ICTQual AB

Qualification Specification

ICTQual AB Level 3 Diploma in Physiotherapy Technician

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ICTQual AB's

Level 3 Diploma in Physiotherapy Technician

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Qualification Specification about

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About ICTQual AB's

ICTQual AB is a distinguished awarding body based in the United Kingdom, dedicated to fostering excellence in education, training, and skills development. Committed to global standards, ICTQual AB's provides internationally recognized qualifications that empower individuals and organizations to thrive in an increasingly competitive world. Their offerings span diverse industries, including technical fields, health and safety, management, and more, ensuring relevance and adaptability to modern workforce needs.

ICTQual AB's delivers high-quality educational solutions through a network of Approved Training Centres worldwide. Their robust standards and innovative teaching methodologies equip learners with practical knowledge and skills for personal and professional growth. With a mission to inspire lifelong learning and drive positive change, ICTQual AB's continuously evolves its programs to stay ahead of industry trends and technological advancements.

Course Overview

The **ICTQual AB Level 3 Diploma in Physiotherapy Technician (HCM0003)** serves as a vital academic and vocational bridge in the modern healthcare landscape. As the global demand for rehabilitative services rises due to aging populations and an increase in sports-related injuries, the role of the Physiotherapy Technician has become indispensable. This programme is meticulously structured to transform learners into proficient healthcare practitioners who can work alongside licensed physiotherapists to restore patient vitality.

Unlike basic first-aid or general care courses, this diploma dives deep into the **functional anatomy** and **physiology** of the human body. Learners explore how the musculoskeletal and neurological systems interact, providing them with the "why" behind every movement and treatment. This theoretical bedrock is immediately paired with clinical integration, where students learn to handle specialized equipment, such as ultrasound machines, TENS units, and various exercise apparatus used in modern clinics.

Course Aims The primary aims of this diploma are to:

- **Establish Clinical Competence:** Provide a structured pathway for learners to gain practical skills in patient mobility, therapeutic equipment operation, and rehabilitation support.
- **Promote Patient Safety and Care:** Instill a deep understanding of health, safety, and infection control within clinical environments to ensure the well-being of patients and staff.
- **Develop Professional Communication:** Cultivate empathetic communication and accurate documentation skills necessary for collaborating with multidisciplinary healthcare teams.
- **Enable Career Entry and Progression:** Equip learners with the foundational qualifications required for entry-level roles in physiotherapy clinics, hospitals, and sports rehabilitation centers, while bridging the gap to higher education in healthcare.

Key Objectives Upon successful completion of this qualification, learners will be able to:

- **Apply Anatomical Knowledge:** Understand basic human anatomy and physiology as it relates to movement and rehabilitation.
- **Assist in Therapeutic Procedures:** Safely and effectively support physiotherapists during patient treatments and exercises.
- **Manage Clinical Environments:** Maintain therapeutic equipment and ensure strict adherence to infection control protocols.
- **Facilitate Patient Mobility:** Safely assist with patient transfers and the use of mobility aids.

Targeted Audience This Level 3 Diploma is specifically designed for:

- **Aspiring Healthcare Technicians:** Individuals looking to start a career as a physiotherapy assistant or technician.
- **Healthcare Support Workers:** Existing clinical staff or care workers seeking to specialize in physical therapy and rehabilitation support.
- **Sports Therapy Enthusiasts:** Individuals interested in entering the sports injury and physical rehabilitation sectors.
- **Vocational Scholars:** Students seeking a recognized stepping stone toward further academic study in physiotherapy, nursing, or sports science.

Certification Framework

Qualification title	**ICTQual AB Level 3 Diploma in Physiotherapy Technician**
Course ID	HCM0003
Total Qualification Time	300 Hours
Guided Learning Hours	150 Hours
Grading Type	Pass / Fail
Competency Evaluation	Coursework / Assignments / Verifiable Experience
Assessment	The assessment and verification process for ICTQual AB's qualifications involves two key stages: **Internal Assessment and Verification:** ✓ Conducted by the staff at the Approved Training Centre (ATC) to ensure learners meet the required standards through continuous assessments. ✓ Internal Quality Assurance (IQA) is carried out by the centre's IQA staff to validate the assessment process. **External Quality Assurance:** ✓ Managed by ICTQual AB's verifiers, who periodically review the centre's assessment and IQA processes. Verifies that assessments are conducted to the required standards and ensures consistency across centres

Entry Requirements

To enrol in ICTQual AB Level 3 Diploma in Physiotherapy Technician, learner must meet the following entry requirements:

- ✓ **Age Requirement:** Although there is generally no strict age limit, learners are usually required to be at least 18 years old, reflecting the maturity and responsibility needed for patient interaction and clinical practice.
- ✓ **Educational Background:** Learners should hold a minimum of a high school diploma or equivalent qualification from a recognised institution. A strong academic foundation ensures readiness for the theoretical and practical components of the course.
- ✓ **Professional Experience:** Previous experience as a healthcare assistant, personal care aide, or volunteer in physiotherapy, rehabilitation, or other healthcare settings can strengthen applications and demonstrate a genuine interest in patient care.
- ✓ **English Proficiency:** As the programme content, assessments, and clinical communication are conducted in English, learners must demonstrate competence in reading, writing, and speaking English to successfully engage with course materials and healthcare environments.
- ✓ **Health and Physical Fitness:** Given the physically demanding nature of physiotherapy practice, learners should be in good health and capable of assisting patients with mobility, therapeutic exercises, and rehabilitation support.

