

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.

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| 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 |
| 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 |

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| | <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</p> <p>N.A</p> |
| Performance Criteria | As described in the relevant OS units |

Definitions

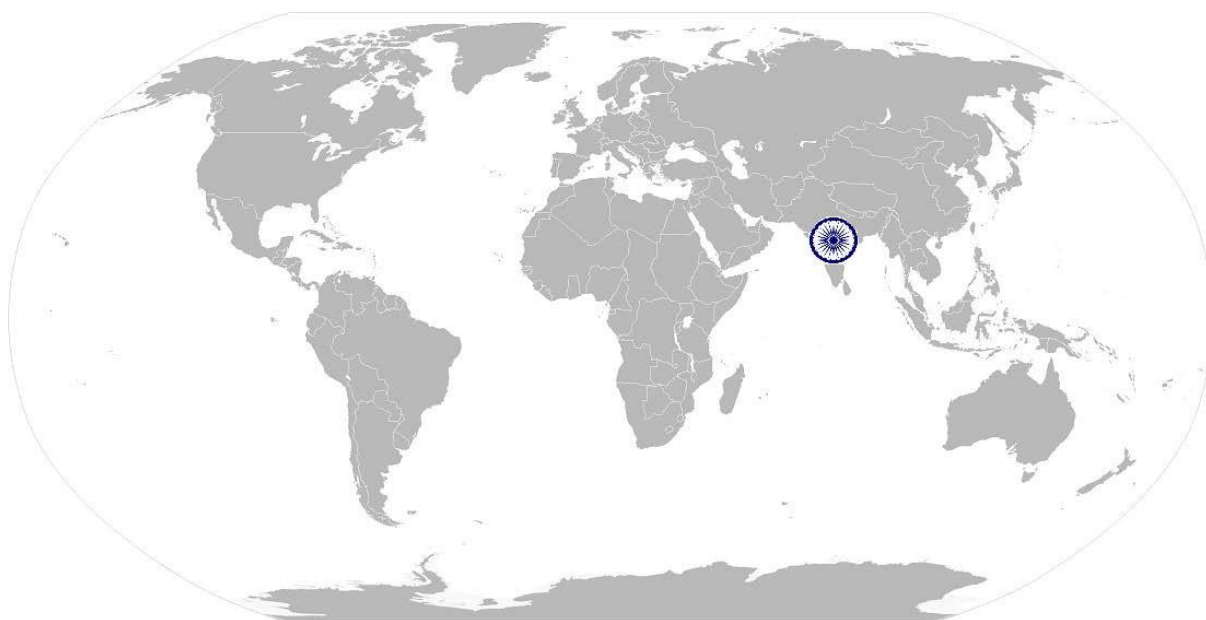
| Keywords /Terms | Description |
|---------------------------------------|---|
| Core Skills/Generic Skills | Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of 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. |

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| 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 |

HSS/N7701

Follow the treatment plan as directed by the physiotherapist

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

National Occupational Standard

| | |
|---|--|
| 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 | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Following the treatment plan as directed by the physiotherapist <p>Assisting physiotherapists in providing physical therapy treatments and procedures</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. Carry out physiotherapy assessment and treatment for patients</p> <p>PC2. Deliver functional restoration programmes to individuals with muscular skeletal conditions and deliver health promotion programmes</p> <p>PC3. Assist physical therapists in providing physical therapy treatments and procedures</p> <p>PC4. Assist the physiotherapists in helping and treating people with physical problems caused by illness, accident or ageing</p> <p>PC5. Carry out workplace assessments</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 as guided by physiotherapist</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 assist the physiotherapist in manual therapy, therapeutic exercise and the application of electro-physical modalities</p> |
| Skills (S) | |
| A. Core Skills/ | Writing Skills |

HSS/N7701

Follow the treatment plan as directed by the physiotherapist

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| Generic Skills | <p>The user/ individual on the job needs to know and understand how to</p> <p>SA1. Communicate information and ideas in writing so others will understand</p> <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> |
| | Reading Skills |
| | <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> |
| | Oral Communication (Listening and Speaking skills) |
| | <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 | Decision Making |
| | <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> |
| | Plan and Organize |
| | <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> |
| | Customer Centricity |
| | <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> |

HSS/N7701

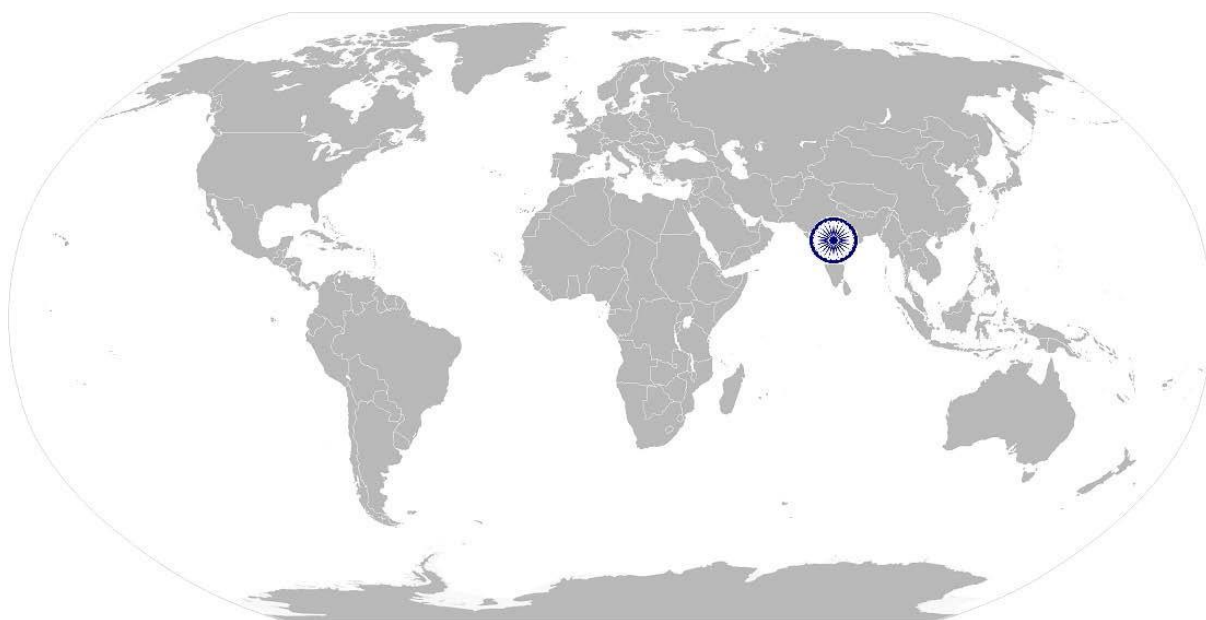
Follow the treatment plan as directed by the physiotherapist

