

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Assistant Physiotherapist

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Assistant Physiotherapist

REFERENCE ID: HSS/Q7701

ALIGNED TO: NCO-2004/NIL

Assistant Physiotherapist in the Healthcare Industry is also known as physical therapist assistant(PTA).

Brief Job Description: Assistant Physiotherapist work alongside qualified physiotherapists, assisting in the rehabilitation of patients suffering from reduced mobility. Key tasks of a Assistant Physiotherapist include setting up equipment, preparing clients for therapy and demonstrating mobility aids and exercises. Other duties may include keeping the department tidy and basic administration work.

Personal Attributes: Assistant Physiotherapist are required to be calm and patient. They should have an interest in health and physical education and carry a positive and motivating attitude. It is also important to have a good level of physical fitness and the ability to work well in a team. They are also required to be familiar with utilization of various equipment, rehabilitation or walking aids used during the treatment.



Job Details	Qualifications Pack Code	HSS/Q7701		
	Job Role	Assistant Physiotherapist		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Health	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	24/07/2013
	Occupation	Assistant Physiotherapist	Next review date	24/12/2016
	NSQC Clearance on	18/05/2015		

Job Role		Assistant Physiotherapist
Role Description	Assistant Physiotherapist work alongside qualified physiotherapists, assisting in the rehabilitation of patients suffering from reduced mobility	
NSQF level	4	
Minimum Educational Qualifications*	Class XII in Science	
Maximum Educational Qualifications*	Not Applicable	
Training (Suggested but not mandatory)	Relevant professional qualification	
Minimum Job Entry Age	18 years	
Experience	Not Applicable	
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. HSS/N7701 Follow the treatment plan as directed by the physiotherapist 2. HSS/N7702: Assist in patient mobility 3. HSS/N7703: Monitor and report changes in health status of the patient to the supervisor 4. HSS/N7704: Provide patient/family education and support 5. HSS/N7705: Participate in program planning 6. HSS/N7706: Assist in providing occupational therapy 7. HSS/N9601: Collate and communicate health information 8. HSS/N9603: Act within the limits of your competence and authority 	

	<p>9. HSS/N9604: Work effectively with others</p> <p>10. HSS/N9605: Manage work to meet requirements</p> <p>11. HSS/N9606: Maintain a safe, healthy and secure environment</p> <p>12. HSS/N9607: Practice Code of conduct while performing duties</p> <p>Optional N.A</p>
Performance Criteria	As described in the relevant OS units

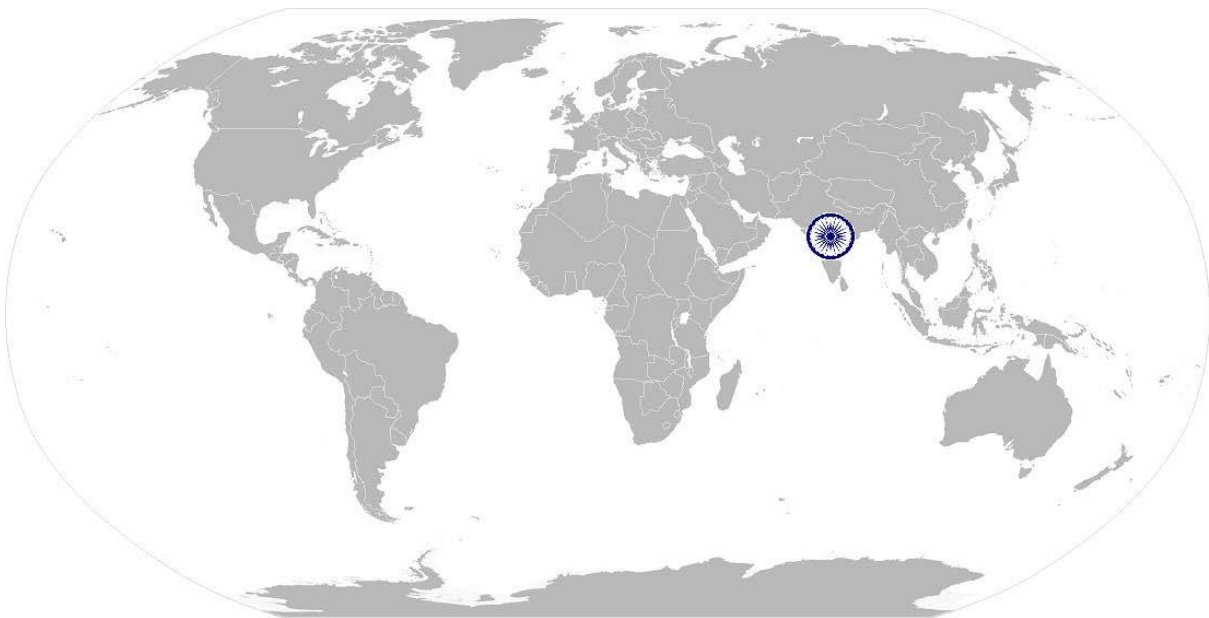
Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.

Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
PTA	Physical Therapist Assistant
NOS	National Occupational Standards
OS	Occupational Standard(s)
QP	Qualifications Pack

Acronyms

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Assistant physiotherapist in order to follow the treatment plan as directed by the physiotherapist.

HSS/N7701

Follow the treatment plan as directed by the physiotherapist

Unit Code	HSS/N7701
Unit Title (Task)	Follow the treatment plan as directed by the physiotherapist
Description	This OS unit is about a Assistant physiotherapist's role in following the treatment plan as directed by the physiotherapist
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Following the treatment plan as directed by the physiotherapist Assisting physiotherapists in providing physical therapy treatments and procedures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Carry out physiotherapy assessment and treatment for patients PC2. Deliver functional restoration programmes to individuals with muscular skeletal conditions and deliver health promotion programmes PC3. Assist physical therapists in providing physical therapy treatments and procedures PC4. Assist the physiotherapists in helping and treating people with physical problems caused by illness, accident or ageing PC5. Carry out workplace assessments
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. All Codes reflecting the distinctive nature of physiotherapy's contribution to health and well-being and the breadth and evolving nature of physiotherapy practice KA2. How to make positive statements about members' professional values and behaviour and promotes their professionalism KA3. How to support members in taking responsibility for their decision-making and actions KA4. How to work with individuals to promote physical approaches to optimising health, well-being and illness prevention, through the delivery of high-quality, innovative services KA5. How to undertake physiotherapy activity within changing structures and increasingly diverse sectors, settings and roles KA6. How to follow underlying ethics values and concepts and deliver an effective Service
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of principles and processes for providing services as guided by physiotherapist KB2. How to integrate the principles of the physical, biological and behavioural sciences with the clinical practice of physical therapy KB3. How to assist the physiotherapist in manual therapy, therapeutic exercise and the application of electro-physical modalities
Skills (S)	
A. Core Skills/	Writing Skills

HSS/N7701

Follow the treatment plan as directed by the physiotherapist

Generic Skills	The user/ individual on the job needs to know and understand how to SA1. Communicate information and ideas in writing so others will understand SA2. Enter data into tables and schedules. For example patients' names, appointment times, activity codes and dates into time log tables. They may also enter their assessments of patients' abilities SA3. Write e-mail and letters to co-workers and colleagues SA4. Write the text for newspapers, newsletters, leaflets, brochures and Internet sites to promote preventive health care and physiotherapy services
	Reading Skills
	The user/individual on the job needs to know and understand how to SA5. Read instructions on equipment labels SA6. Read text entries in forms SA7. Read patients' comments about patients' health concerns in intake forms SA8. Read e-mail messages from co-workers and letters from colleagues SA9. Understand written sentences and paragraphs in work related documents
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. Talk to others to convey information effectively SA11. Give full attention to what other people are saying, take time to understand the points being made, asking questions as appropriate, and not interrupt at inappropriate times SA12. Discuss patients' conditions, needs and progress with orthopaedic surgeons, psychiatrists, rheumatologists, neurologists, physical rehabilitation technicians, physiotherapists and other health care professionals SA13. Discuss medical histories, physical conditions, injuries and dysfunctions with patients and their families SA14. Make presentations to colleagues and community groups
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions and apply general rules to specific problems to produce answers that make sense SB2. Understand the implications of new information for both current and future problem-solving and decision-making
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB3. Manage one's own time and the time of others SB4. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules SB5. Combine pieces of information to form general conclusions
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. Deal with patients and health professionals and be positive, respectful, patient, empathetic and calm SB7. Integrate and coordinate job tasks SB8. Communicate effectively with patients and their family, physiotherapist, and other members of the health care team SB9. Maintain patient confidentiality SB10. Respect the rights of the patient(s)

HSS/N7701

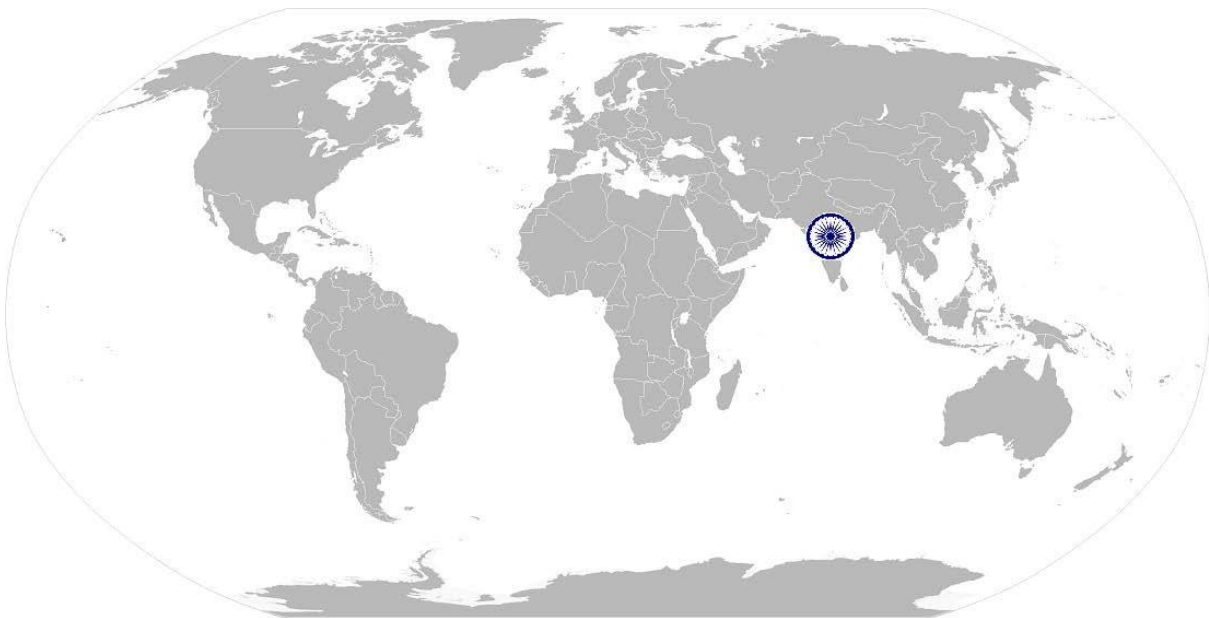
Follow the treatment plan as directed by the physiotherapist

	Problem Solving
	The user/individual on the job should be able to: SB11. Find that some patients miss appointments and others arrive late. They diplomatically remind such patients that they have busy schedules and cannot afford late arrivals and no-shows SB12. Have strong problem-solving skills SB13. Try different approaches in order to motivate patients to conform to treatment and rehabilitation plans
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Apply general rules to specific problems to produce answers that make sense SB15. Find information on patients' health by interviewing them, consulting referring health care professionals and searching medical history forms and treatment records
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB16. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

NOS Version Control

NOS Code	HSS/N7701		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Assistant Physiotherapist	Next review date	24/12/16

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Assistant physiotherapist in assisting the mobility of the patient.