Qualification Structure

This qualification comprises 9 mandatory units, totalling 30 Credits. Candidates must successfully complete all mandatory units to achieve the qualification.

Mandatory Units	
Unit Ref#	**Unit Title**
HCM0003-01	Anatomy and Physiology
HCM0003-02	Principles of Physiotherapy
HCM0003-03	Patient Assessment and Care
HCM0003-04	Rehabilitation Techniques
HCM0003-05	Pain Management Strategies
HCM0003-06	Assistive Devices and Mobility Aids
HCM0003-07	Clinical Practicum
HCM0003-08	Professionalism and Ethics
HCM0003-09	Health and Safety in Physiotherapy

Centre Requirements

To ensure quality training delivery, centres must adhere to the following standards:

1. Centre Approval

- ✓ Centres must be formally approved by ICTQual AB's before delivering this qualification.
- ✓ Approval involves a review of facilities, policies, and staff qualifications.

2. Qualified Staff

- ✓ **Tutors:** a Bachelor's Degree (Level 6) or higher in Physiotherapy, Physical Therapy, or a related healthcare discipline, and possess a minimum of 3 years of practical, professional experience in clinical physiotherapy or rehabilitative patient care.
- ✓ **Assessors:** Must hold a recognized assessor qualification (e.g., CAVA, AVRA) or equivalent)
- ✓ **Internal Quality Assurers (IQAs):** Must hold a recognized IQA qualification (e.g. Level 4 Award in the IQA and Level 4 Certificate in Leading the IQA) and experience to oversee assessment standards.

3. Learning Facilities

Centre must offer:

- ✓ Private study areas and internet-enabled workspaces (for blended or physical delivery)
- ✓ Academic and pastoral support for learners
- ✓ Administrative support must be available to manage enrolment, tracking, and learner queries efficiently

4. Health and Safety Compliance

- ✓ All training facilities must comply with health and safety regulations.
- ✓ Centres must conduct regular risk assessments for practical activities.

5. Learning Resources

- ✓ **Course Materials:** Approved textbooks, study guides, and digital content must align with the qualification standards.
- ✓ **Assessment Tools:** Templates and guidelines must be provided to ensure standardized evaluation processes.
- ✓ **E-Learning Support:** Centres offering online or blended learning must implement an effective Learning Management System (LMS).

6. Assessment and Quality Assurance

- ✓ Centres must ensure assessments meet ICTQual AB's competency standards.
- ✓ Internal quality assurance (IQA) must be conducted to maintain consistency.
- ✓ External verifiers from ICTQual AB's will review assessment and training practices.

7. Learning Support

- ✓ **Qualification Guidance:** Support for coursework and assignments.
- ✓ **Career Pathway Assistance:** Information on progression opportunities in Physiotherapy, Physical Therapy, or healthcare discipline sectors.
- ✓ **Accessibility Support:** Accommodations for learners with disabilities or language barriers.

8. Policies and Compliance

Centres must uphold the following policies in accordance with ICTQual AB's standards:

- ✓ Equality, Diversity, and Inclusion Policy.
- ✓ Health and Safety Policy.
- ✓ Safeguarding and Learner Protection Policy.
- ✓ Complaints and Appeals Procedure.
- ✓ Data Protection and Confidentiality Policy.

9. Reporting Requirements

- Centres must provide ICTQual AB's with regular reports on learner registrations, progress, and certification outcomes.
- Assessment records must be maintained for external auditing and quality assurance purposes.

Support for Candidates

Centres should ensure that materials developed to support candidates:

- ✓ Facilitate tracking of achievements as candidate's progress through the learning outcomes and assessment criteria.
- ✓ Include information on how and where ICTQual AB's policies and procedures can be accessed.
- ✓ Provide mechanisms for Internal and External Quality Assurance staff to verify and authenticate evidence effectively.

This approach ensures transparency, supports candidates' learning journeys, and upholds quality assurance standards.

Assessment

This qualification is competence-based, requiring candidates to demonstrate high-level strategic proficiency as defined in the qualification units. The assessment evaluates the candidate's skills, knowledge, and understanding against the set standards. Key details include:

Assessment Process:

- Must be conducted by an experienced and qualified assessor.
- Candidates compile a portfolio of evidence that satisfies all learning outcomes and assessment criteria for each unit.

Types of Evidence:

- Assignments, detailed research projects, or strategic reports.
- Professional discussions.
- Candidate-produced strategic work (e.g., policy drafts, financial models).
- Recognition of Prior Learning (RPL).

Learning Outcomes and Assessment Criteria:

- **Learning Outcomes:** Define what candidates should know, understand, or accomplish upon completing the unit.
- **Assessment Criteria:** Detail the standards candidates must meet to demonstrate that the learning outcomes have been achieved.

Unit Descriptors

HCM0003-01- Anatomy and Physiology

This unit provides a detailed exploration of the human body's structure and function, focusing on the musculoskeletal, nervous, and cardiovascular systems. Learners study how bones, muscles, and joints interact to facilitate movement. Understanding these biological foundations is essential for identifying physical impairments and ensuring that physiotherapy interventions are safe, effective, and grounded in a scientific understanding of biomechanics.