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| | 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

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|----------------------------|-------------------------------------|-------------------------|-----------------|
| 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

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| 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 | <p>This unit/task covers the following:</p> <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 |
| | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Assist the patient with walking, transfers and safe mobility</p> <p>PC2. Help the patient in body movement</p> <p>PC3. Help the patient with treatment related exercises</p> <p>PC4. Transfer the patient safely and without injuries</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. Guide patient about the exercises as directed by physiotherapist</p> <p>KB2. Guide the patient about the movement directions</p> <p>KB3. Help patient in movement and exercises</p> <p>KB4. Guide patient how to move and which limb to use if patient is having a limb problem</p> <p>KB5. Encourage patient to do exercise</p> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Writing Skills |
| | <p>The user/ individual on the job needs to know how to :</p> <p>SA1. Communicate information and ideas in writing so others will understand</p> <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</p> |

HSS/N7702

Assist in patient mobility

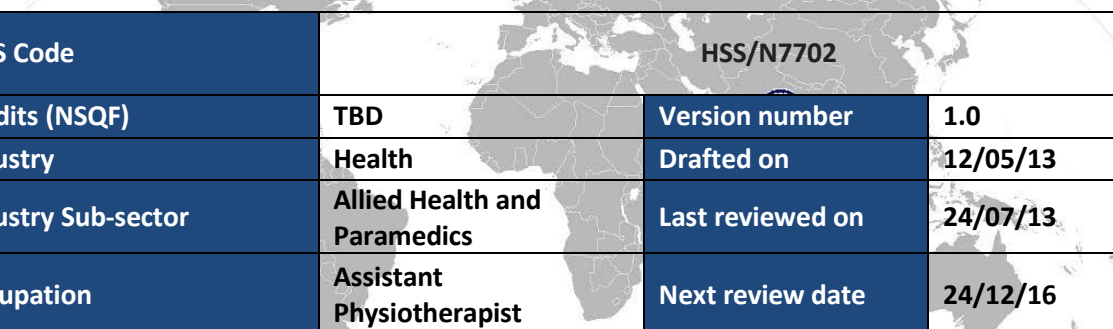
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| | to promote preventive health care and physiotherapy services |
| | Reading Skills |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read instructions on equipment labels</p> <p>SA6. Read text entries in forms</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> |
| | Oral Communication (Listening and Speaking skills) |
| | <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> |
| B. Professional Skills | Decision Making |
| | <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> |
| | Plan and Organize |
| | <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> |
| | Customer Centricity |
| | <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> |
| | Problem Solving |
| | <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> |

HSS/N7702

Assist in patient mobility

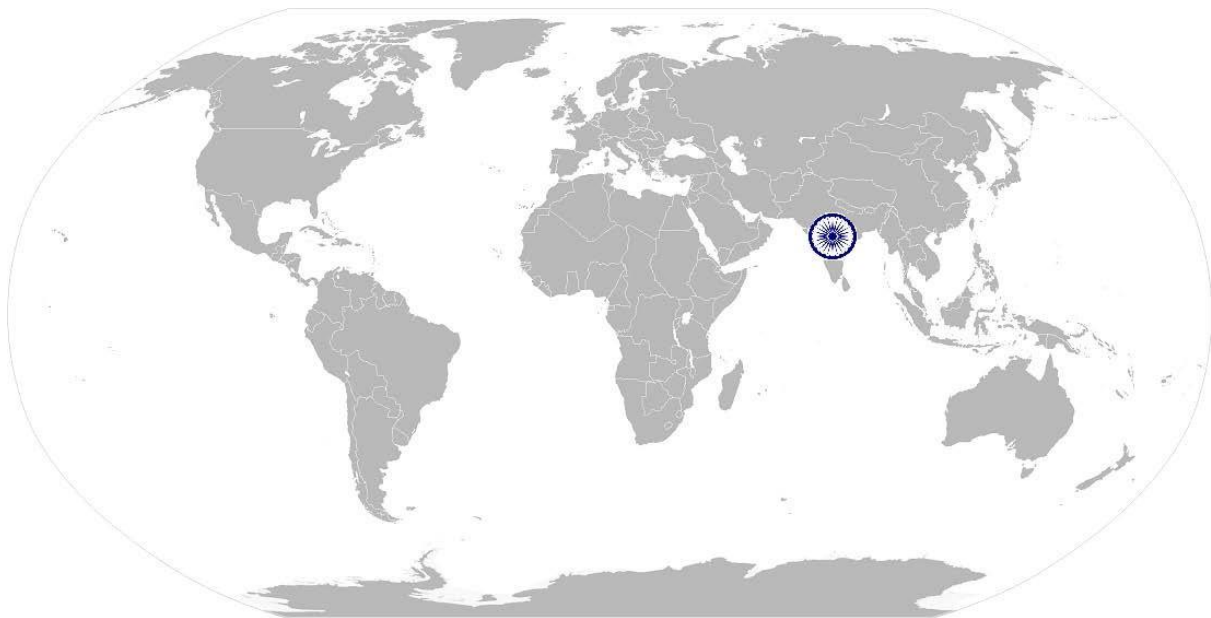
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| | SB13. Try different approaches in order to motivate patients to conform to treatment and rehabilitation plans |
| | Analytical Thinking |
| | The user/individual on the job needs to know and understand how to: SB14. Apply general rules to specific 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



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| 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

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|---|---|
| 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

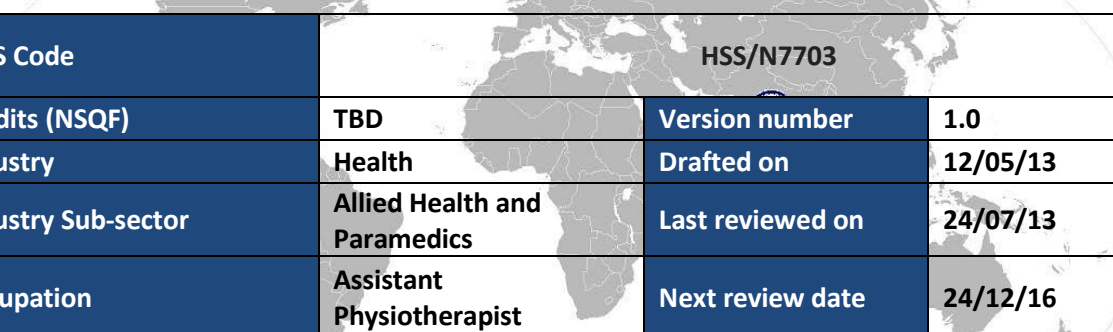
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| | Reading Skills |
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read instructions on equipment labels</p> <p>SA6. Read text entries in forms</p> <p>SA7. Read patients' comments about patients' health concerns 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> |
| | Oral Communication (Listening and Speaking skills) |
| | <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> |
| B. Professional Skills | Decision Making |
| | <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> |
| | Plan and Organize |
| | <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> |
| | Customer Centricity |
| | <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> |
| | Problem Solving |
| | <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</p> |