HSS/N7702

Assist in patient mobility

National Occupational Standard

Unit Code	HSS/N7702
Unit Title (Task)	Assist in patient mobility
Description	This OS unit is about the Assistant physiotherapist's role in assisting the mobility of the patient
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assisting the mobility of the patient Helping the patient in transfers and body movement
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Assist the patient with walking, transfers and safe mobility PC2. Help the patient in body movement PC3. Help the patient with treatment related exercises PC4. Transfer the patient safely and without injuries
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. All Codes reflecting the distinctive nature of physiotherapy's contribution to health and well-being and the breadth and evolving nature of physiotherapy practice KA2. How to make positive statements about members' professional values and behaviour and promotes their professionalism KA3. How to support members in taking responsibility for their decision-making and actions KA4. How to work with individuals to promote physical approaches to optimising health, well-being and illness prevention, through the delivery of high-quality, innovative services KA5. How to undertake physiotherapy activity within changing structures and increasingly diverse sectors, settings and roles KA6. How to follow underlying ethics values and concepts and deliver an effective Service
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Guide patient about the exercises as directed by physiotherapist KB2. Guide the patient about the movement directions KB3. Help patient in movement and exercises KB4. Guide patient how to move and which limb to use if patient is having a limb problem KB5. Encourage patient to do exercise
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know how to : SA1. Communicate information and ideas in writing so others will understand SA2. Enter data into tables and schedules. For example patients' names, appointment times, activity codes and dates into time log tables. They may also enter their assessments of patients' abilities SA3. Write e-mail and letters to co-workers and colleagues SA4. Write the text for newspapers, newsletters, leaflets, brochures and Internet sites

HSS/N7702

Assist in patient mobility

	to promote preventive health care and physiotherapy services
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read instructions on equipment labels SA6. Read text entries in forms SA7. Read patients' comments about patients' health concerns in intake forms SA8. Read e-mail messages from co-workers and letters from colleagues SA9. Understand written sentences and paragraphs in work related documents
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. Talk to others to convey information effectively SA11. Give full attention to what other people are saying, take time to understand the points being made, asking questions as appropriate, and not interrupt at inappropriate times SA12. Discuss patients' conditions, needs and progress with orthopaedic surgeons, physiatrists, rheumatologists, neurologists, physical rehabilitation technicians, physiotherapists and other health care professionals SA13. Discuss medical histories, physical conditions, injuries and dysfunctions with patients and their families SA14. Make presentations to colleagues and community groups
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions and apply general rules to specific problems to produce answers that make sense SB2. Understand the implications of new information for both current and future problem-solving and decision-making
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Manage one's own time and the time of others SB4. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules SB5. Combine pieces of information to form general conclusions
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. Deal with patients and health professionals and be positive, respectful, patient, empathetic and calm SB7. Integrate and coordinate job tasks SB8. Communicate effectively with patients and their family, physiotherapist, and other members of the health care team SB9. Maintain patient confidentiality SB10. Respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job should be able to: SB11. Find that some patients miss appointments and others arrive late. They diplomatically remind such patients that they have busy schedules and cannot afford late arrivals and no-shows SB12. Have strong problem-solving skills

HSS/N7702

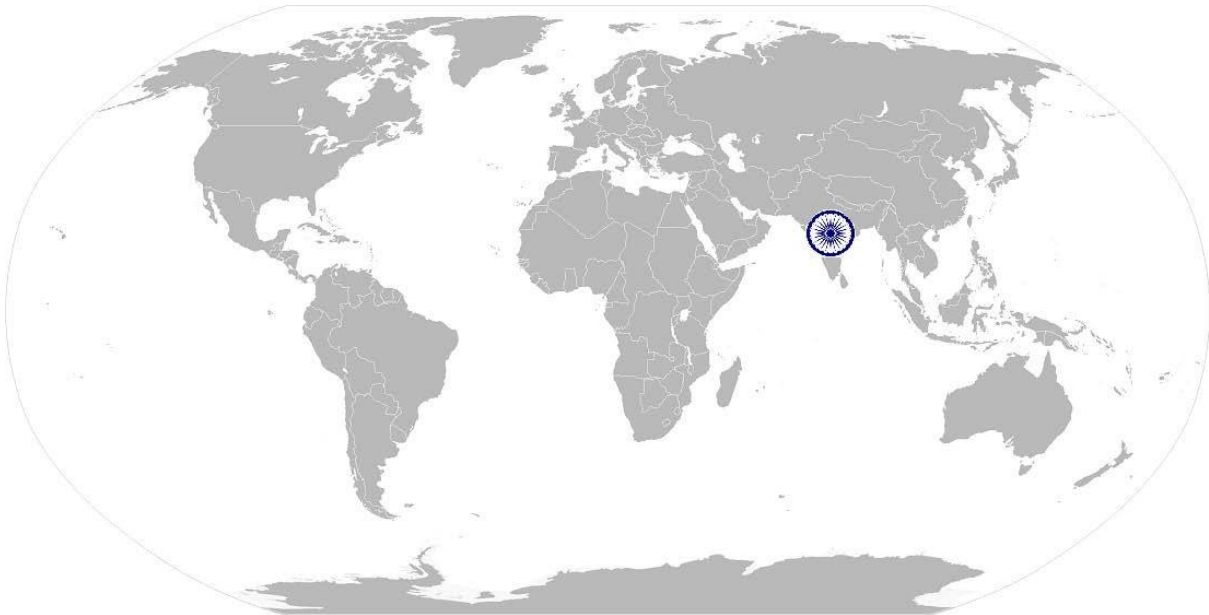
Assist in patient mobility

	SB13. Try different approaches in order to motivate patients to conform to treatment and rehabilitation plans
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Apply general rules to specific problems to produce answers that make sense SB15. Find information on patients' health by interviewing them, consulting referring health care professionals and searching medical history forms and treatment records
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB16. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

NOS Version Control

NOS Code	HSS/N7702		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Assistant Physiotherapist	Next review date	24/12/16

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Assistant physiotherapist in order to monitor and report changes in health status of the patient to the supervisor.

HSS/N7703 Monitor and report changes in health status of patient to the supervisor

National Occupational Standard

Unit Code	HSS/N7703
Unit Title (Task)	Monitor and report changes in health status of patient to the supervisor
Description	This OS unit is about a Assistant physiotherapist' role in monitoring and report changes in health status of the patient to the supervisor
Scope	This unit/task covers : <ul style="list-style-type: none"> Monitoring health status of the patient Reporting changes in health status of the patient to the supervisor
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Work with registered physiotherapists in their day-to-day work PC2. Help patients to follow exercise and treatment programmes set out by the physiotherapist PC3. Write reports concerning patient's status PC4. Monitor change in patient health and report to the supervisor
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. All Codes reflecting the distinctive nature of physiotherapy's contribution to health and well-being and the breadth and evolving nature of physiotherapy practice KA2. How to make positive statements about members' professional values and behaviour and promotes their professionalism KA3. How to support members in taking responsibility for their decision-making and actions KA4. How to work with individuals to promote physical approaches to optimising health, well-being and illness prevention, through the delivery of high-quality, innovative services KA5. How to undertake physiotherapy activity within changing structures and increasingly diverse sectors, settings and roles KA6. How to follow underlying ethics values and concepts and deliver an effective Service
B. Technical Knowledge	The user/individual on the job needs to: KB1. Keep track of patient's health condition KB2. Keep track of increased uneasiness in body parts KB3. Report the changes in patient condition to the physiotherapist
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Communicate information and ideas in writing so others will understand SA2. Enter data into tables and schedules. For example patients' names, appointment times, activity codes and dates into time log tables. They may also enter their assessments of patients' abilities SA3. Write e-mail and letters to co-workers and colleagues SA4. Write the text for newspapers, newsletters, leaflets, brochures and Internet sites to promote preventive health care and physiotherapy services

HSS/N7703

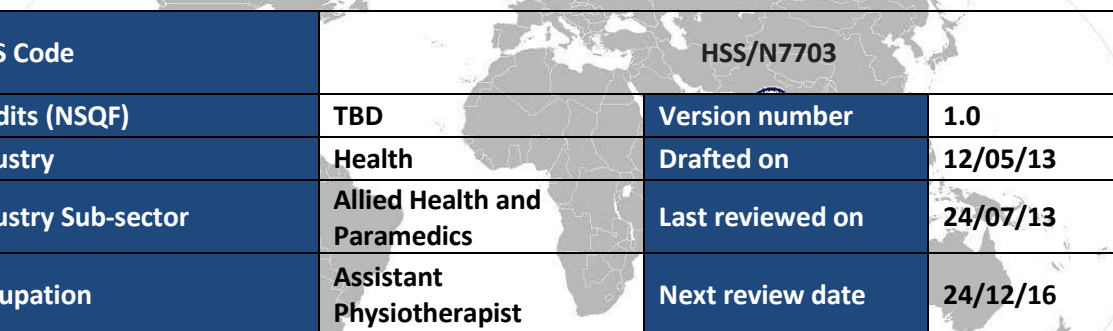
Monitor and report changes in health status of patient to the supervisor

	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read instructions on equipment labels SA6. Read text entries in forms SA7. Read patients' comments about patients' health concerns in intake forms SA8. Read e-mail messages from co-workers and letters from colleagues SA9. Understand written sentences and paragraphs in work related documents
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. Talk to others to convey information effectively SA11. Give full attention to what other people are saying, take time to understand the points being made, asking questions as appropriate, and not interrupt at inappropriate times SA12. Discuss patients' conditions, needs and progress with orthopaedic surgeons, psychiatrists, rheumatologists, neurologists, physical rehabilitation technicians, physiotherapists and other health care professionals SA13. Discuss medical histories, physical conditions, injuries and dysfunctions with patients and their families SA14. Make presentations to colleagues and community groups
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions and apply general rules to specific problems to produce answers that make sense SB2. Understand the implications of new information for both current and future problem-solving and decision-making
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Manage one's own time and the time of others SB4. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules SB5. Combine pieces of information to form general conclusions
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB6. Deal with patients and health professionals and be positive, respectful, patient, empathetic and calm SB7. Integrate and coordinate job tasks SB8. Communicate effectively with patients and their family, physiotherapist, and other members of the health care team SB9. Maintain patient confidentiality SB10. Respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job should be able to: SB11. Find that some patients miss appointments and others arrive late. They diplomatically remind such patients that they have busy schedules and cannot afford late arrivals and no-shows SB12. Have strong problem-solving skills SB13. Try different approaches in order to motivate patients to conform to treatment

HSS/N7703 Monitor and report changes in health status of patient to the supervisor