Learning Outcome:	Assessment Criteria:
1. **Describe the structure and function of the musculoskeletal, nervous, cardiovascular, and respiratory systems.**	1.1 Describe the main parts of the musculoskeletal, nervous, cardiovascular, and respiratory systems, including key organs, tissues, and structures, and explain their basic roles in the human body. 1.2 Explain how each system functions in normal conditions, including how muscles contract, how nerves send signals, how blood circulates, and how breathing supports oxygen intake. 1.3 Identify and describe the relationship between structure and function within each system, showing how the design of organs and tissues supports their role. 1.4 Use labelled diagrams, models, or practical examples to clearly present information about these body systems in a way that supports understanding in a physiotherapy setting.
2. **Explain how different body systems interact to support movement, posture, and rehabilitation.**	2.1 Explain how the musculoskeletal and nervous systems work together to produce movement and maintain posture during daily activities. 2.2 Describe how the cardiovascular and respiratory systems support physical activity by delivering oxygen and nutrients to muscles during movement and exercise. 2.3 Analyse how multiple body systems coordinate during rehabilitation activities, such as exercise programmes or assisted movement tasks. 2.4 Interpret simple case examples to explain how problems in one body system can affect the performance of other systems during movement and recovery.

3. Identify common injuries, disorders, and conditions that affect physical function.	3.1 Identify a range of common musculoskeletal injuries and conditions, such as sprains, fractures, arthritis, and muscle strains, and describe their basic effects on the body. 3.2 Describe common neurological, cardiovascular, and respiratory conditions that impact physical function, such as stroke, heart disease, and asthma. 3.3 Explain how these injuries and conditions affect movement, strength, coordination, and overall physical ability. 3.4 Use real or simulated case scenarios to recognise signs and symptoms of these conditions and relate them to limitations in physiotherapy practice.
4. Apply anatomical and physiological knowledge to physiotherapy practice.	4.1 Apply knowledge of body systems to explain the purpose of common physiotherapy treatments, such as exercises, stretching, and mobility support. 4.2 Demonstrate how anatomical knowledge is used to position patients safely and correctly during basic physiotherapy procedures. 4.3 Select appropriate physiotherapy techniques based on an understanding of the body systems involved in a given condition or injury. 4.4 Evaluate the effectiveness of simple physiotherapy interventions by linking observed outcomes to anatomical and physiological principles.
5. Understand the role of muscles, bones, joints, and nerves in movement and recovery.	5.1 Describe the roles of muscles, bones, joints, and nerves in producing controlled movement and maintaining body stability. 5.2 Explain how different types of muscles and joints contribute to specific movements, such as flexion, extension, and rotation. 5.3 Analyse how nerves control muscle activity and coordination during both voluntary and reflex actions. 5.4 Apply this understanding to explain how injuries to muscles, bones, joints, or nerves can affect movement and recovery processes.

6. Analyse how physiological responses support healing and rehabilitation.	6.1 Describe key physiological responses to injury, such as inflammation, tissue repair, and pain response, and explain their role in healing. 6.2 Explain how the body adapts to physiotherapy interventions, including increased strength, flexibility, and endurance over time. 6.3 Analyse how factors such as age, fitness level, and overall health can influence the healing and rehabilitation process. 6.4 Review the progress of a rehabilitation activity and explain how physiological changes indicate improvement or need for adjustment.
7. Recognise the impact of chronic illnesses on physical activity and rehabilitation outcomes.	7.1 Identify common chronic illnesses, such as diabetes, arthritis, and chronic respiratory conditions, and describe their long-term effects on the body. 7.2 Explain how chronic illnesses can limit physical activity, mobility, and participation in rehabilitation programmes. 7.3 Analyse how physiotherapy approaches may need to be adapted to meet the needs of individuals with chronic conditions. 7.4 Evaluate the importance of ongoing monitoring and support to improve rehabilitation outcomes for individuals with chronic illnesses.

HCM0003-02- Principles of Physiotherapy

Learners are introduced to the core concepts, history, and theoretical frameworks that define modern physiotherapy. The unit covers the physiological effects of movement and various physical modalities on the body. Students explore the technician's role within the healthcare continuum, focusing on evidence-based practices that promote healing, prevent injury, and restore optimal physical function across diverse patient demographics.

Learning Outcome:	Assessment Criteria:
1. Understand the key principles and objectives of physiotherapy practice.	1.1 Describe the key principles of physiotherapy practice, including restoring movement, reducing pain, and improving physical function in patients. 1.2 Explain the main objectives of physiotherapy in different settings, such as hospitals, clinics, and rehabilitation centres. 1.3 Interpret how physiotherapy principles are applied in real-life situations to support patient recovery and independence. 1.4 Use examples from practice or case scenarios to show how physiotherapy goals are planned and achieved over time.
2. Explain the role of physiotherapy technicians in patient care and clinical support.	2.1 Describe the duties and responsibilities of a physiotherapy technician in supporting patient care and treatment programmes. 2.2 Explain how physiotherapy technicians assist qualified physiotherapists during assessments, treatments, and rehabilitation sessions. 2.3 Demonstrate how to carry out routine support tasks, such as preparing equipment, assisting patients, and maintaining treatment areas safely. 2.4 Review own role in a simulated or real setting and explain how effective support contributes to patient outcomes and team efficiency.
3. Recognise different therapeutic approaches and treatment models in physiotherapy.	3.1 Identify a range of therapeutic approaches used in physiotherapy, such as exercise therapy, manual therapy, and electrotherapy. 3.2 Describe different treatment models, including rehabilitation programmes, preventative care, and patient education approaches. 3.3 Explain how different approaches are selected based on patient needs, conditions, and treatment goals.

