students and therapy assistants in assigned clinical area(s)				
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