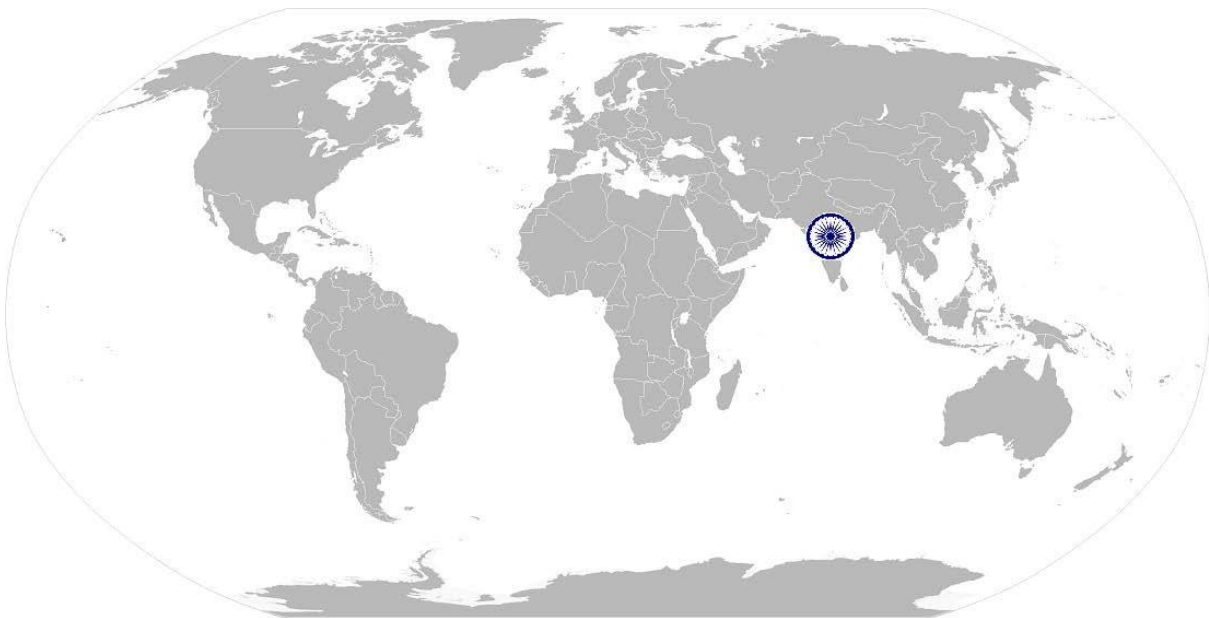
	and rehabilitation plans
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Apply general rules to specific problems to produce answers that make sense SB15. Find information on patients' health by interviewing them, consulting referring health care professionals and searching medical history forms and treatment records
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB16. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

NOS Version Control



NOS Code	HSS/N7703		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Assistant Physiotherapist	Next review date	24/12/16

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Assistant physiotherapist in providing patient/family education and support.

HSS/N7704

Provide patient/family education and support

National Occupational Standard

Unit Code	HSS/N7704
Unit Title (Task)	Provide patient/family education and support
Description	This OS unit is about a Assistant physiotherapist's role in providing patient/family education and support
Scope	This unit/task covers : <ul style="list-style-type: none"> • Providing support to the patient in treatment Helping families in awareness
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Cultivate skill competence and engage in evidence-based practice, responding to the dynamics of a changing health care system PC2. Provide support to the patients in treatment PC3. Help family of the patient in awareness and support
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. All Codes reflecting the distinctive nature of physiotherapy's contribution to health and well-being and the breadth and evolving nature of physiotherapy practice KA2. How to make positive statements about members' professional values and behaviour and promotes their professional sm KA3. How to support members in taking responsibility for their decision-making and actions KA4. How to work with individuals to promote physical approaches to optimising health, well-being and illness prevention, through the delivery of high-quality, innovative services KA5. How to undertake physiotherapy activity within changing structures and increasingly diverse sectors, settings and roles KA6. How to follow underlying ethics values and concepts and deliver an effective service
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to educate patient and family KB2. How to teach patient's family about right posture and exercise methods KB3. How to educate patient about physiotherapy process
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Communicate information and ideas in writing so others will understand SA2. Enter data into tables and schedules. For example patients' names, appointment times, activity codes and dates into time log tables. They may also enter their assessments of patients' abilities SA3. Write e-mail and letters to co-workers and colleagues SA4. Write the text for newspapers, newsletters, leaflets, brochures and Internet sites to promote preventive health care and physiotherapy services
	Reading Skills

HSS/N7704

Provide patient/family education and support

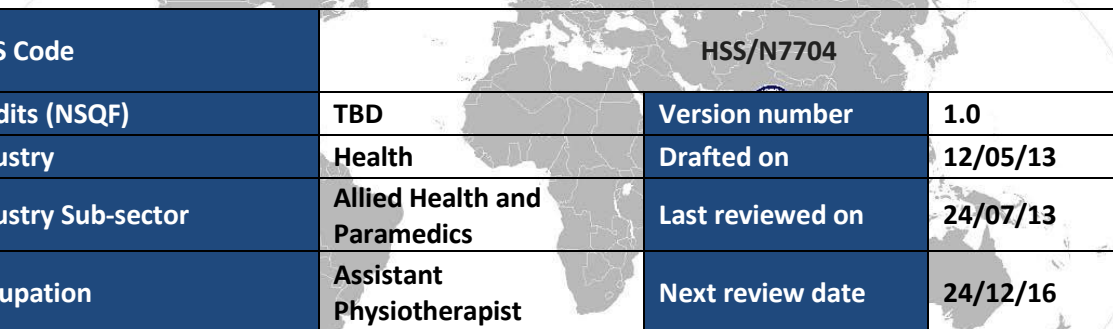
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read instructions on equipment labels</p> <p>SA6. Read text entries in forms</p> <p>SA7. Read patients' comments about patients' health concerns in intake forms</p> <p>SA8. Read e-mail messages from co-workers and letters from colleagues</p> <p>SA9. Understand written sentences and paragraphs in work related documents</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. Talk to others to convey information effectively</p> <p>SA11. Give full attention to what other people are saying, take time to understand the points being made, asking questions as appropriate, and not interrupt at inappropriate times</p> <p>SA12. Discuss patients' conditions, needs and progress with orthopaedic surgeons, psychiatrists, rheumatologists, neurologists, physical rehabilitation technicians, physiotherapists and other health care professionals</p> <p>SA13. Discuss medical histories, physical conditions, injuries and dysfunctions with patients and their families</p> <p>SA14. Make presentations to colleagues and community groups</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions and apply general rules to specific problems to produce answers that make sense</p> <p>SB2. Understand the implications of new information for both current and future problem-solving and decision-making</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Manage one's own time and the time of others</p> <p>SB4. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules</p> <p>SB5. Combine pieces of information to form general conclusions</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Deal with patients and health professionals and be positive, respectful, patient, empathetic and calm</p> <p>SB7. Integrate and coordinate job tasks</p> <p>SB8. Communicate effectively with patients and their family, physiotherapist, and other members of the health care team</p> <p>SB9. Maintain patient confidentiality</p> <p>SB10. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p> <p>The user/individual on the job should be able to:</p> <p>SB11. Find that some patients miss appointments and others arrive late. They diplomatically remind such patients that they have busy schedules and cannot afford late arrivals and no-shows</p> <p>SB12. Have strong problem-solving skills</p> <p>SB13. Try different approaches in order to motivate patients to conform to treatment and rehabilitation plans</p>

HSS/N7704

Provide patient/family education and support

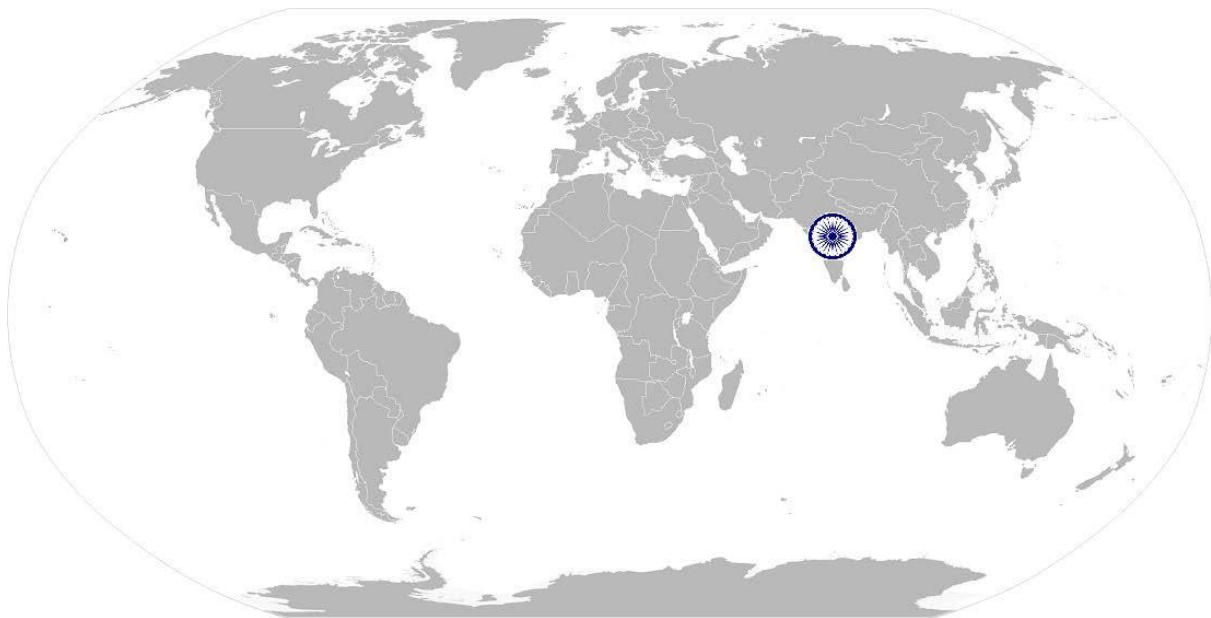
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB14. Apply general rules to specific problems to produce answers that make sense SB15. Find information on patients' health by interviewing them, consulting referring health care professionals and searching medical history forms and treatment records
	Critical Thinking
	The user/individual on the job should know and understand how to: SB16. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems

NOS Version Control



NOS Code	HSS/N7704		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Assistant Physiotherapist	Next review date	24/12/16

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Assistant physiotherapist to participate in program planning.