HSS/N7703

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

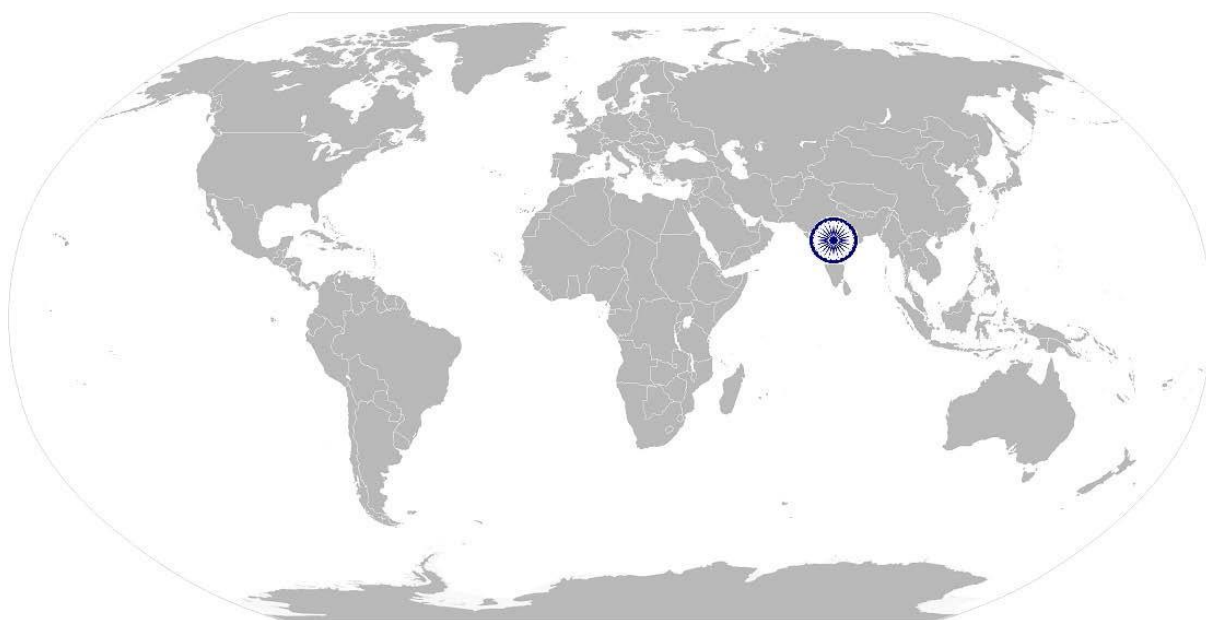
| | |
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| | and rehabilitation plans |
| | Analytical Thinking |
| | The user/individual on the job needs to know and understand how to: SB14. Apply general rules to specific problems to produce answers that make sense SB15. Find information on patients' 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



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|---------------------|------------------------------|------------------|----------|
| 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

| | |
|---|---|
| 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 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. 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

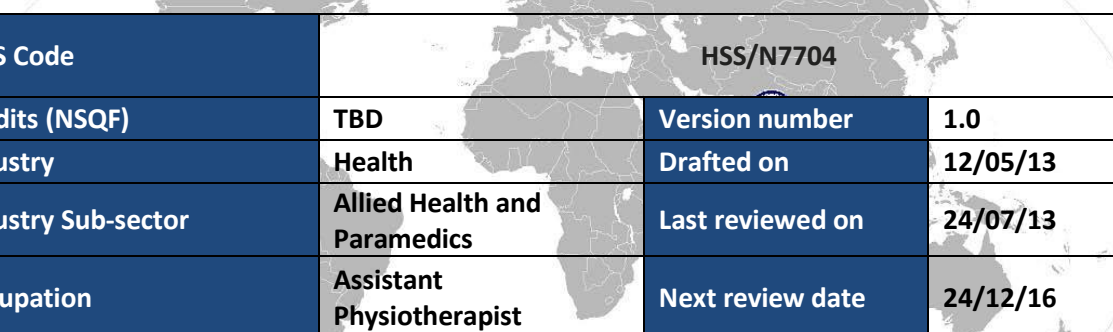
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| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read instructions on equipment labels</p> <p>SA6. Read text entries in forms</p> <p>SA7. Read patients' comments about patients' health concerns in intake forms</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> |
| 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

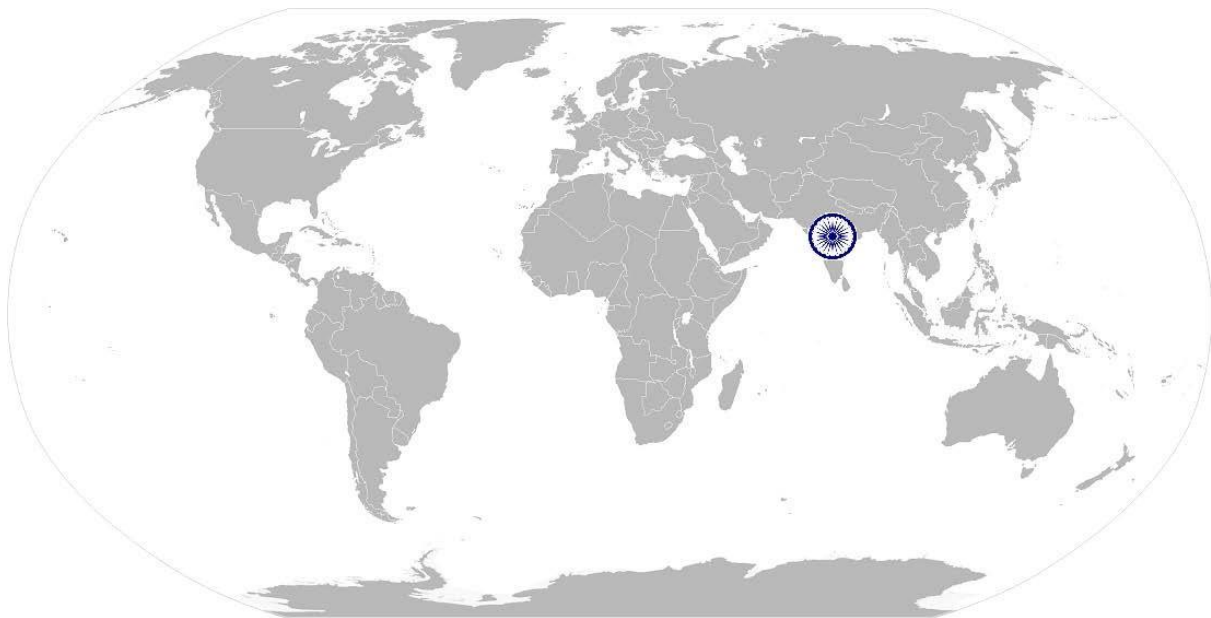
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| | Analytical Thinking |
| | The user/individual on the job needs to know and understand how to: SB14. Apply general rules to specific problems to produce answers that make sense SB15. Find information on patients' health by interviewing them, consulting 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