	3.4 Compare simple case scenarios to recognise which therapeutic approach or model is most appropriate in each situation.
4. Apply patient-focused and evidence-based practices in rehabilitation settings.	4.1 Explain the importance of patient-centred care, including respecting individual needs, preferences, and abilities during treatment. 4.2 Apply evidence-based information to support basic physiotherapy tasks, using guidelines or instructions provided by qualified staff. 4.3 Demonstrate how to adapt communication and support methods to meet the needs of different patients in a rehabilitation setting. 4.4 Evaluate the outcomes of a simple rehabilitation activity by considering patient feedback and observed progress.
5. Identify the scope and limitations of a physiotherapy technician's responsibilities.	5.1 Describe the tasks that a physiotherapy technician is allowed to perform within their role and level of training. 5.2 Identify tasks and decisions that must be referred to a qualified physiotherapist or other healthcare professional. 5.3 Explain the importance of working within professional boundaries to ensure patient safety and quality of care. 5.4 Use practical examples to show how recognising limitations helps prevent errors and supports safe clinical practice.
6. Understand multidisciplinary teamwork in healthcare environments.	6.1 Describe the roles of different healthcare professionals involved in patient care, such as physiotherapists, doctors, nurses, and occupational therapists. 6.2 Explain how effective communication and teamwork support coordinated care and improved patient outcomes. 6.3 Demonstrate how to work as part of a team by sharing information and following instructions in a clinical or simulated environment.

	6.4 Review a team-based activity and explain how collaboration contributed to achieving patient care goals.
7. Demonstrate awareness of professional standards and ethical considerations in physiotherapy.	7.1 Describe key professional standards in physiotherapy, including confidentiality, respect, and maintaining patient dignity. 7.2 Explain basic ethical principles, such as informed consent, equality, and safeguarding in healthcare practice. 7.3 Demonstrate appropriate professional behaviour when interacting with patients and colleagues in a clinical setting. 7.4 Evaluate a given scenario to identify ethical issues and explain the correct actions in line with professional standards.

HCM0003-03- Patient Assessment and Care

This unit focuses on the essential skills required to assist in patient evaluations and daily clinical management. Learners study techniques for measuring range of motion, muscle strength, and vital signs. Emphasis is placed on empathetic patient interaction, accurate clinical documentation, and the ability to recognize changes in a patient's condition, ensuring a high standard of person-centered care.

Learning Outcome:	Assessment Criteria:
1. Assist in collecting and recording patient medical histories and health information.	1.1 Describe the types of patient information required for physiotherapy assessment, including medical history, current condition, medications, and lifestyle factors. 1.2 Demonstrate how to assist in collecting patient information using appropriate questioning techniques while maintaining privacy and respect. 1.3 Accurately record patient details using standard formats or documentation systems, ensuring information is clear, complete, and easy to understand. 1.4 Review collected information for accuracy and explain how correct records support safe and effective physiotherapy care.
2. Observe, document, and report on patient mobility, posture, and range of movement.	2.1 Describe key aspects of mobility, posture, and range of movement that need to be observed during patient assessment. 2.2 Demonstrate how to observe patients during movement activities and identify normal and limited movement patterns. 2.3 Accurately document observations using appropriate terminology and structured recording methods. 2.4 Report findings clearly to a supervising physiotherapist, explaining any concerns or changes in patient condition.

3. Support physiotherapists in conducting basic physical assessments.	3.1 Describe the purpose and process of basic physical assessments carried out in physiotherapy settings. 3.2 Demonstrate how to prepare the environment, equipment, and patient for a physical assessment safely and effectively. 3.3 Assist in carrying out simple assessment tasks, such as positioning the patient or supporting movement under supervision. 3.4 Review own contribution to the assessment process and explain how support activities help achieve accurate assessment outcomes.
4. Demonstrate effective communication and interpersonal skills in patient care.	4.1 Describe different communication methods used in healthcare, including verbal, non-verbal, and written communication. 4.2 Demonstrate clear and respectful communication when interacting with patients, adapting language to suit their needs and understanding. 4.3 Show active listening skills by responding appropriately to patient concerns, questions, and feedback. 4.4 Evaluate communication in a care situation and explain how effective interaction improves patient trust and cooperation.
5. Provide patient-centred care that promotes dignity, empathy, and respect.	5.1 Describe the principles of patient-centred care, including dignity, respect, privacy, and individual choice. 5.2 Demonstrate how to provide care that respects patient preferences, cultural values, and personal boundaries. 5.3 Apply empathetic approaches when supporting patients during treatment or assessment activities. 5.4 Review a care activity and explain how patient-centred approaches improved the patient's comfort and overall experience.

6. Recognise signs of discomfort, distress, or deterioration in patients and report appropriately.	6.1 Identify common signs of discomfort, distress, or deterioration, such as pain, shortness of breath, fatigue, or changes in behaviour. 6.2 Explain the importance of early recognition of these signs in maintaining patient safety and wellbeing. 6.3 Demonstrate how to respond appropriately by reporting concerns to the supervising physiotherapist or healthcare professional. 6.4 Evaluate a given scenario and explain the correct actions to take when a patient shows signs of decline or discomfort.
7. Apply record-keeping practices in line with healthcare documentation standards.	7.1 Describe key principles of record-keeping, including accuracy, confidentiality, clarity, and timely documentation. 7.2 Demonstrate how to complete patient records using appropriate formats, ensuring all entries are clear and professional. 7.3 Apply data protection and confidentiality rules when handling patient information in written or digital form. 7.4 Review completed records and explain how good documentation supports communication, continuity of care, and legal compliance.