HSS/N7705

Participate in program planning

Unit Code	HSS/N7705
Unit Title (Task)	Participate in program planning
Description	This OS unit is about a Assistant physiotherapist's role in participating in program planning
Scope	This unit/task covers the following : <ul style="list-style-type: none"> Participating actively in program planning Cultivating skill competence through program planning
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Actively participate in program planning PC2. Achieve an effective transition from this educational program to a physical therapist assistant career PC3. Commit to a lifelong process of self-improvement and learning PC4. Cultivate skill competence and engage in evidence-based practice, responding to the dynamics of a changing health care system
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. All Codes reflecting the distinctive nature of physiotherapy's contribution to health and well-being and the breadth and evolving nature of physiotherapy practice KA2. How to make positive statements about members' professional values and behaviour and promotes their professionalism KA3. How to support members in taking responsibility for their decision-making and actions KA4. How to work with individuals to promote physical approaches to optimising health, well-being and illness prevention, through the delivery of high-quality, innovative services KA5. How to undertake physiotherapy activity within changing structures and increasingly diverse sectors, settings and roles KA6. How to follow underlying ethics values and concepts and deliver an effective service
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of principles and processes for providing services. This includes patient needs assessment, meeting quality standards for services, and evaluation of patient satisfaction KB2. How to integrate the principles of the physical, biological and behavioural sciences with the clinical practice of physical therapy KB3. How to participate in In-Service-Training, case reviews/conferences and support colleagues (through proactive learning activities) in the assessment, treatment and management of patients KB4. How to assist the physiotherapist in manual therapy, therapeutic exercise and the application of electro-physical modalities
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Communicate information and ideas in writing so others will understand

HSS/N7705

Participate in program planning

	<p>SA2. Enter data into tables and schedules. For example patients' names, appointment times, activity codes and dates into time log tables. They may also enter their assessments of patients' abilities</p> <p>SA3. Write e-mail and letters to co-workers and colleagues</p> <p>SA4. Write the text for newspapers, newsletters, leaflets, brochures and Internet sites to promote preventive health care and physiotherapy services</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read instructions on equipment labels</p> <p>SA6. Read text entries in forms</p> <p>SA7. Read patients' comments about patients' health concerns in intake forms</p> <p>SA8. Read e-mail messages from co-workers and letters from colleagues</p> <p>SA9. Understand written sentences and paragraphs in work related documents</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA10. Talk to others to convey information effectively</p> <p>SA11. Give full attention to what other people are saying, take time to understand the points being made, asking questions as appropriate, and not interrupt at inappropriate times</p> <p>SA12. Discuss patients' conditions, needs and progress with orthopaedic surgeons, physiatrists, rheumatologists, neurologists, physical rehabilitation technicians, physiotherapists and other health care professionals</p> <p>SA13. Discuss medical histories, physical conditions, injuries and dysfunctions with patients and their families</p> <p>SA14. Make presentations to colleagues and community groups</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions and apply general rules to specific problems to produce answers that make sense</p> <p>SB2. Understand the implications of new information for both current and future problem-solving and decision-making</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Manage one's own time and the time of others</p> <p>SB4. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules</p> <p>SB5. Combine pieces of information to form general conclusions</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Deal with patients and health professionals and be positive, respectful, patient, empathetic and calm</p> <p>SB7. Integrate and coordinate job tasks</p> <p>SB8. Communicate effectively with patients and their family, physiotherapist, and other members of the health care team</p> <p>SB9. Maintain patient confidentiality</p> <p>SB10. Respect the rights of the patient(s)</p>
	<p>Problem Solving</p>

HSS/N7705

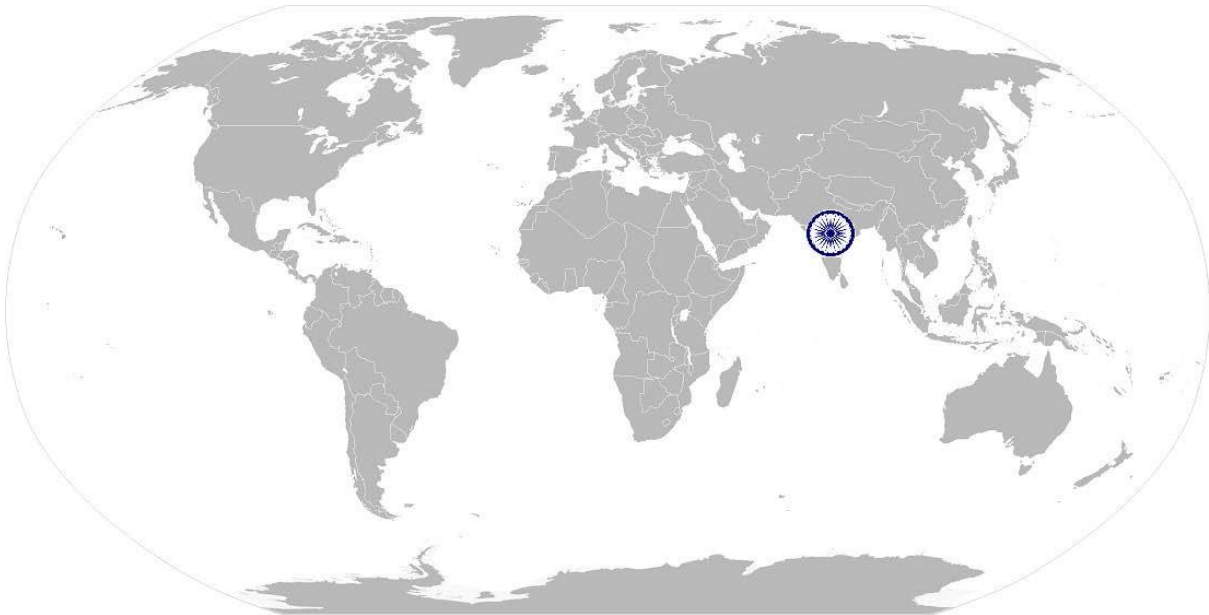
Participate in program planning

	<p>The user/individual on the job should be able to:</p> <p>SB11. Find that some patients miss appointments and others arrive late. They diplomatically remind such patients that they have busy schedules and cannot afford late arrivals and no-shows</p> <p>SB12. Have strong problem-solving skills</p> <p>SB13. Try different approaches in order to motivate patients to conform to treatment and rehabilitation plans</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job should be able to:</p> <p>SB14. Apply general rules to specific problems to produce answers that make sense</p> <p>SB15. Find information on patients' health by interviewing them, consulting referring health care professionals and searching medical history forms and treatment records</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems</p>

NOS Version Control

NOS Code	HSS/N7705		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Assistant Physiotherapist	Next review date	24/12/16

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Assistant physiotherapist to assist in providing occupational therapy.

HSS/N7706

Assist in providing occupational therapy

National Occupational Standard

Unit Code	HSS/N7706
Unit Title (Task)	Assist in providing occupational therapy
Description	This OS unit is about an Assistant physiotherapist assisting the Physiotherapist in Providing the occupational therapy.
Scope	This unit/task covers the following : <ul style="list-style-type: none"> Observing and analysing the patient Assisting in educating and advising the patient about therapy
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Observe patients while they perform tasks, ask the patient questions, and review the patient's medical history</p> <p>PC2. Use the observations, answers, and medical history to assist physiotherapist in evaluating the patient's condition and needs</p> <p>PC3. Assist in establishing a treatment plan for patients, laying out the types of activities and specific goals to be accomplished</p> <p>PC4. Assist in evaluating a patient's home or workplace activities and identify how it can be better suited to the patient's health needs</p> <p>PC5. Assist in educating a patient's family and employer about how to accommodate and care for the patient</p> <p>PC6. teach anxiety management techniques</p> <p>PC7. assist people to return to work;</p> <p>PC8. Submit and write reports for physiotherapist to plan and review on-going treatment</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. All Codes reflecting the distinctive nature of physiotherapy's contribution to health and well-being and the breadth and evolving nature of physiotherapy practice</p> <p>KA2. How to make positive statements about members' professional values and behaviour and promotes their professionalism</p> <p>KA3. How to support members in taking responsibility for their decision-making and actions</p> <p>KA4. How to work with individuals to promote physical approaches to optimising health, well-being and illness prevention, through the delivery of high-quality, innovative services</p> <p>KA5. How to undertake physiotherapy activity within changing structures and increasingly diverse sectors, settings and roles</p> <p>KA6. How to follow underlying ethics values and concepts and deliver an effective service</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of principles and processes for providing services. This includes patient needs assessment, meeting quality standards for services, and evaluation of patient satisfaction</p> <p>KB2. How to integrate the principles of the physical, biological and behavioural sciences with the clinical practice of physical therapy</p> <p>KB3. How to participate in In-Service-Training, case reviews/conferences and support colleagues (through proactive learning activities) in the assessment, treatment</p>

HSS/N7706

Assist in providing occupational therapy

	and management of patients needing occupation therapy KB4. How to assist the physiotherapist in manual therapy, therapeutic exercise and the application of electro-physical modalities
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Communicate information and ideas in writing so others will understand SA2. Enter data into tables and schedules. For example patients' names, appointment times, activity codes and dates into time log tables. They may also enter their assessments of patients' abilities SA3. Write e-mail and letters to co-workers and colleagues SA4. Write the text for newspapers, newsletters, leaflets, brochures and Internet sites to promote preventive health care and physiotherapy services
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read instructions on equipment labels SA6. Read text entries in forms SA7. Read patients' comments about patients' health concerns in intake forms SA8. Read e-mail messages from co-workers and letters from colleagues SA9. Understand written sentences and paragraphs in work related documents
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA10. Talk to others to convey information effectively SA11. Give full attention to what other people are saying, take time to understand the points being made, asking questions as appropriate, and not interrupt at inappropriate times SA12. Discuss patients' conditions, needs and progress with orthopaedic surgeons, psychiatrists, rheumatologists, neurologists, physical rehabilitation technicians, physiotherapists and other health care professionals SA13. Discuss medical histories, physical conditions, injuries and dysfunctions with patients and their families SA14. Make presentations to colleagues and community groups
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB17. Make decisions and apply general rules to specific problems to produce answers that make sense SB18. Understand the implications of new information for both current and future problem-solving and decision-making
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB19. Manage one's own time and the time of others SB20. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules SB21. Combine pieces of information to form general conclusions
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB22. Deal with patients and health professionals and be positive, respectful, patient,

HSS/N7706

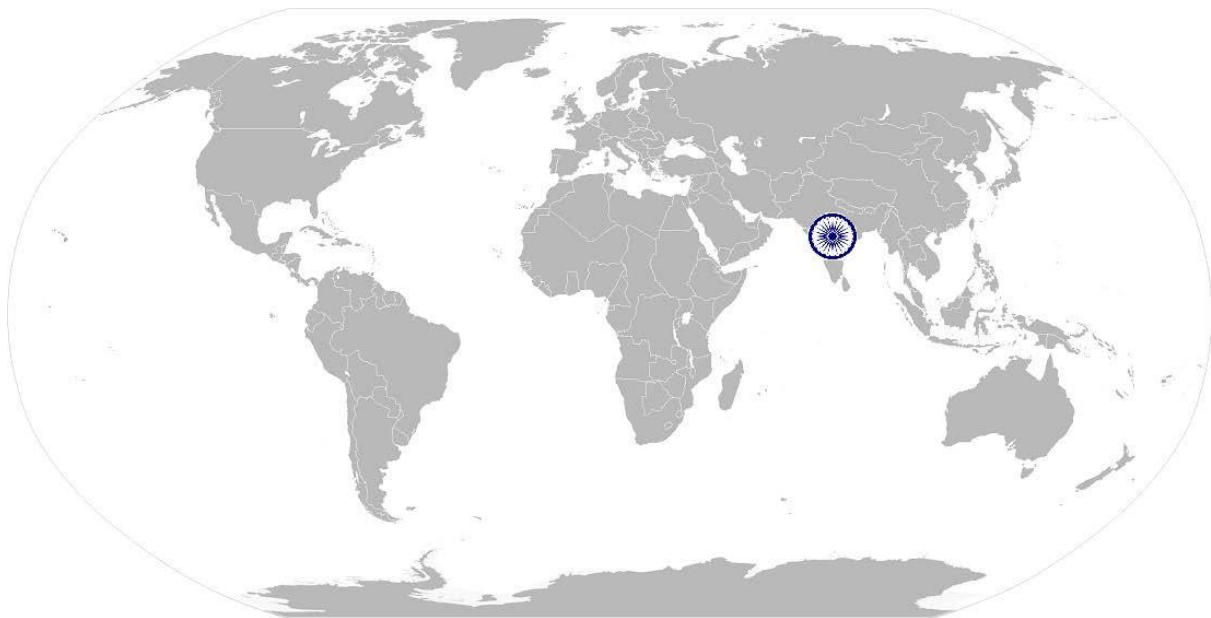
Assist in providing occupational therapy

	empathetic and calm SB23. Integrate and coordinate job tasks SB24. Communicate effectively with patients and their family, physiotherapist, and other members of the health care team SB25. Maintain patient confidentiality SB26. Respect the rights of the patient(s)
	Problem Solving
	The user/individual on the job should be able to: SB27. Find that some patients miss appointments and others arrive late. They diplomatically remind such patients that they have busy schedules and cannot afford late arrivals and no-shows SB28. Have strong problem-solving skills SB29. Try different approaches in order to motivate patients to conform to treatment and rehabilitation plans
	Analytical Thinking
	The user/individual on the job should be able to: SB30. Apply general rules to specific problems to produce answers that make sense SB31. Find information on patients' health by interviewing them, consulting referring health care professionals and searching medical history forms and treatment records
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB32. Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems	

NOS Version Control

NOS Code	HSS/N7706		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation	Assistant Physiotherapist	Next review date	24/12/16

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health Professional to collate and communicate health related information.