National Occupational Standard

| | |
|---|--|
| 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 | <p>This unit/task covers the following :</p> <ul style="list-style-type: none"> Participating actively in program planning <p>Cultivating skill competence through program planning</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. Actively participate in program planning</p> <p>PC2. Achieve an effective transition from this educational program to a physical therapist assistant career</p> <p>PC3. Commit to a lifelong process of self-improvement and learning</p> <p>PC4. Cultivate skill competence and engage in evidence-based practice, responding to the dynamics of a changing health care system</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 and management of patients</p> <p>KB4. How to assist the physiotherapist in manual therapy, therapeutic exercise and the application of electro-physical modalities</p> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Writing Skills |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Communicate information and ideas in writing so others will understand</p> |

HSS/N7705

Participate in program planning

| | |
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| | 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, 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 |

HSS/N7705

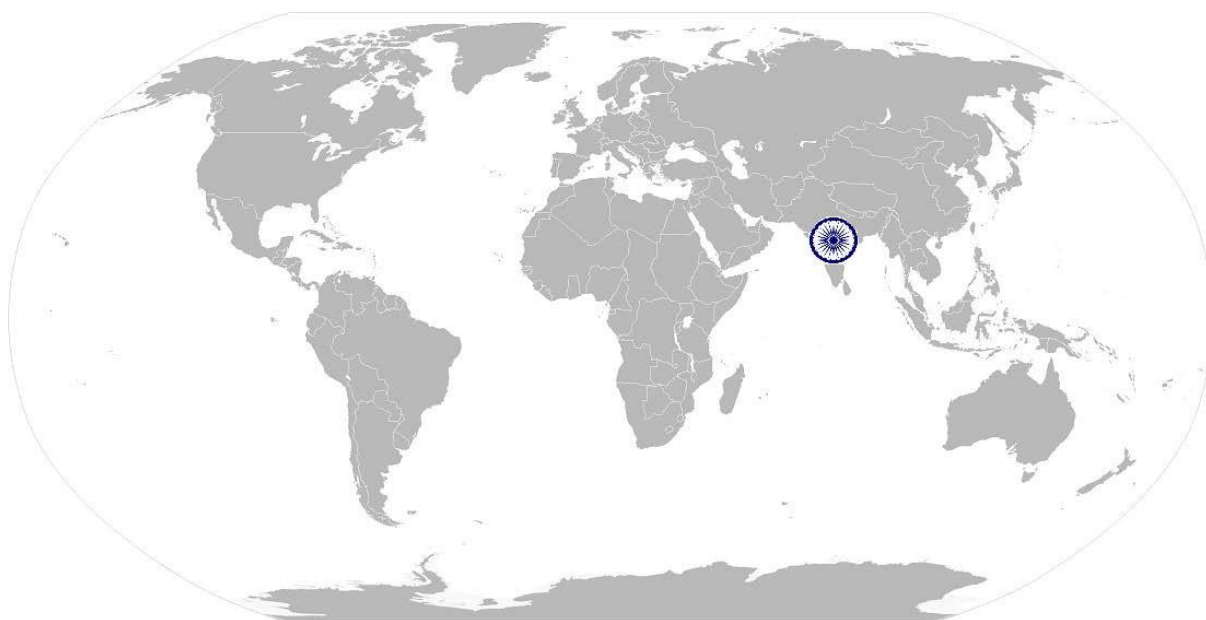
Participate in program planning

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| | <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> |
| | Analytical Thinking |
| | <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> |
| | Critical Thinking |
| | <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

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|---------------------|------------------------------|------------------|----------|
| 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 | <p>This unit/task covers the following :</p> <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, 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: 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

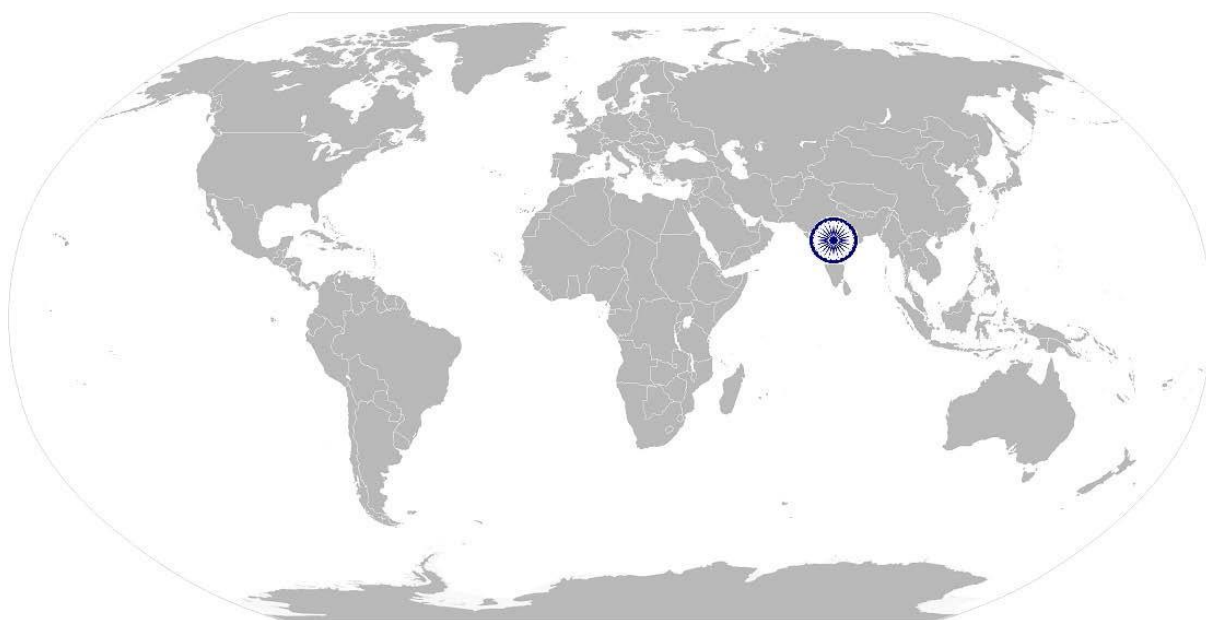
Assist in providing occupational therapy