HCM0003-04- Rehabilitation Techniques

This practical unit covers various therapeutic exercises and manual techniques used to restore mobility and strength. Students learn to implement prescribed rehabilitation plans, including stretching, strengthening, and aerobic conditioning. The curriculum emphasizes the correct application of physical modalities—such as heat, cold, and electrical stimulation—to support tissue repair and improve functional independence during the recovery process.

Learning Outcome:	Assessment Criteria:
1. Assist in delivering exercise programmes to improve strength, flexibility, and endurance.	1.1 Describe different types of exercises used to improve strength, flexibility, and endurance, including their purpose and benefits. 1.2 Demonstrate how to assist patients in carrying out prescribed exercise programmes safely under supervision. 1.3 Apply correct techniques when guiding patients through exercises, ensuring proper posture, control, and safety. 1.4 Review patient participation in exercise programmes and explain how the activities support physical improvement over time.
2. Support patients in post-operative rehabilitation and recovery plans.	2.1 Describe the stages of post-operative rehabilitation and the role of physiotherapy in recovery. 2.2 Demonstrate how to support patients in following recovery plans, including assisting with movement and basic exercises. 2.3 Identify common challenges faced by post-operative patients, such as pain, limited mobility, and fatigue. 2.4 Explain how appropriate support and guidance contribute to safe recovery and prevention of complications.
3. Apply safe and effective stretching, strengthening, and mobility techniques.	3.1 Describe the principles of safe stretching, strengthening, and mobility techniques used in physiotherapy. 3.2 Demonstrate correct methods for assisting with stretching and strengthening exercises under supervision. 3.3 Apply safety precautions, including correct positioning and controlled movement, to prevent injury during exercises.

	3.4 Evaluate the effectiveness of applied techniques based on patient response and feedback.
4. Demonstrate correct handling when assisting patients with limited mobility.	4.1 Describe safe handling principles, including body mechanics and risk awareness when assisting patients. 4.2 Demonstrate correct techniques for supporting patients during transfers, positioning, and assisted movement. 4.3 Apply the use of appropriate aids or equipment, such as walking supports or transfer tools, where required. 4.4 Review handling practices and explain how correct techniques reduce the risk of injury to both patient and practitioner.
5. Adapt rehabilitation techniques to meet the needs of different patient groups.	5.1 Identify different patient groups, such as elderly individuals, children, and those with disabilities, and describe their specific rehabilitation needs. 5.2 Explain how rehabilitation techniques can be adjusted based on patient condition, ability, and level of independence. 5.3 Demonstrate the ability to modify exercises or support methods to suit individual patient requirements under supervision. 5.4 Evaluate the effectiveness of adapted techniques in meeting patient needs and supporting rehabilitation goals.
6. Monitor patient progress and provide feedback to supervising physiotherapists.	6.1 Describe methods used to monitor patient progress, such as observing movement, recording performance, and noting changes. 6.2 Demonstrate how to accurately record and track patient progress during rehabilitation sessions. 6.3 Communicate observations clearly and effectively to supervising physiotherapists, highlighting any improvements or concerns. 6.4 Review recorded progress and explain how feedback supports decision-making in treatment planning.

7. Encourage patient motivation and adherence to rehabilitation plans.	7.1 Describe the importance of patient motivation and adherence in achieving successful rehabilitation outcomes. 7.2 Demonstrate effective ways to encourage patients, including positive communication and setting achievable goals. 7.3 Apply strategies to support patient engagement, such as providing guidance, reassurance, and regular feedback. 7.4 Evaluate how motivation techniques influence patient participation and overall progress in rehabilitation programmes.

HCM0003-05- Pain Management Strategies

Focusing on both acute and chronic conditions, this unit explores the mechanisms of pain and the various non-pharmacological methods used to alleviate it. Learners study the application of therapeutic modalities, positioning techniques, and relaxation strategies. The objective is to equip technicians with the knowledge to help patients manage discomfort effectively, thereby increasing their participation in rehabilitative activities.

Learning Outcome:	Assessment Criteria:
1. Identify physiotherapy-based methods for supporting pain management.	1.1 Describe various physiotherapy methods used to reduce pain, including the use of manual therapy, electrotherapy, and hydrotherapy. 1.2 Explain how different body positioning techniques and supportive devices can be used to alleviate physical discomfort for patients. 1.3 Outline the theoretical principles behind non-drug-based pain relief methods used within a clinical physiotherapy setting. 1.4 Identify different categories of pain, such as acute and chronic, and match appropriate physiotherapy support strategies to each type.
2. Apply basic modalities such as heat, cold, and supervised therapeutic exercises safely.	2.1 Demonstrate the safe and correct application of thermal agents, such as heat packs or cold compresses, following all clinical safety protocols. 2.2 Guide a patient through a set of basic therapeutic exercises while ensuring they maintain the correct form to prevent further injury. 2.3 Perform routine safety checks on equipment and inspect the patient's skin integrity before and after applying any physical modalities. 2.4 Apply knowledge of contraindications to ensure that a chosen modality is safe and appropriate for the specific patient's medical condition.
3. Assist with pain relief techniques under professional supervision.	3.1 Support a qualified physiotherapist by preparing the treatment area and the patient for specific pain relief procedures effectively. 3.2 Follow both verbal and written instructions accurately when assisting a senior professional with complex pain management interventions. 3.3 Maintain clear and constant communication with the supervising professional regarding the patient's comfort levels during the technique.