HSS/N9601

Collate and Communicate Health Information

Unit Code	HSS/N9601
Unit Title (Task)	Collate and Communicate Health Information
Description	This OS unit is about collating and communicating health information to community members, their family or others in response to queries or as part of health advice and Counselling. This OS unit applies to all allied health professionals required to communicate health related information to patients, individuals, families and others
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Communicating with individuals, patients, their family and others about health issues
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating with individuals, patients, their family and others about health issues	To be competent, the user/individual on the job must be able to: <p>PC1. Respond to queries and information needs of all individuals</p> <p>PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics</p> <p>PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them</p> <p>PC4. Utilise all training and information at one's disposal to provide relevant information to the individual</p> <p>PC5. Confirm that the needs of the individual have been met</p> <p>PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality</p> <p>PC7. Respect the individual's need for privacy</p> <p>PC8. Maintain any records required at the end of the interaction</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Guidelines on communicating with individuals</p> <p>KA2. Guidelines on maintaining confidentiality and respecting need for privacy</p> <p>KA3. Guidelines of the organisation/ health provider on communicating with individuals and patients</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. How to communicate effectively</p> <p>KB2. When to ask for assistance when situations are beyond one's competence and authority</p> <p>KB3. How to maintain confidentiality and to respect an individual's need for privacy</p> <p>KB4. How to ensure that all information provided to individuals is from reliable sources</p> <p>KB5. How to handle stressful or risky situations when communicating with individuals</p> <p>KB6. Difficulties that can occur when communicating with individuals and family members in stressful situations and how to manage these</p> <p>KB7. Disclosure of any information to unauthorized persons would subject to disciplinary action and possible termination</p>
Skills (S)	

HSS/N9601

Collate and Communicate Health Information

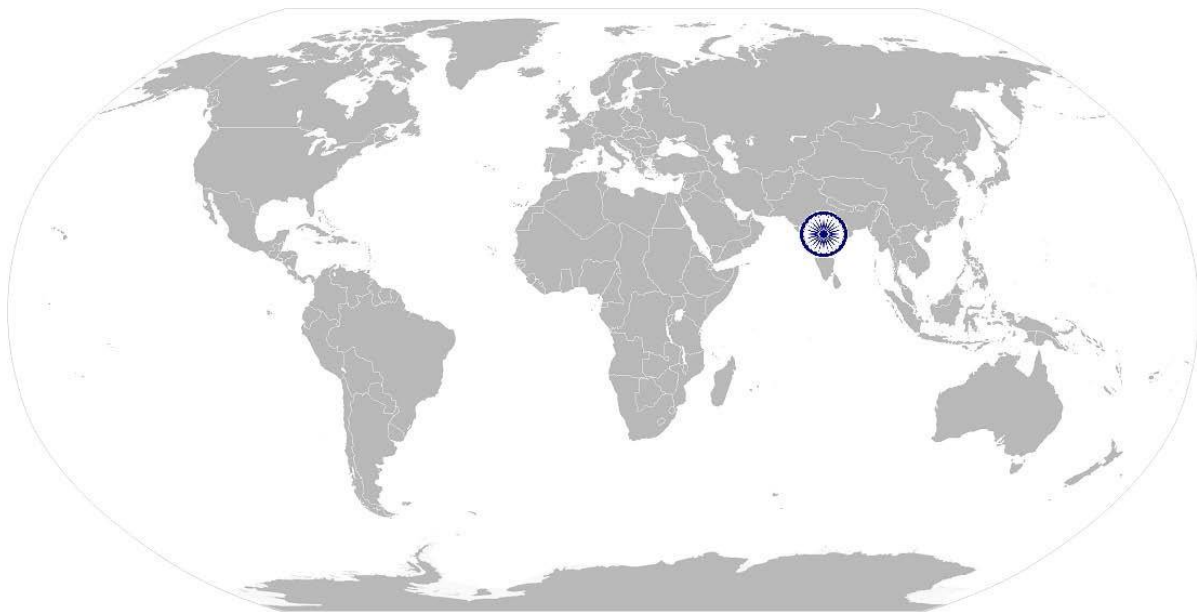
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write at least one local/ official language used in the local community SA2. Maintain any records required after the interaction
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Read instructions and pamphlets provided as part of training
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Speak at least one local language SA5. Communicate effectively with all individuals
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions on information to be communicated based on needs of the individual and various regulations and guidelines
	Plan and Organize
	Not applicable
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB2. Be responsive to problems of the individuals SB3. Be available to guide, counsel and help individuals when required SB4. Be patient and non-judgemental at all times
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Create work-around to overcome problems faced in carrying out roles and duties
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

HSS/N9601

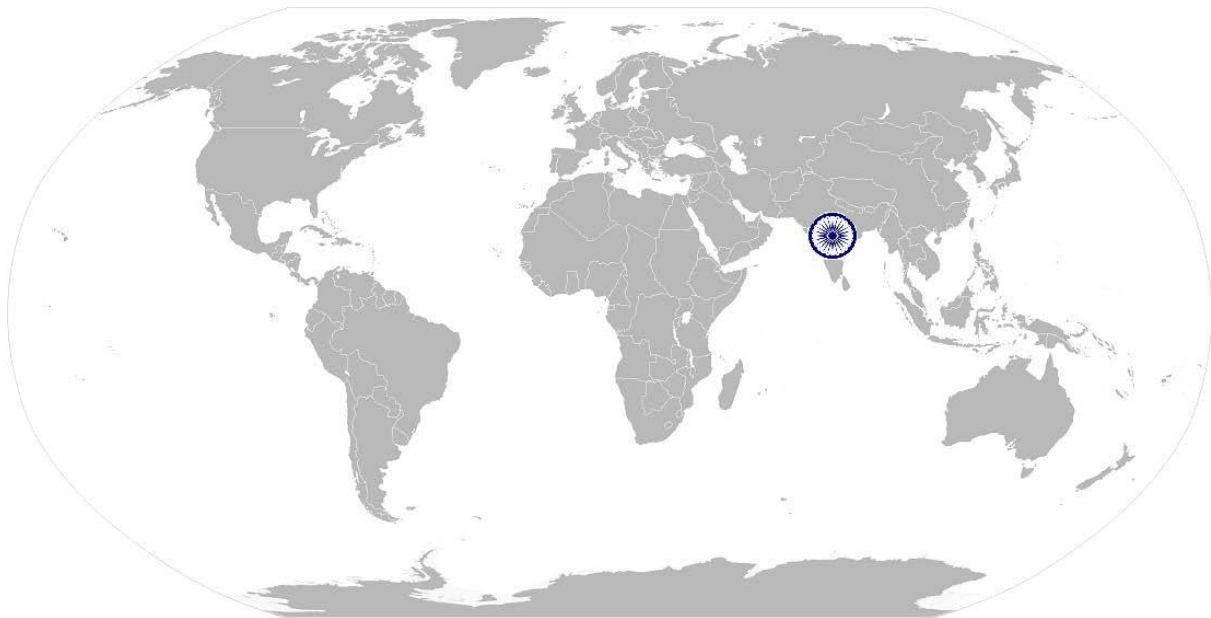
Collate and Communicate Health Information

NOS Version Control

NOS Code	HSS/N9601		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to recognise the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N9603

Act within the limits of one's competence and authority

National Occupational Standard	Unit Code	HSS/N9603
	Unit Title (Task)	Act within the limits of one's competence and authority
	Description	This OS unit is about recognizing the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines This is applicable to all Allied Health Professionals working in an organised, regulated environment
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Acting within the limit of one's competence and authority; <ul style="list-style-type: none"> Knowing one's job role Knowing one's job responsibility Recognizing the job role and responsibilities of co workers Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their Permission'.
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to one's role</p> <p>PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC4. Maintain competence within one's role and field of practice</p> <p>PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC8. Evaluate and reflect on the quality of one's work and make continuing improvements</p>	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The relevant legislation, standards, policies, and procedures followed in the organization</p> <p>KA2. The medical procedures and functioning of required medical equipment</p> <p>KA3. Role and importance of assisting other healthcare providers in delivering care</p>	

HSS/N9603

Act within the limits of one's competence and authority

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The boundaries of one's role and responsibilities and other team members KB2. The reasons for working within the limits of one's competence and authority KB3. The importance of personally promoting and demonstrating good practice KB4. The legislation, protocols and guidelines effecting one's work KB5. The organisational systems and requirements relevant to one's role KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances KB8. The risks to quality and safety arising from:</p> <ul style="list-style-type: none"> ○ Working outside the boundaries of competence and authority ○ Not keeping up to date with best practice ○ Poor communication ○ Insufficient support ○ Lack of resources <p>KB9. The importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements KB10. How to Report and minimise risks KB11. The principle of meeting the organisation's needs, and how this should enable one to recognise one's own limitations and when one should seek support from others KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation KB14. The actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules SA2. Prepare status and progress reports SA3. Record daily activities SA4. Update other co-workers</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about changes in legislations and organizational policies SA6. Keep updated with the latest knowledge</p>
	<p>Oral Communication (Listening and Speaking skills)</p>

HSS/N9603

Act within the limits of one's competence and authority

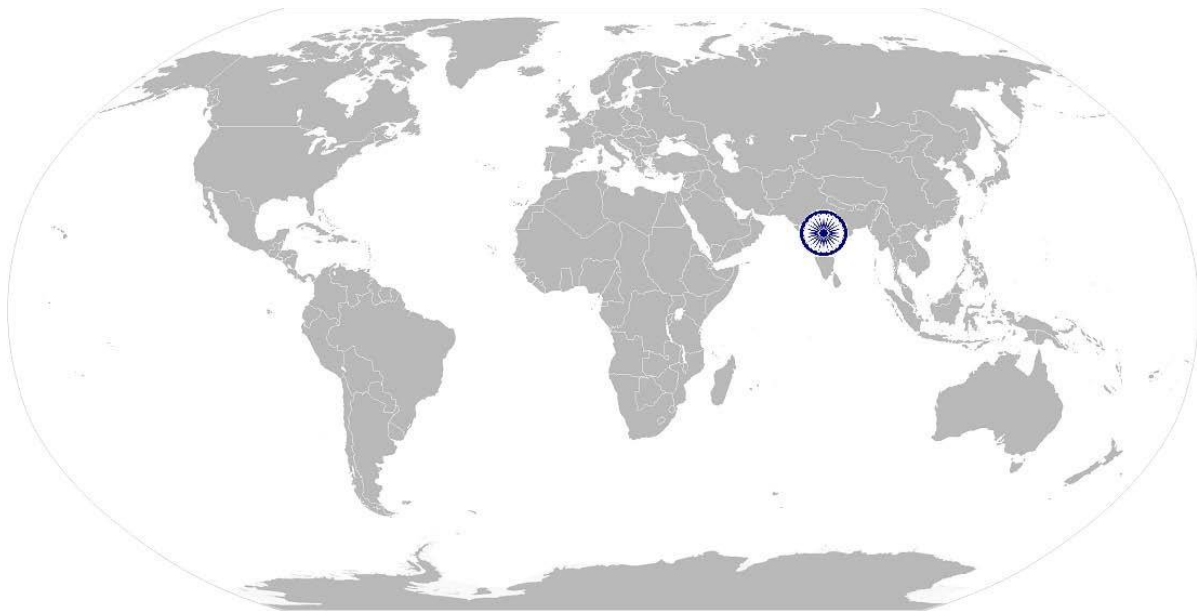
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Discuss task lists, schedules, and work-loads with co-workers</p> <p>SA8. Give clear instructions to patients and co-workers</p> <p>SA9. Keep patient informed about progress</p> <p>SA10. Avoid using jargon, slang or acronyms when communicating with a patient</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work in relation to job role</p>
	Plan and Organize
	Not applicable
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB3. Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB4. Be sensitive to potential cultural differences</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p>
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