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| | 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

National Occupational Standard

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|---|---|
| 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 | <p>This unit/task covers the following:</p> <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 | <p>To be competent, the user/individual on the job must be able to:</p> <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) | <p>The user/individual on the job needs to know and understand:</p> <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 | <p>The user/individual on the job needs to know and understand:</p> <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>KB5. 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

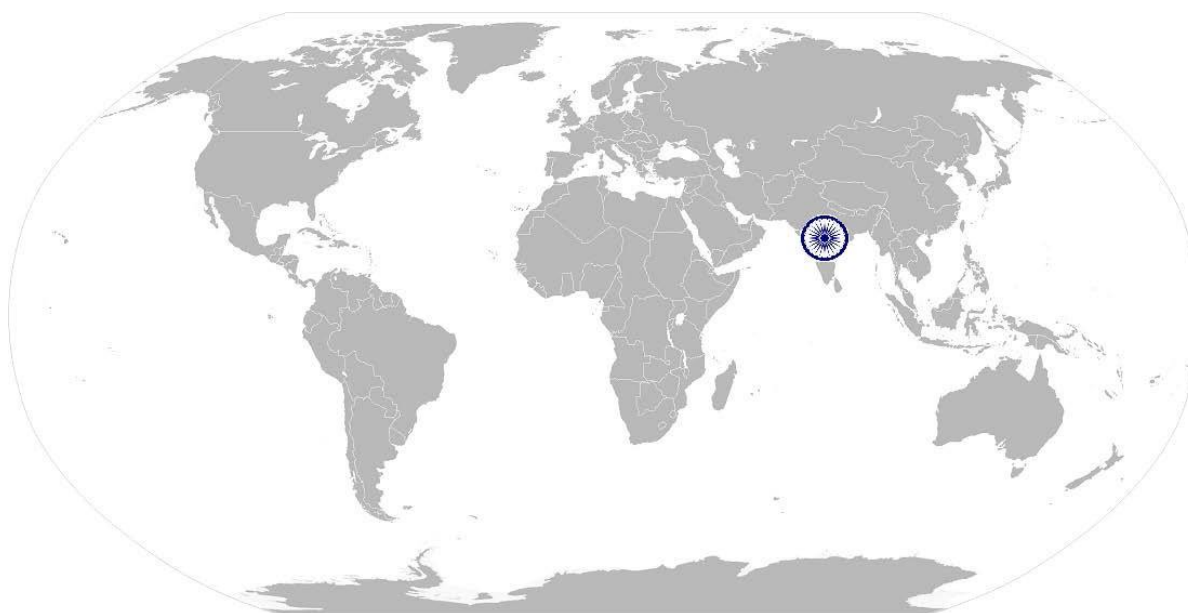
| | |
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| A. Core Skills/ Generic Skills | Writing Skills |
| | The user/ individual on the job needs to know and understand how to: SA1. Write at least one local/ official language used in the local community SA2. Maintain any records required after 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

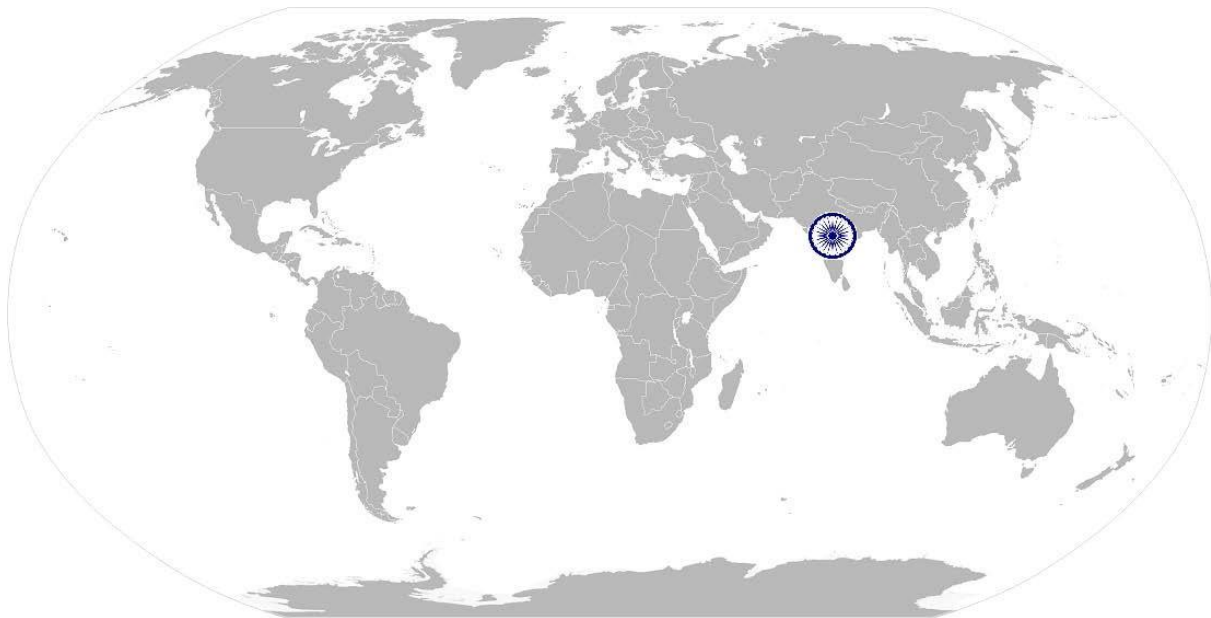
Collate and Communicate Health Information

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

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|---|---|
| Unit Code | HSS/N9603 |
| Unit Title (Task) | Act within the limits of one's competence and authority |
| Description | <p>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</p> <p>This is applicable to all Allied Health Professionals working in an organised, regulated environment</p> |
| Scope | <p>This unit/task covers the following:</p> <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 <p>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'.</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 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