	3.4 Assist in the professional setup and safe removal of specialized supportive equipment used during a supervised therapy session.
4. Monitor patient responses to pain management interventions and report changes.	4.1 Use standardized pain scales and verbal feedback to accurately measure and record a patient's pain level after a management session. 4.2 Observe and record any physical changes in the patient, such as improved joint mobility or any adverse skin reactions to the treatment. 4.3 Document patient progress and feedback in clinical notes using professional terminology and clear, easy-to-understand language. 4.4 Report any significant changes, unexpected reactions, or a lack of progress in the patient's condition to the lead physiotherapist immediately.
5. Support patients in using relaxation and breathing techniques for pain control.	5.1 Explain the benefits of controlled breathing and mental relaxation to a patient as a practical way to manage long-term pain. 5.2 Lead a patient through a basic deep-breathing exercise designed to reduce muscle tension and lower physical stress levels. 5.3 Adapt specific relaxation techniques to suit the individual needs and physical limitations of the patient being treated. 5.4 Provide clear verbal cues and encouraging support to help patients stay focused on their relaxation during the physiotherapy session.
6. Recognise when to escalate cases of uncontrolled or worsening pain to healthcare professionals.	6.1 Identify "red flag" symptoms and physical signs of worsening pain that require immediate intervention from a senior medical professional. 6.2 Evaluate when a patient's reaction to pain is outside the expected range for the specific intervention being performed. 6.3 Explain the correct formal procedure for escalating concerns about a patient's uncontrolled pain to the wider healthcare team.

	6.4 Demonstrate an understanding of the limits of the technician role and when it is necessary to stop a treatment due to patient distress.
7. Promote safe, holistic approaches to managing pain during physiotherapy sessions.	7.1 Advise patients on how lifestyle factors, such as daily posture and regular activity levels, contribute to overall pain management. 7.2 Encourage a holistic view of recovery by discussing the link between a patient's emotional well-being and their physical pain relief. 7.3 Maintain a safe, calm, and professional environment that supports the patient's physical and mental comfort during their treatment. 7.4 Discuss the importance of patient education and self-management strategies in helping the patient achieve long-term control over their pain.

HCM0003-06- Assistive Devices and Mobility Aids

This unit provides comprehensive training on the selection, fitting, and safe use of mobility equipment, such as crutches, walkers, and wheelchairs. Learners study how to instruct patients on gait training and the proper use of orthotic devices. The focus is on enhancing patient safety, preventing falls, and promoting independence through the correct application of assistive technology.

Learning Outcome:	Assessment Criteria:
1. Demonstrate the safe and correct use of mobility aids such as crutches, walkers, and wheelchairs.	1.1 Demonstrate the correct sequence of movement (gait patterns) for a patient using various types of crutches, including axillary and elbow crutches. 1.2 Show how to safely operate and maneuver different types of wheelchairs, including the correct use of brakes, footrests, and folding mechanisms. 1.3 Perform a safe demonstration of using a walking frame (walker) to assist a patient in transitioning from a sitting to a standing position. 1.4 Explain the technical differences between various mobility aids and identify which aid is most appropriate for specific types of physical limitations.
2. Educate patients on the proper use and care of assistive devices.	2.1 Provide clear, step-by-step verbal instructions to a patient on how to use their assigned mobility aid safely within a home environment. 2.2 Instruct patients and their caregivers on how to perform routine maintenance checks, such as inspecting rubber ferrules and checking for loose screws. 2.3 Explain the importance of keeping assistive devices clean and dry to ensure they remain functional and safe for daily use. 2.4 Use effective communication techniques to verify that the patient has fully understood the safety instructions provided during the education session.
3. Support patients in achieving independence and confidence when using mobility aids.	3.1 Implement gradual training exercises that help a patient move from assisted walking to independent movement using their mobility aid. 3.2 Guide patients through navigating common environmental obstacles, such as doorways, carpets, and small slopes, to build their practical confidence.

	3.3 Assess the patient's ability to perform daily tasks independently while using an assistive device and provide feedback to improve their technique. 3.4 Create a supportive environment that encourages the patient to take responsibility for their own mobility progress under safe conditions.
4. Recognise common difficulties patients face when adjusting to assistive devices.	4.1 Identify physical challenges a patient may experience, such as upper body fatigue, hand blisters, or muscle strain, when first using a new device. 4.2 Describe environmental barriers in a patient's surroundings, such as narrow hallways or uneven floors, that could make using a mobility aid difficult. 4.3 Outline the psychological barriers a patient might face, such as fear of falling or feeling self-conscious, and how these impact their progress. 4.4 Recognize signs of improper fit or incorrect technique that may be causing the patient unnecessary discomfort or slowing their recovery.
5. Monitor and correct improper use of devices to prevent accidents or injuries.	5.1 Actively observe a patient using their mobility aid and identify any unsafe habits, such as leaning too far forward or forgetting to lock brakes. 5.2 Provide immediate and constructive verbal corrections to a patient who is using their device incorrectly to ensure their safety. 5.3 Explain the potential risks and injuries that can occur if a mobility aid is not used according to the manufacturer's and therapist's guidelines. 5.4 Document any recurring issues with a patient's technique and report these to the supervising physiotherapist for further review.
6. Assist in fitting or adjusting mobility aids under supervision.	6.1 Assist a qualified physiotherapist in measuring a patient correctly to determine the appropriate height and size for crutches or a walker. 6.2 Demonstrate how to make mechanical adjustments to a mobility aid, such as changing the pin height or handle position, following professional guidance. 6.3 Check that the adjusted device allows the patient to maintain a safe and ergonomic posture,