HSS/N9603

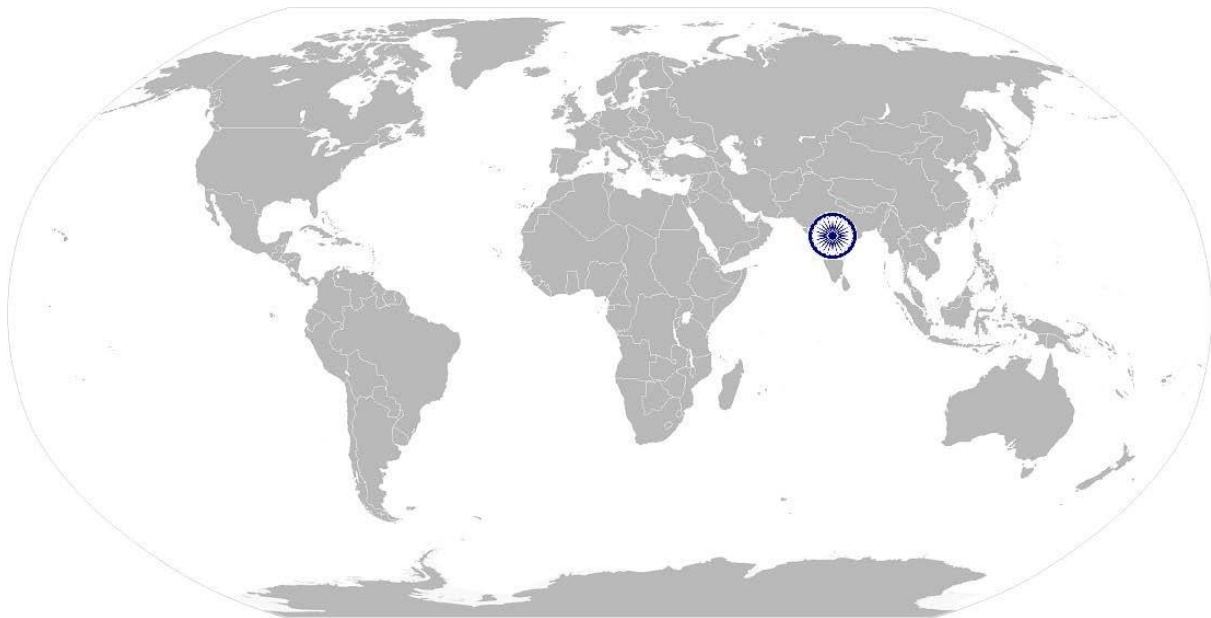
Act within the limits of one's competence and authority

NOS Version Control

NOS Code	HSS/N9603		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to work effectively with other people and integrate one's work the work of other people

HSS/N9604

Work effectively with others

National Occupational Standard

Unit Code	HSS/N9604
Unit Title (Task)	Work effectively with others
Description	This OS unit is about working effectively with other people who can be part of the immediate team, organisation or external to the team or organisation This OS unit applies to all Allied health professionals working in a team or collaborative environment
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Working with other people to meet requirements , Sharing information with others to enable efficient delivery of work , Communicating with other team members and people internal or external to the organisation
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: PC1. Communicate with other people clearly and effectively PC2. Integrate one’s work with other people’s work effectively PC3. Pass on essential information to other people on timely basis PC4. Work in a way that shows respect for other people PC5. Carry out any commitments made to other people PC6. Reason out the failure to fulfil commitment PC7. Identify any problems with team members and other people and take the initiative to solve these problems PC8. Follow the organisation’s policies and procedures
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent the user/ individual on the job needs to know and understand: KA1. The people who make up the team and how they fit into the work of the organisation KA2. The responsibilities of the team and their importance to the organisation KA3. The business, mission, and objectives of the organisation KA4. Effective working relationships with the people external to the team, with which the individual works on a regular basis KA5. Procedures in the organisation to deal with conflict and poor working relationships
B. Technical Knowledge	To be competent the user/ individual on the job needs to know and understand: KB1. The importance of communicating clearly and effectively with other people and how to do so face-to-face, by telephone and in writing KB2. The essential information that needs to be shared with other people KB3. The importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB4. The importance of integrating ones work effectively with others KB5. The types of working relationships that help people to work well together and the types of relationships that need to be avoided KB6. The types of opportunities an individual may seek out to improve relationships with others KB7. How to deal with difficult working relationships with other people to sort out

HSS/N9604

Work effectively with others

	problems
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA1. Communicate essential information in writing SA2. Write effective communications to share information with the team members and other people outside the team
	Reading Skills
	To be competent, the user/individual on the job needs to know and understand how to: SA3. Read and understand essential information
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA4. Communicate essential information to colleagues face-to-face or through telecommunications SA5. Question others appropriately in order to understand the nature of the request or compliant
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to work
	Plan and Organize
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Customer Centricity
	To be competent, the user/ individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern SB5. Be sensitive to potential cultural differences SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB8. Identify problems while working with others and devise effective solutions
	Analytical Thinking
Not applicable	

HSS/N9604

Work effectively with others

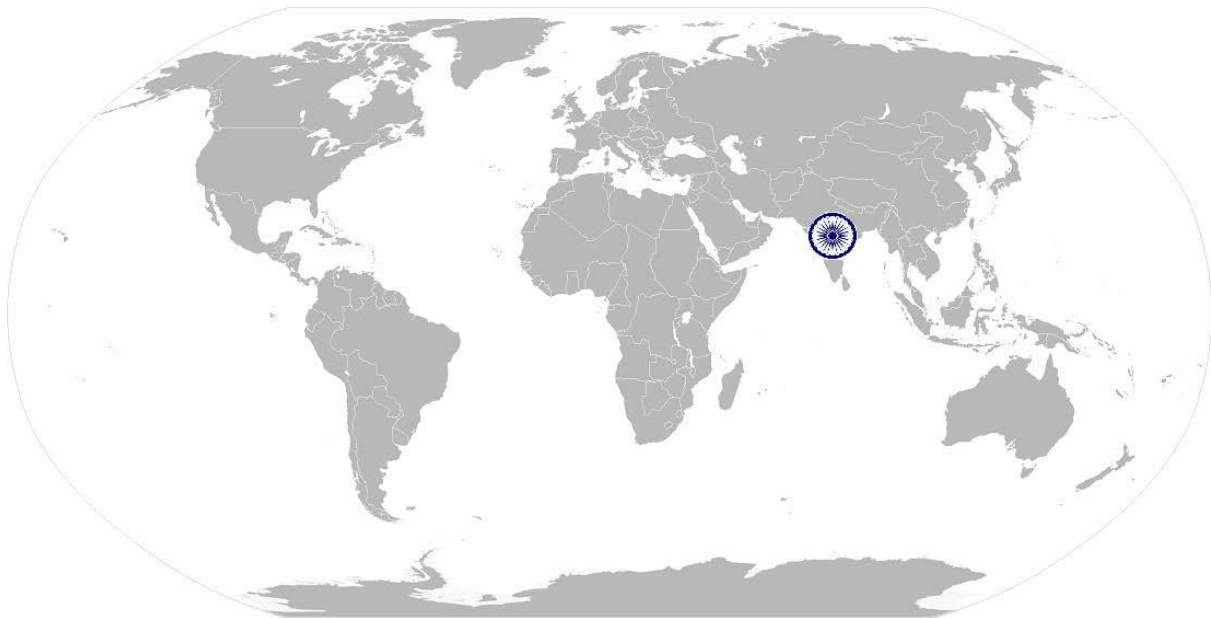
	Critical Thinking
	Not applicable

NOS Version Control

NOS Code	HSS/N9604		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to plan and organise work to meet requirements

HSS/N9605

Manage work to meet requirements

National Occupational Standard

Unit Code	HSS/N9605
Unit Title (Task)	Manage work to meet requirements
Description	This OS unit is about planning and organising work and developing oneself further in the organisation This unit applies to all Allied Health professionals
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Establishing and managing requirements ,Planning and organising work, ensuring accomplishment of the requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/ individual on the job must be able to: PC1. Clearly establish, agree, and record the work requirements PC2. Utilise time effectively PC3. Ensure his/her work meets the agreed requirements PC4. Treat confidential information correctly PC5. Work in line with the organisation’s procedures and policies and within the limits of his/her job role
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	To be competent, the user / individual on the job needs to know and understand: KA1. The relevant policies and procedures of the organisation KA2. The information that is considered confidential to the organisation KA3. The scope of work of the role
B. Technical Knowledge	To be competent, the user/individual on the job needs to know and understand: KB1. The importance of asking the appropriate individual for help when required KB2. The importance of planning, prioritising and organising work KB3. The importance of clearly establishing work requirement KB4. The importance of being flexible in changing priorities when the importance and urgency comes into play KB5. How to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited KB6. The importance of keeping the work area clean and tidy KB7. Areas of work that are not a priority and why it is necessary to keep one’s effort in that direction to a minimum KB8. To change work plans when necessary KB9. The importance of confidentiality KB10. The importance in completing work on time
Skills (S)	
A. Core Skills/	Writing Skills

