

**SKILLS FRAMEWORK FOR SOCIAL SERVICE  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Psychological Practice					
<b>TSC</b>	Report Writing					
<b>TSC Description</b>	Integrate, organise and document the essential facts and observations of a case in a manner that is clear, coherent and in the best interest of the client					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>SSC-INR-2004-1.1</b>	<b>SSC-INR-3004-1.1</b>	<b>SSC-INR-4004-1.1</b>	<b>SSC-INR-5004-1.1</b>	
		Support the preparation of relevant documentations and reports, ensuring privacy, confidentiality, security and integrity of client records in accordance with organisational and practice requirements	Prepare documentations and reports for routine cases in a multidisciplinary setting, ensuring accurate and coherent records	Prepare and review documentations and reports, ensuring compliance to relevant medico-legal requirements and facilitate implementation of procedures to ensure proper documentation, protection, transmission, storage, access, disclosure and disposition of client information	Develop and drive implementation of report writing and management methods and processes that facilitate proper documentation, protection, transmission, storage, access, disclosure and disposition of client information, ensuring the protection of clients from the misuse or misinterpretation of information	
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Report writing structure</li> <li>Ethical principles, code of conduct, legal and regulatory requirements</li> <li>Record keeping guidelines documentation and reports</li> <li>Methods to organise records and facilitate storage and retrieval of records</li> <li>Awareness of applicable laws and regulations and to retain records for the period as specified by legal, regulatory, institutional, and ethical requirements</li> <li>Methods to maintain security and integrity of physical and electronic client records</li> </ul>	<ul style="list-style-type: none"> <li>Impact on the assessment process by relevant findings and information from other professionals</li> <li>Sensitivity and impact of the use of language in writing reports</li> <li>Application of ethical standards regarding confidentiality, regulations and statutes</li> <li>Court requirements for reports and documentation</li> <li>Record keeping and disclosure procedures</li> <li>Impact of disclosure of information</li> <li>Practices and requirements for record creation and</li> </ul>	<ul style="list-style-type: none"> <li>Application of ethical standards regarding confidentiality, regulations and statutes</li> <li>Disclosure procedures in various settings including medical, educational and litigation settings, and settings with multiple stakeholders</li> <li>Documentation methods and maintenance procedures to organise and maintain records that ensure the accuracy and facilitation of their use by the psychologist and other professionals</li> <li>Document review methods</li> <li>Security procedures for protection against the loss of or unauthorised</li> </ul>	<ul style="list-style-type: none"> <li>Best practices in standards of report writing and record keeping with technical advancements in service delivery and record storage</li> <li>Risk management practices to prevent or manage unintended disclosure of confidential information associated with creating, transmitting, and sharing electronic records and using digital or electronic storage devices</li> <li>Methods to safeguard risks associated with misuse and misinterpretation of reports</li> </ul>	

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		<ul style="list-style-type: none"> <li>• Limitations of confidentiality of reports and client records</li> <li>• Informed consent process</li> <li>• Organisation's guidelines for documentation review process</li> </ul>	<p>maintenance within multidisciplinary settings</p> <ul style="list-style-type: none"> <li>• Limitations of psychological assessment and testing methods</li> <li>• Influence of situational contexts on records</li> </ul>	<p>access to client records, as well as retention of client records</p>		
<p><b>Abilities</b></p>		<ul style="list-style-type: none"> <li>• Document clinical assessments, interventions provided and outcomes accurately and coherently</li> <li>• Organise reports that allow for thoroughness and accuracy of records, and efficient retrieval</li> <li>• Comply with the construct, ethical and legal standards in report writing and documentation</li> <li>• Prepare documents for review by supervisors in compliance with the organisation's review guidelines</li> <li>• Maintain privacy, confidentiality, security and integrity of all client records</li> <li>• Maintain and store client records in accordance with clinical, organisational and professional criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Explain reasons for evaluation, context for referral, and client background information</li> <li>• Demonstrate attentiveness to situational factors that impact client's psychological status</li> <li>• Complete reports that are coherent and accurately reflect assessment procedures, assessment and synthesis of findings based on evidence-based practices</li> <li>• Review reports to ensure compliance with all requirements to be defensible in court</li> <li>• Convey in reports the limitations of psychological assessments and conceptualisations</li> <li>• Describe instances of lack of progress and actions taken in response to psychological treatment</li> <li>• Balance client care, preferences and requirements with legal and ethical requirements, risks and emergencies in reports</li> <li>• Recognise impact of wider access on</li> </ul>	<ul style="list-style-type: none"> <li>• Implement processes that support the protection, transmission, storage, access, disclosure and disposition of confidential information and in accordance to proper consent, court orders or other required circumstances</li> <li>• Preserve contexts of records to protect the client from the misuse or misinterpretation of data</li> <li>• Educate or coach psychologists on confidentiality, legal and regulatory requirements and ethical standards in report writing and management</li> <li>• Supervise psychologists in report documentation and review reports prepared to ensure completeness, accuracy and compliance to organisation's standards of report writing</li> <li>• Implement and ensure compliance to best practices in report writing and management</li> </ul>	<ul style="list-style-type: none"> <li>• Develop and drive implementation processes that support the protection, transmission, storage, access, disclosure and disposition of confidential information</li> <li>• Drive the establishment of security procedures regarding use of computers or other electronic storage devices to protect confidential client information</li> <li>• Develop disposition plan in which provisions are made for the control and management of the records at time of unexpected events</li> <li>• Review best practices in standards of report writing and record keeping for adoption into organisational practice</li> <li>• Drive establishment of procedures which safeguard the misuse or misinterpretation of reports</li> </ul>	

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			<p>confidentiality to client records within multidisciplinary settings, ensuring information recorded is congruent with organisational requirements</p> <ul style="list-style-type: none"> <li>• Determine need for separate storage of sensitive information within multidisciplinary settings</li> </ul>			
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