	specifically looking at the angle of the elbows and wrists.
	6.4 Follow clinical protocols to ensure that all adjusted equipment is double-checked for stability before it is handed over to the patient for use.
7. Provide reassurance and motivation to patients learning to use new mobility aids.	7.1 Use positive reinforcement and encouraging language to help patients overcome the initial frustration of learning a new physical skill.
	7.2 Demonstrate active listening skills to understand a patient's concerns and provide appropriate emotional support during therapy sessions.
	7.3 Set small, achievable mobility goals with the patient to help them recognize their progress and stay motivated toward their recovery.
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HCM0003-07- Clinical Practicum

The Clinical Practicum offers learners the opportunity to apply their theoretical knowledge in a real-world healthcare environment. Under professional supervision, students engage directly with patients, assisting in treatments and observing clinical operations. This unit is vital for developing practical confidence, refining technical skills, and understanding the fast-paced dynamics of working within a multidisciplinary medical rehabilitation team.

Learning Outcome:	Assessment Criteria:
1. **Apply theoretical knowledge to real-world healthcare and physiotherapy settings.**	1.1 Explain how specific physiotherapy theories, such as the stages of tissue healing, relate to the practical treatments observed during clinical placement. 1.2 Identify how standard operating procedures in a clinical setting align with the legal and ethical guidelines learned throughout the qualification. 1.3 Apply knowledge of human anatomy and physiology to explain the purpose and benefits of a specific exercise or treatment to a patient. 1.4 Recognize how theoretical principles of patient safety and risk assessment are implemented during everyday clinical routines to protect staff and patients.
2. **Develop hands-on skills by assisting physiotherapists in supervised practice.**	2.1 Prepare the clinical environment and necessary therapy equipment accurately before a session begins, ensuring all items are ready for the lead therapist. 2.2 Assist the lead physiotherapist during a patient assessment by accurately recording data or providing physical stability for the patient as directed. 2.3 Follow complex but well-defined instructions to support the delivery of manual therapy or mechanical treatments under the close supervision of a professional. 2.4 Demonstrate the ability to handle various physiotherapy tools and machinery safely and effectively while being observed by a senior staff member.
3. **Interact with patients in a professional, compassionate, and respectful manner.**	3.1 Communicate clearly and effectively with patients, using simple and respectful language to explain what they should expect during their therapy session.

	3.2 Demonstrate professional behavior at all times, including maintaining patient privacy, dignity, and confidentiality during every clinical interaction.
	3.3 Show empathy and compassion when dealing with patients who may be experiencing pain, frustration, or anxiety regarding their physical recovery.
	3.4 Respect the diverse backgrounds and personal preferences of all patients, ensuring that care is delivered in a non-judgmental and inclusive manner.
4. Perform essential physiotherapy technician tasks under direct supervision.	4.1 Carry out routine therapeutic tasks, such as applying heat packs or monitoring basic stretching exercises, exactly as instructed by the clinical supervisor.
	4.2 Maintain accurate and clear records of all tasks performed during the clinical shift, following the specific documentation standards of the healthcare facility.
	4.3 Identify the specific boundaries of the technician role and consistently seek guidance before attempting a task that is outside their level of training.
	4.4 Complete assigned administrative or logistical duties, such as organizing patient files or checking equipment inventory, to support the smooth operation of the clinic.
5. Demonstrate safe handling and infection control practices in clinical environments.	5.1 Apply correct hand-hygiene techniques and use Personal Protective Equipment (PPE) appropriately to prevent the spread of infection within the clinical area.
	5.2 Clean and sanitize all physiotherapy equipment and treatment surfaces thoroughly between patient appointments according to local health and safety rules.
	5.3 Demonstrate safe moving and handling techniques when helping a patient change position, ensuring the safety of both the patient and the technician.
	5.4 Explain the importance of following COSHH (Control of Substances Hazardous to Health)

	regulations when using cleaning chemicals or medical gels in the workplace.
6. Gain confidence and competence in delivering physiotherapy support.	6.1 Show increasing independence in performing familiar clinical tasks, requiring less frequent verbal prompting from the supervisor as the practicum progresses. 6.2 Respond positively to constructive feedback from senior staff and use that information to improve the quality of support provided to patients. 6.3 Demonstrate the ability to stay calm and follow established procedures correctly when faced with a non-routine or complex situation in the clinic. 6.4 Take initiative in identifying ways to support the clinical team and improve the patient experience without overstepping professional or legal boundaries.
7. Reflect on practical experiences to improve professional performance.	7.1 Participate in regular self-reflection sessions to identify personal strengths and specific areas that need further development within the clinical role. 7.2 Write a reflective log or report that analyzes a specific clinical situation and explains what was learned from that particular practical experience. 7.3 Discuss with a mentor or supervisor how their practical experiences have changed or reinforced their understanding of the physiotherapy technician profession. 7.4 Develop a simple personal action plan based on clinical feedback to ensure continuous improvement in their practical skills and professional behavior.