HSS/N9605

Manage work to meet requirements

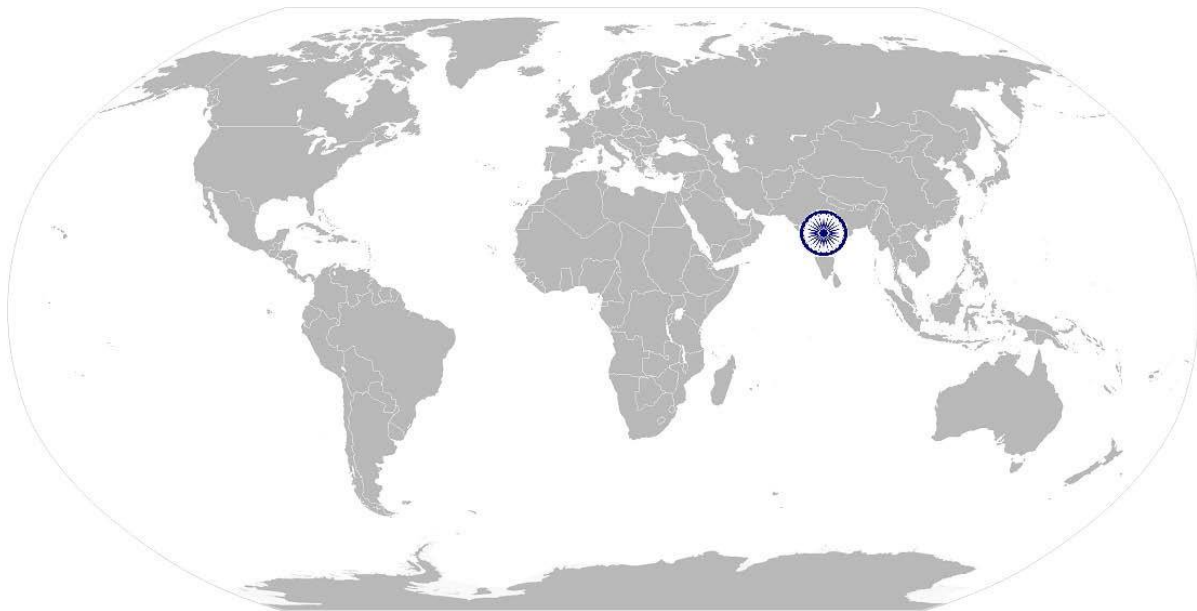
Generic Skills	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions
	Reading Skills
	To be competent, the user / individual on the job needs to know and understand how to: SA3. Read organisational policies and procedures SA4. Read work related documents and information shared by different sources
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA5. Report progress and results SA6. Interact with other individuals SA7. Negotiate requirements and revised agreements for delivering them
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the work
	Plan and Organize
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents
	Customer Centricity
	To be competent, the user/ individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB7. Understand problems and suggest an optimum solution after evaluating possible solutions
	Analytical Thinking
	Not applicable
Critical Thinking	
Not applicable	

HSS/N9605

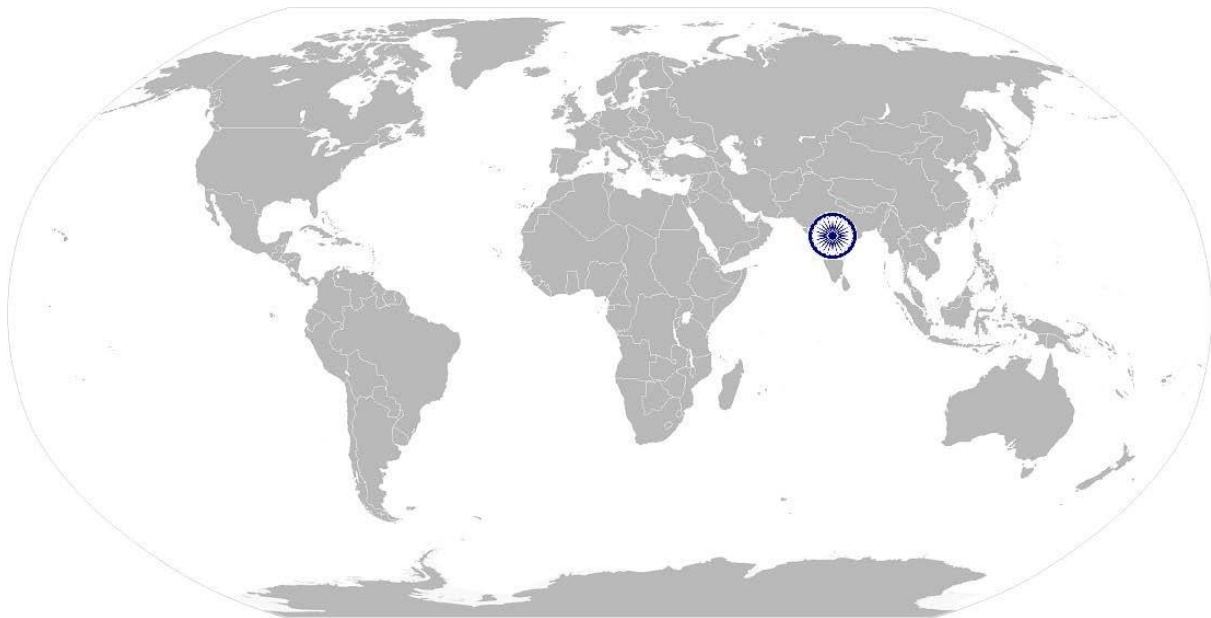
Manage work to meet requirements

NOS Version Control

NOS Code	HSS/N9605		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

HSS/N9606

Maintain a safe, healthy, and secure working environment

National Occupational Standard

Unit Code	HSS/N9606
Unit Title (Task)	Maintain a safe, healthy, and secure working environment
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions This OS unit applies to all Allied Health professionals working within an organised workplace
Scope	This unit covers the following: <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for Workplace Handling any hazardous situation with safely, competently and within the limits of authority Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. Comply with health, safety and security procedures for the workplace</p> <p>PC3. Report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC4. Identify potential hazards and breaches of safe work practices</p> <p>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected</p> <p>PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently</p> <p>PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC9. Complete any health and safety records legibly and accurately</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. The importance of health, safety, and security in the workplace</p> <p>KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace</p> <p>KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. How to report the hazard</p> <p>KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>

HSS/N9606

Maintain a safe, healthy, and secure working environment

<p>B. Technical Knowledge</p>	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. Requirements of health, safety and security in workplace</p> <p>KB2. How to create safety records and maintaining them</p> <p>KB3. The importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. The common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. How to identify health, safety, and security hazards</p> <p>KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p> <p>Reading Skills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA3. Clearly report hazards and incidents with the appropriate level of urgency</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work</p> <p>Plan and Organize</p> <p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB2. Plan for safety of the work environment</p> <p>Customer Centricity</p> <p>To be competent, the user / individual on the job needs to know and understand:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>Problem Solving</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify hazards, evaluate possible solutions and suggest effective solutions</p>

HSS/N9606

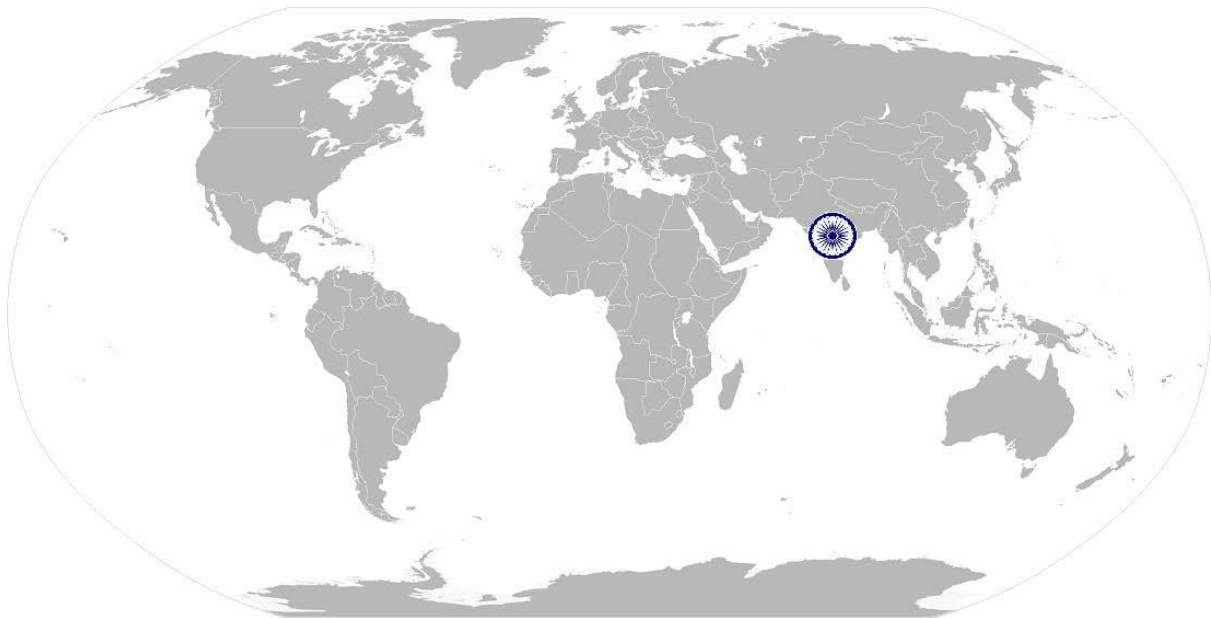
Maintain a safe, healthy, and secure working environment

	Analytical Thinking
	To be competent, the user needs to know and understand how to: SB9. Analyse the seriousness of hazards
	Critical Thinking
	To be competent, the user needs to know and understand how to: SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

NOS Version Control

NOS Code	HSS/N9606		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health professional to practice code of conduct setup by the healthcare provider.

HSS/N9607

Practice code of conduct while performing duties

National Occupational Standard

Unit Code	HSS/N9607
Unit Title (Task)	Practice code of conduct while performing duties
Description	<p>This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice</p> <p>This OS unit applies to all Allied health professionals working in an organized environment and to whom specific regulations and codes of conduct apply</p>
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Recognizing the guidelines and protocols relevant to the field and practice <p>Following the code of conduct as described by the healthcare provider</p> <p>Demonstrating best practices while on the field</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to protocols and guidelines relevant to the role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to the role</p> <p>PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority</p> <p>PC4. Maintain competence within the role and field of practice</p> <p>PC5. Use protocols and guidelines relevant to the field of practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and patient safety</p> <p>PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed in the hospital</p> <p>KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care</p> <p>KA3. Personal hygiene measures and handling techniques</p>
B. Technical Knowledge	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others</p> <p>KB2. The importance of working within the limits of one's competence and authority</p> <p>KB3. The detrimental effects of non-compliance</p> <p>KB4. The importance of personal hygiene</p> <p>KB5. The importance of intercommunication skills</p> <p>KB6. The legislation, protocols and guidelines related to the role</p> <p>KB7. The organisational systems and requirements relevant to the role</p> <p>KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field</p> <p>KB9. The difference between direct and indirect supervision and autonomous</p>

HSS/N9607

Practice code of conduct while performing duties

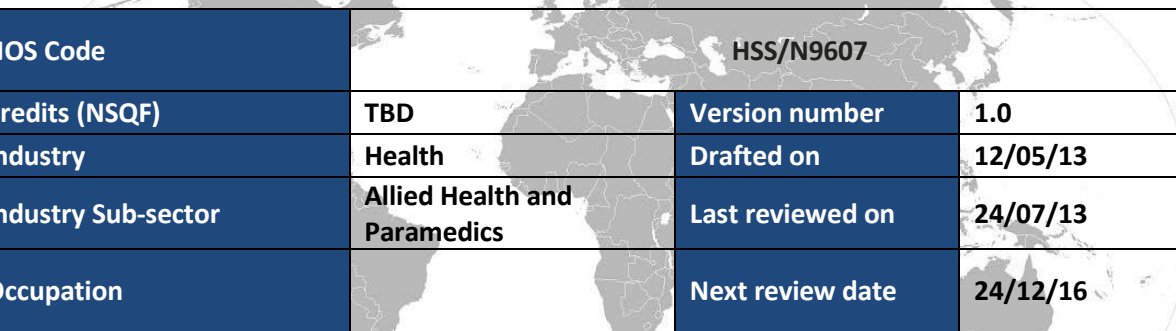
	<p>practice, and which combination is most applicable in different circumstances</p> <p>KB10. Implications to quality and safety arising from:</p> <ul style="list-style-type: none"> Working outside the boundaries of competence and authority not keeping up to date with best practice poor communication insufficient support lack of resources <p>KB11. The organizational structure and the various processes related to reporting and monitoring</p> <p>KB12. The procedure for accessing training, learning and development needs</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Document reports, task lists, and schedules with co-workers SA2. Prepare status and progress reports related to patient care SA3. Update the physician and the other co-workers
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA4. Read about procedures, regulations and guidelines related to the organization and the profession SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities
	Oral Communication (Listening and Speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA6. Interact with patients SA7. Give clear instructions to patients, patients relatives and other healthcare providers SA8. Avoid using jargon, slang or acronyms, while communicating with a patient
B. Professional Skills	Decision Making
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise SB2. Act decisively by balancing protocols and work at hand
	Plan and Organize
	Not applicable
	Customer Centricity
	To be competent, the user / individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Maintain patient confidentiality