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| B. Technical Knowledge | <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</p> <p>KB2. The reasons for working within the limits of one's competence and authority</p> <p>KB3. The importance of personally promoting and demonstrating good practice</p> <p>KB4. The legislation, protocols and guidelines effecting one's work</p> <p>KB5. The organisational systems and requirements relevant to one's role</p> <p>KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work</p> <p>KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances</p> <p>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</p> <p>KB10. How to Report and minimise risks</p> <p>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</p> <p>KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported</p> <p>KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation</p> <p>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> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Writing Skills |
| | <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules</p> <p>SA2. Prepare status and progress reports</p> <p>SA3. Record daily activities</p> <p>SA4. Update other co-workers</p> |
| | Reading Skills |
| | <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</p> <p>SA6. Keep updated with the latest knowledge</p> |
| Oral Communication (Listening and Speaking skills) | |

HSS/N9603

Act within the limits of one's competence and authority

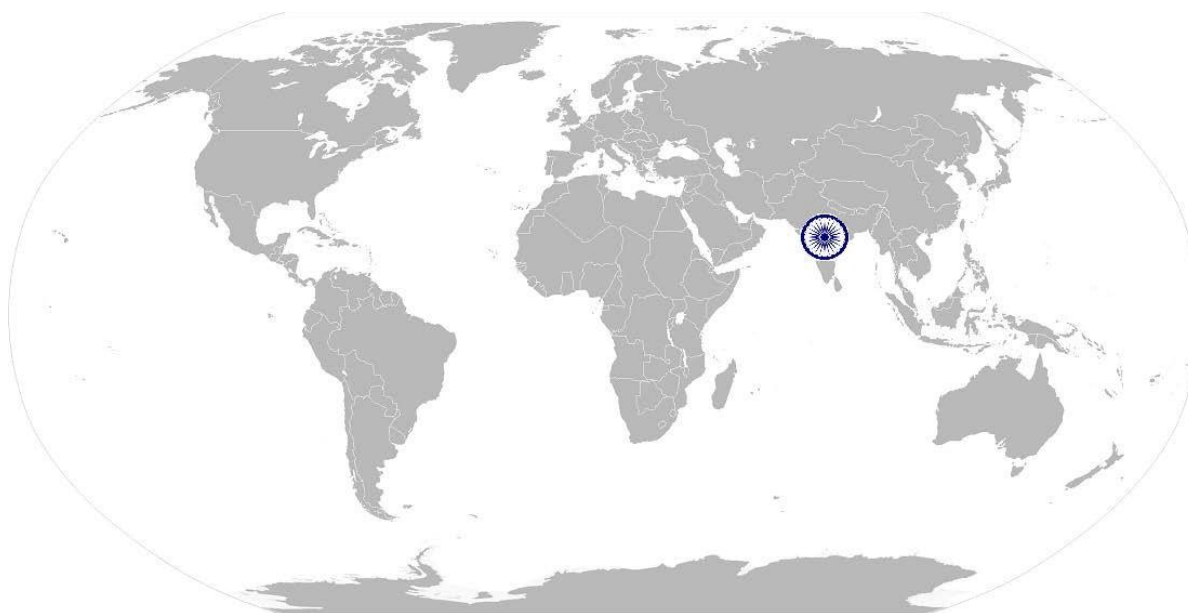
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|-------------------------------|---|
| | <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Discuss task lists, schedules, and work-loads with co-workers</p> <p>SA8. Give clear instructions to patients and co-workers</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

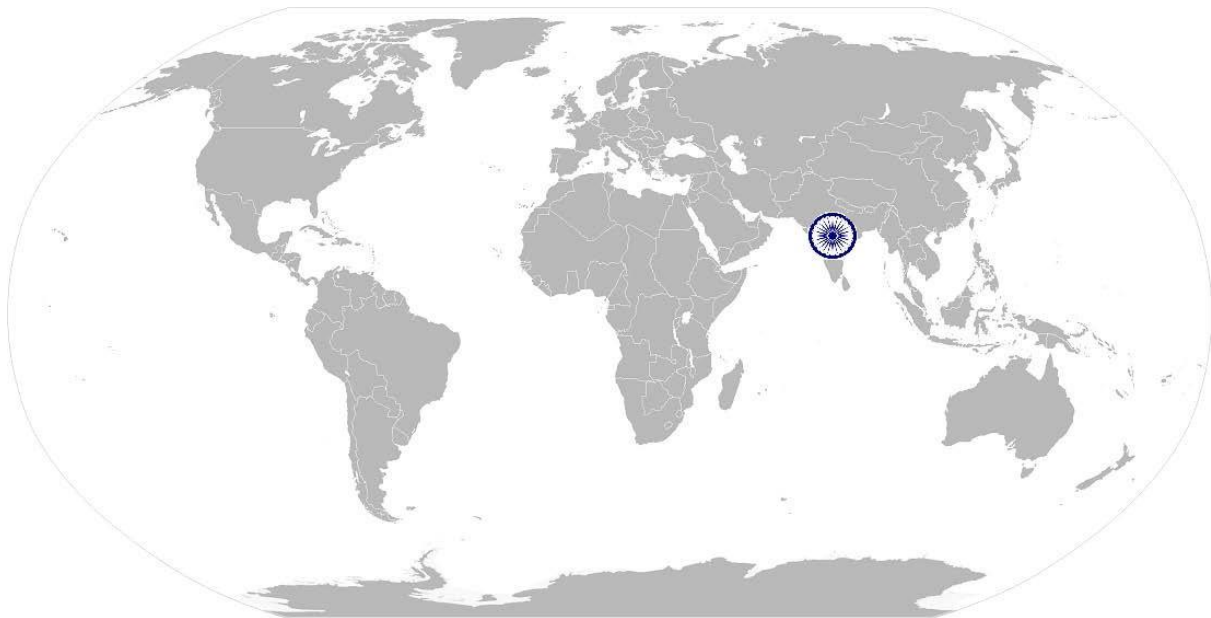
Act within the limits of one's competence and authority

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 |
| | Decision Making |
| | To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to work |
| B. Professional Skills | 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

