<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Patient and/or Client Education and Health Promotion</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Client Education in Rehabilitation Therapy</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Communicate with clients and caregivers to deliver and facilitate the continuity of care</td>
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<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td></td>
<td>HCE-PEH-3001-1.1</td>
<td>HCE-PEH-4001-1.1</td>
<td>HCE-PEH-5001-1.1</td>
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<tr>
<td>Educate clients and caregivers on client conditions, relevant self-management techniques and interventions to improve client conditions for routine cases independently. Assist in developing and reviewing client education materials and processes. May seek guidance to manage complex cases.</td>
<td>Educate clients and caregivers on client conditions, relevant self-management techniques and interventions to improve client conditions for routine and complex cases independently. Develop and review client education materials and processes. Provide guidance to junior therapists where necessary.</td>
<td>Educate clients and caregivers on client conditions, relevant self-management techniques and interventions to improve client conditions for routine and complex cases with complex psychodynamic issues. Oversee the implementation of new client education tools or trends.</td>
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**Knowledge**

- Evidence-based client education materials and techniques to improve client’s or caregiver’s health literacy
- Physical, emotional and psychosocial concerns of clients and caregivers
- Behavioural change theories
- Effective communication techniques
- Effective teaching techniques
- Barriers to learning
- Readiness of clients to undertake their own home programmes
- Interaction of complex client conditions and the ability to perform tasks and exercises
- Factors that influence the efficiency of
- New and emerging technologies and tools to support client education
- Techniques to engage challenging clients
- Concepts of adult learning principles and learning transfer principles
- Reflective teaching concepts and techniques
- New and emerging international and local best practices in client education
- Methods relating to integration of new evidence-based tools in client education into existing practice
- Repertoire of techniques to facilitate education in clients with complex psychodynamic issues
<table>
<thead>
<tr>
<th>Delivering Patient Education Programmes</th>
<th>Conflict Management Procedures</th>
<th>Organisational Procedures for Escalation</th>
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### Abilities

- Identify educational needs of the clients and caregivers
- Develop and update written, illustrative and audio materials for use in client education with guidance
- Determine appropriate types of delivery methods for client education
- Educate clients and caregivers on the various interventions or treatments for the clients
- Train caregivers in performing exercises for the clients and other relevant activities to manage client conditions
- Train clients and caregivers in correct use of orthoses and assistive devices
- Evaluate performance of clients and caregivers in implementing lifestyle changes, performing prescribed techniques, exercises and/or care management plans
- Evaluate the clients’ and/or caregivers’ understanding of education topics

- Develop and review written, illustrative and audio materials for use in client education
- Implement new or improved client education procedures and methods
- Perform client education for complex cases involving psychodynamic issues
- Provide guidance on a range of client education procedures and methods to staff

- Integrate new evidence-based tools in client education into existing practice
- Identify future client issues and gaps to improve client education
- Incorporate leading practices to improve client education
- Evaluate effectiveness of client education for specific client groups

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<tr>
<th>Table Column 1</th>
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<tbody>
<tr>
<td>· Motivate clients and caregivers to continue with interventions or therapy techniques and exercises</td>
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<td>· Modify mode of education delivery to clients as necessary</td>
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<td>· Escalate complex cases when necessary</td>
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