HSS/N9607

Practice code of conduct while performing duties

	SB5. Respect the rights of the patient(s) SB6. Respond patients' queries and concerns SB7. Maintain personal hygiene to enhance patient safety
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

NOS Version Control



NOS Code	HSS/N9607		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Assistant Physiotherapist

Qualification Pack HSS/Q7701

Sector Skill Council Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and Communication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (80% of Max. Marks)	400
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and Communication)	20
Grand Total-(Theory)	100
Passing Marks (50% of Max. Marks)	50
Grand Total-(Skills Practical and Viva + Theory)	600

Overall Result		Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail			
Detailed Break Up of Marks		Skills Practical & Viva			
Subject Domain		Pick any 2 NOS each of 200 marks totaling 400			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
1. HSS/ N 7701: Follow the treatment plan as directed by the physiotherapist	PC1. Carry out physiotherapy assessment and treatment for patients	200	40	10	30
	PC2. Deliver functional restoration programmes to individuals with musculoskeletal conditions and deliver health promotion programmes		40	10	30
	PC3. Assist physical therapists in providing physical therapy treatments and procedures		40	10	30
	PC4. Assist the physiotherapists in helping and treating people with physical problems caused by illness, accident or ageing		40	10	30
	PC5. Carry out workplace assessments		40	10	30
	Total			200	50
2.HSS/ N 7702: Assist in patient mobility	PC1. Assist the patient with walking, transfers and safe mobility	200	50	20	30
	PC2. Help the patient in body movement		50	20	30
	PC3. Help the patient with treatment related exercises		50	20	30
	PC4. Transfer the patient safely and without injuries		50	20	30
	Total			200	80
3.HSS/ N 7703: Monitor and report changes in health status of patient to the supervisor	PC1. Work with registered physiotherapists in their day-to-day work	200	50	20	30
	PC2. Help patients to follow exercise and treatment programmes set out by the physiotherapist		50	20	30
	PC3. Write reports concerning patient's status		50	20	30
	PC4. Monitor change in patient health and report to the supervisor		50	20	30
	Total			200	80
4.HSS/ N 7704: Provide patient/family	PC1. Cultivate skill competence and engage in evidence-based practice, responding to the dynamics of a changing health care system	200	40	10	30

education and support	PC2. Provide support to the patients in treatment		80	30	50
	PC3. Help family of the patient in awareness and support		80	60	20
	Total			200	100
5.HSS/ N 7705: Participate in program planning	PC1. Actively participate in program planning	200	50	20	30
	PC2. Achieve an effective transition from this educational program to a physical therapist assistant career		50	20	30
	PC3. Commit to a lifelong process of self-improvement and learning		50	20	30
	PC4. Cultivate skill competence and engage in evidence-based practice, responding to the dynamics of a changing health care system		50	20	30
	Total			200	80
6.HSS/ N 7706: Assist in providing occupational therapy	PC1. Observe patients while they perform tasks, ask the patient questions, and review the patient's medical history	200	25	5	20
	PC2. Use the observations, answers, and medical history to assist physiotherapist in evaluating the patient's condition and needs		25	5	20
	PC3. Assist in establishing a treatment plan for patients, laying out the types of activities and specific goals to be accomplished		25	5	20
	PC4. Assist in evaluating a patient's home or workplace activities and identify how it can be better suited to the patient's health needs		25	5	20
	PC5. Assist in educating a patient's family and employer about how to accommodate and care for the patient		25	5	20
	PC6. Teach anxiety management techniques;		25	5	20
	PC7. Assist people to return to work;		25	5	20
	PC8. Submit and write reports for physiotherapist to plan and review on-going treatment		25	5	20
	Total			200	40
Soft Skills and Communication		Pick one field from both parts each carrying 50 marks totaling 100			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play

Part 1 (Pick one field randomly carrying 50 marks)

1. Attitude

HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	30	2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4
	PC4. Maintain competence within one's role and field of practice		2	0	2
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
			30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	20	3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
			20	7	13
Attitude Total		50	50	19	31
2. Attiquete					
HSS/ N 9605 (Manage work to	PC1. Clearly establish, agree, and record the work requirements	25	10	5	5

meet requirements)	PC2. Utilise time effectively		3	0	3
	PC3. Ensure his/her work meets the agreed requirements		3	0	3
	PC4. Treat confidential information correctly		3	3	0
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		6	3	3
			25	11	14
HSS/ N 9601 (Collate and Communicate Health Information)	PC1. Respond to queries and information needs of all individuals	25	2	2	0
	PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics		5	0	5
	PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them		5	0	5
	PC4. Utilise all training and information at one's disposal to provide relevant information to the individual		5	5	0
	PC5. Confirm that the needs of the individual have been met		2	2	0
	PC6. Adhere to guidelines provided by one's organisation or regulatory body relating to confidentiality		2	2	0
	PC7. Respect the individual's need for privacy		2	2	0
	PC8. Maintain any records required at the end of the interaction		2	2	0
			25	15	10
Work Management Total		50	50	26	24
Part 2 (Pick one field as per NOS marked carrying 50 marks)					
1. Team Work					
HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	50	3	0	3
	PC2. Integrate one's work with other people's work effectively		3	0	3
	PC3. Pass on essential information to other people on timely basis		3	0	3
	PC4. Work in a way that shows respect for other people		3	0	3
	PC5. Carry out any commitments made to other people		6	6	0
	PC6. Reason out the failure to fulfil commitment		6	6	0
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8
	PC8. Follow the organisation's policies and procedures		10	4	6
			50	24	26
2. Safety management					

HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2
	PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
				50	25
Detailed Break Up of Marks		Theory			
Subject Domain		Pick each NOS Compulsorily totaling 80			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation		
			Theory		
1. HSS/ N 7701: Follow the treatment plan as directed by the physiotherapist	PC1. Carry out physiotherapy assessment and treatment for patients	14	14		
	PC2. Deliver functional restoration programmes to individuals with musculoskeletal conditions and deliver health promotion programmes				
	PC3. Assist physical therapists in providing physical therapy treatments and procedures				
	PC4. Assist the physiotherapists in helping and treating people with physical problems caused by illness, accident or ageing				
	PC5. Carry out workplace assessments				
Total			14		

2.HSS/ N 7702: Assist in patient mobility	PC1. Assist the patient with walking, transfers and safe mobility	14	14
	PC2. Help the patient in body movement		
	PC3. Help the patient with treatment related exercises		
	PC4. Transfer the patient safely and without injuries		
	Total		
3.HSS/ N 7703: Monitor and report changes in health status of patient to the supervisor	PC1. Work with registered physiotherapists in their day-to-day work	14	14
	PC2. Help patients to follow exercise and treatment programmes set out by the physiotherapist		
	PC3. Write reports concerning patient's status		
	PC4. Monitor change in patient health and report to the supervisor		
	Total		
4.HSS/ N 7704: Provide patient/family education and support	PC1. Cultivate skill competence and engage in evidence-based practice, responding to the dynamics of a changing health care system	12	12
	PC2. Provide support to the patients in treatment		
	PC3. Help family of the patient in awareness and support		
	Total		
5.HSS/ N 7705: Participate in program planning	PC1. Actively participate in program planning	12	12
	PC2. Achieve an effective transition from this educational program to a physical therapist assistant career		
	PC3. Commit to a lifelong process of self-improvement and learning		
	PC4. Cultivate skill competence and engage in evidence-based practice, responding to the dynamics of a changing health care system		
	Total		
6.HSS/ N 7706: Assist in providing occupational therapy	PC1. Observe patients while they perform tasks, ask the patient questions, and review the patient's medical history	14	14
	PC2. Use the observations, answers, and medical history to assist physiotherapist in evaluating the patient's condition and needs		
	PC3. Assist in establishing a treatment plan for patients, laying out the types of activities and		

	specific goals to be accomplished		
	PC4. Assist in evaluating a patient’s home or workplace activities and identify how it can be better suited to the patient’s health needs		
	PC5. Assist in educating a patient’s family and employer about how to accommodate and care for the patient		
	PC6. Teach anxiety management techniques;		
	PC7. Assist people to return to work;		
	PC8. Submit and write reports for physiotherapist to plan and review on-going treatment		
	Total		14
Soft Skills and Communication		Select each part each carrying 10 marks totaling 20	
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation
			Theory
Part 1 (Pick one field randomly carrying 50 marks)			
1. Attitude			
HSS/ N 9603 (Act within the limits of one’s competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one’s role and field of practice	2	2
	PC2. Work within organisational systems and requirements as appropriate to one’s role		
	PC3. Recognise the boundary of one’s role and responsibility and seek supervision when situations are beyond one’s competence and authority		
	PC4. Maintain competence within one’s role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one’s practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		

	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		
	Total		2
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	2	2
	PC2. Work within organisational systems and requirements as appropriate to the role		
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority		
	PC4. Maintain competence within the role and field of practice		
	PC5. Use protocols and guidelines relevant to the field of practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and patient safety		
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		
	Total		
Attitude Total		4	4
2. Attiquete			
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements	2	2
	PC2. Utilise time effectively		
	PC3. Ensure his/her work meets the agreed requirements		
	PC4. Treat confidential information correctly		
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		
	Total		
HSS/ N 9601 (Collate and Communicate Health Information)	PC1. Respond to queries and information needs of all individuals	4	4
	PC2. Communicate effectively with all individuals regardless of age, caste, gender, community or other characteristics		
	PC3. Communicate with individuals at a pace and level fitting their understanding, without using terminology unfamiliar to them		
	PC4. Utilise all training and information at one's disposal to provide relevant information to the individual		
	PC5. Confirm that the needs of the individual have been met		

	PC6. Adhere to guidelines provided by one’s organisation or regulatory body relating to confidentiality		
	PC7. Respect the individual’s need for privacy		
	PC8. Maintain any records required at the end of the interaction		
	Total		4
Attiquete Total		2	6
Part 1 Total		10	10

Part 2 (Pick one field as per NOS marked carrying 50 marks)

1. Team Work

HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	4	4
	PC2. Integrate one’s work with other people’s work effectively		
	PC3. Pass on essential information to other people on timely basis		
	PC4. Work in a way that shows respect for other people		
	PC5. Carry out any commitments made to other people		
	PC6. Reason out the failure to fulfil commitment		
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		
	PC8. Follow the organisation’s policies and procedures		
	Total		4

2. Safety management

HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	6	6
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		
	PC7. Follow the organisation’s emergency procedures promptly, calmly, and efficiently		

	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
	Total		6
	Part 2 Total	10	10