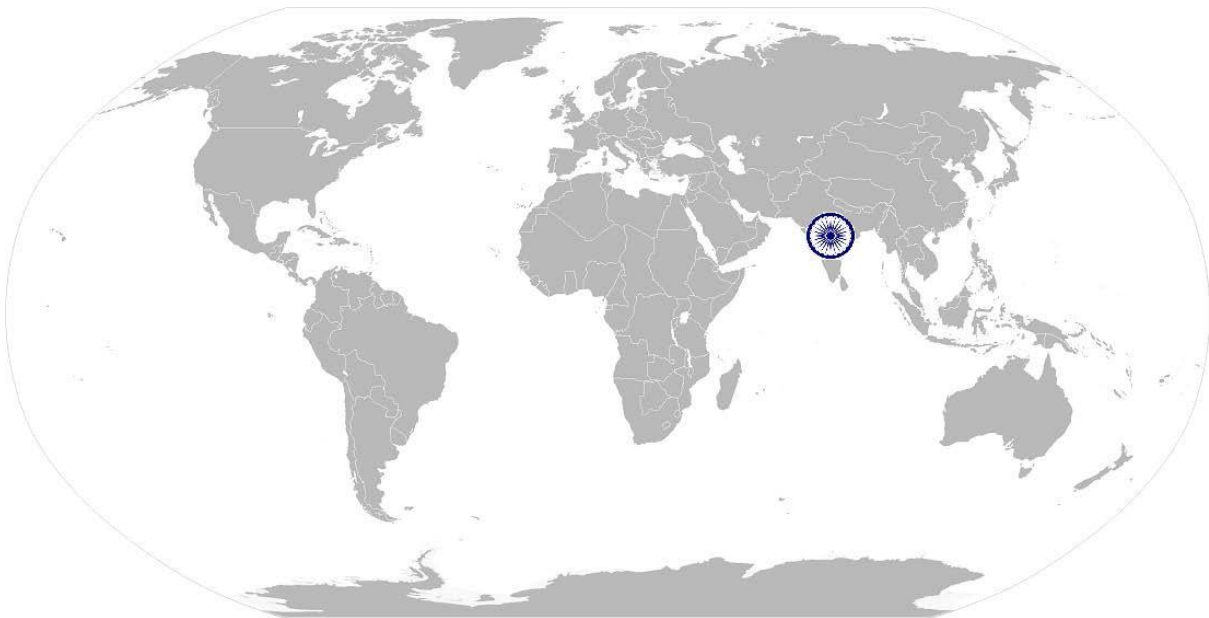
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| | Critical Thinking |
| | Not applicable |

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 | <p>This OS unit is about planning and organising work and developing oneself further in the organisation</p> <p>This unit applies to all Allied Health professionals</p> |
| Scope | <p>This unit/task covers the following:</p> <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 |
| | <p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. Clearly establish, agree, and record the work requirements</p> <p>PC2. Utilise time effectively</p> <p>PC3. Ensure his/her work meets the agreed requirements</p> <p>PC4. Treat confidential information correctly</p> <p>PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role</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 relevant policies and procedures of the organisation</p> <p>KA2. The information that is considered confidential to the organisation</p> <p>KA3. The scope of work of the role</p> |
| B. Technical Knowledge | <p>To be competent, the user/individual on the job needs to know and understand:</p> <p>KB1. The importance of asking the appropriate individual for help when required</p> <p>KB2. The importance of planning, prioritising and organising work</p> <p>KB3. The importance of clearly establishing work requirement</p> <p>KB4. The importance of being flexible in changing priorities when the importance and urgency comes into play</p> <p>KB5. How to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited</p> <p>KB6. The importance of keeping the work area clean and tidy</p> <p>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</p> <p>KB8. To change work plans when necessary</p> <p>KB9. The importance of confidentiality</p> <p>KB10. The importance in completing work on time</p> |
| Skills (S) | |
| A. Core Skills/ | Writing Skills |

HSS/N9605

Manage work to meet requirements

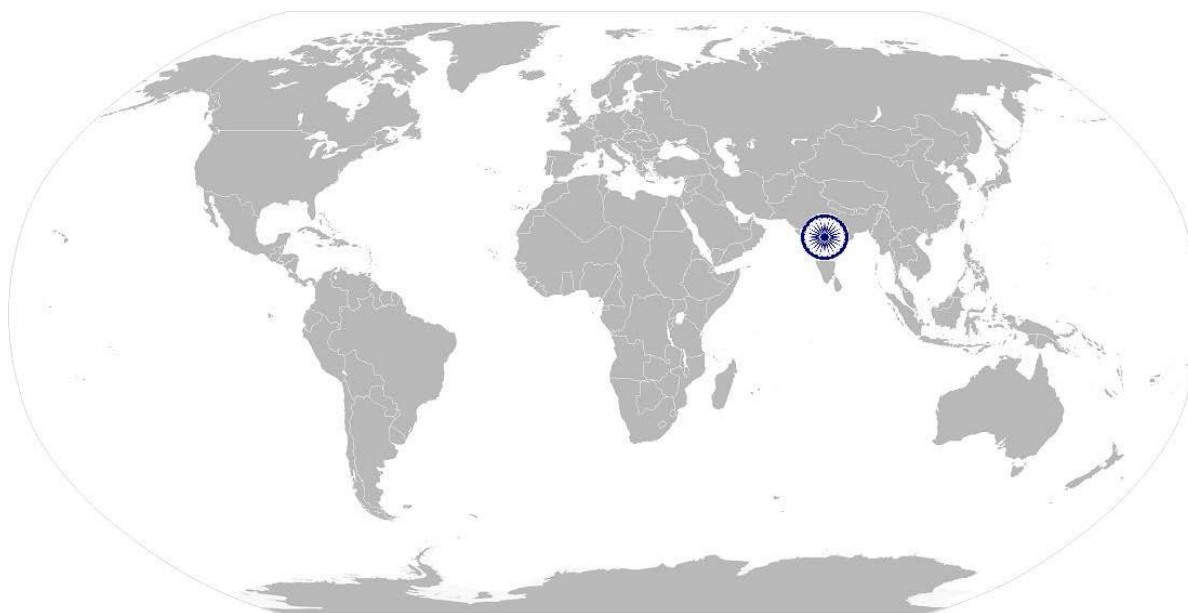
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| Generic Skills | To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions |
| | Reading Skills |
| | To be competent, the user / individual on the 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

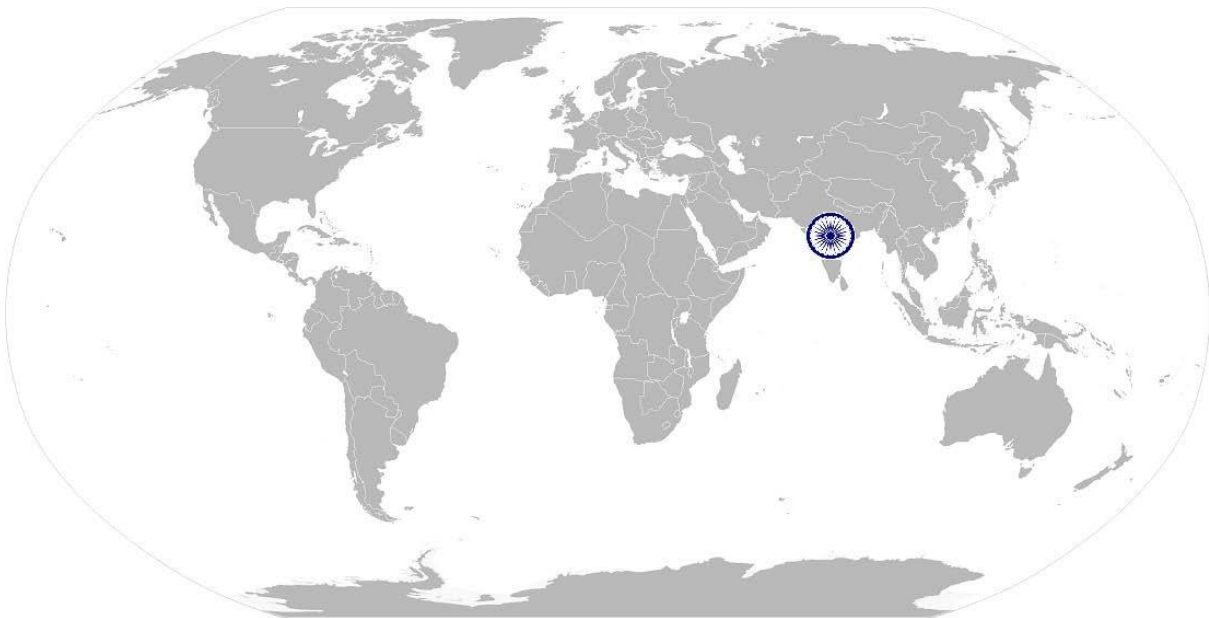
Manage work to meet requirements

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

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|---|--|
| Unit Code | HSS/N9606 |
| Unit Title (Task) | Maintain a safe, healthy, and secure working environment |
| Description | <p>This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions</p> <p>This OS unit applies to all Allied Health professionals working within an organised workplace</p> |
| Scope | <p>This unit covers the following:</p> <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

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| B. Technical Knowledge | <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> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Writing Skills |
| | <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> |
| | Reading Skills |
| | <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> |
| | Oral Communication (Listening and Speaking skills) |
| | <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> |
| B. Professional Skills | Decision Making |
| | <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> |
| | Plan and Organize |
| | <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> |
| | Customer Centricity |
| | <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> |
| | Problem Solving |
| | <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

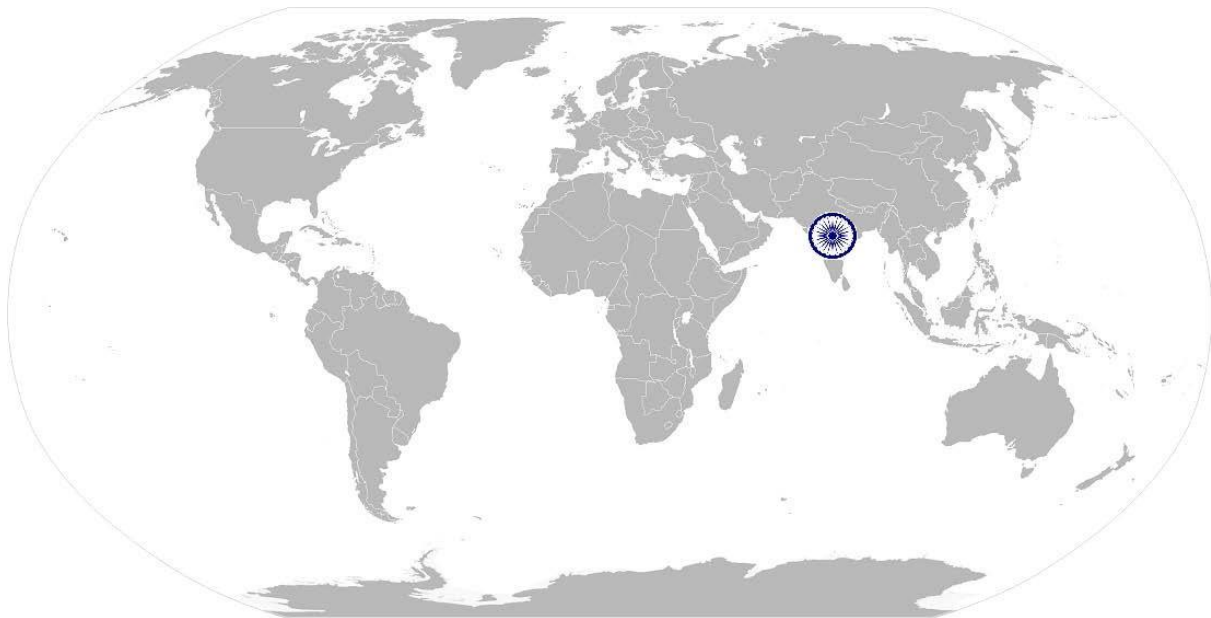
Maintain a safe, healthy, and secure working environment

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| | 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

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| | <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 |
| | <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules with co-workers</p> <p>SA2. Prepare status and progress reports related to patient care</p> <p>SA3. Update the physician and the other co-workers</p> |
| | Reading Skills |
| | <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA4. Read about procedures, regulations and guidelines related to the organization and the profession</p> <p>SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities</p> |
| | Oral Communication (Listening and Speaking skills) |
| | <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA6. Interact with patients</p> <p>SA7. Give clear instructions to patients, patients relatives and other healthcare providers</p> <p>SA8. Avoid using jargon, slang or acronyms, while communicating with a patient</p> |
| | B. Professional Skills |
| | Decision Making |
| | <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise</p> <p>SB2. Act decisively by balancing protocols and work at hand</p> |
| | Plan and Organize |
| | Not applicable |
| | Customer Centricity |
| | <p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Maintain patient confidentiality</p> |

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

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| | |
| | |
| 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 | 150 |
| 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 | 120 |
| 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 heath and report to the supervisor | | 50 | 20 | 30 |
| | Total | | 200 | 80 | 120 |
| 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 | 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 | 120 |
| 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 | 160 |
| | | | | | |
| 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. Attitude | | | | | |
| 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 | 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 | | 14 |
| 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 | | 14 |
| 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 | | 12 |
| 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 | | 12 |
| 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 | | |
| 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 | | 2 |
| 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 | | 2 |
| 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 |
| | | | |