HCM0003-08- Professionalism and Ethics

This unit examines the ethical, legal, and professional standards required in the physiotherapy profession. Learners explore topics such as patient confidentiality, informed consent, and professional boundaries. The curriculum emphasizes the importance of integrity, cultural competence, and accountability, ensuring that technicians conduct themselves with the highest level of professionalism while safeguarding the rights and dignity of every patient.

Learning Outcome:	Assessment Criteria:
1. **Demonstrate professional behaviour, reliability, and responsibility in physiotherapy practice.**	1.1 Describe the essential characteristics of a professional physiotherapy technician, including the importance of punctuality, honesty, and maintaining a positive attitude toward patients and staff. 1.2 Demonstrate the ability to take full responsibility for assigned clinical tasks and complete them accurately within the agreed timeframes. 1.3 Exercise appropriate judgment and autonomy when managing a daily workload, ensuring that all actions align with the clinic's professional standards. 1.4 Show reliability by consistently adhering to the professional dress code and following all workplace policies regarding attendance and personal conduct.
2. **Maintain patient confidentiality in accordance with legal and ethical standards.**	2.1 Identify the key principles of the UK Data Protection Act (GDPR) and explain how they apply specifically to the storage and sharing of patient records. 2.2 Demonstrate safe practices for handling sensitive information, such as ensuring computer screens are locked and physical files are never left in public areas. 2.3 Explain the ethical and legal circumstances under which patient confidentiality may need to be broken, such as in cases of safeguarding or public safety. 2.4 Communicate with patients about how their personal information is protected, using clear and simple language to ensure they understand their rights to privacy.

3. Recognise ethical dilemmas in physiotherapy and respond appropriately.	3.1 Describe common ethical dilemmas in a physiotherapy setting, such as balancing a patient's right to refuse treatment against the need for their physical recovery. 3.2 Evaluate different perspectives or approaches when faced with a difficult ethical situation, considering the views of the patient, the family, and the medical team. 3.3 Identify the correct formal procedure for reporting concerns about unethical behavior or professional misconduct observed within the clinical environment. 3.4 Use appropriate problem-solving skills to address well-defined ethical issues, ensuring that the chosen action prioritizes the patient's well-being and safety.
4. Respect cultural diversity and promote inclusivity in patient care.	4.1 Explain how cultural beliefs, religious practices, and personal values can influence a patient's experience and expectations of physiotherapy treatment. 4.2 Adapt communication styles and clinical support methods to ensure that care is provided in a way that respects and includes patients from diverse backgrounds. 4.3 Identify potential barriers to inclusivity within a clinical setting and suggest practical ways to make the physiotherapy department more accessible to all patients. 4.4 Demonstrate a non-judgmental and respectful approach when interacting with patients, ensuring that every individual is treated with equal dignity and care.
5. Understand healthcare laws, professional codes, and regulations relevant to physiotherapy.	5.1 Outline the main requirements of the professional Code of Conduct for healthcare support workers and explain how it guides daily practice. 5.2 Identify the legal "duty of care" that a physiotherapy technician has toward their patients and explain the consequences of failing to meet this standard. 5.3 Describe the role of national regulatory bodies in setting the standards for education, training, and professional behavior in the healthcare sector.

	5.4 Apply relevant health and safety regulations to ensure the clinical environment remains a safe space for patients, visitors, and other healthcare professionals.
6. Develop professional communication and teamwork skills in clinical settings.	6.1 Use effective verbal and non-verbal communication techniques to build a trusting and professional relationship with patients during therapy sessions. 6.2 Contribute actively and respectfully to multidisciplinary team meetings by providing clear and factual updates on a patient's progress or behavior. 6.3 Explain the importance of accurate handovers and clear documentation in ensuring that the patient receives continuous and safe care from the entire team. 6.4 Demonstrate the ability to guide or supervise a peer or junior student in a helpful and professional manner, following the guidance of the lead physiotherapist.
7. Reflect on professional practice to support continuous improvement	7.1 Explain the importance of Continuous Professional Development (CPD) and identify how regular learning helps a technician stay up to date with new clinical methods. 7.2 Use a simple reflection model to analyze a specific clinical experience, identifying what went well and what could be improved in future sessions. 7.3 Review how effective personal actions and communication methods have been in achieving positive outcomes for patients over a period of time. 7.4 Develop a basic personal action plan for future professional growth based on feedback received from supervisors and self-reflection on clinical performance.

HCM0003-09- Health and Safety in Physiotherapy

Focused on creating a secure clinical environment, this unit covers risk assessment, infection control, and safe manual handling techniques. Learners study protocols for preventing workplace injuries and managing clinical emergencies. Emphasis is placed on the technician's responsibility to maintain equipment safety and adhere to national health regulations, protecting both the healthcare provider and the patient.

Learning Outcome:	Assessment Criteria:
1. Apply infection prevention and control measures in physiotherapy environments.	1.1 Describe the "chain of infection" and explain how standard precautions, such as effective hand-washing and the use of PPE, break this chain. 1.2 Demonstrate the correct procedure for cleaning and disinfecting various types of physiotherapy equipment, including plinths, weights, and bands, after each patient use. 1.3 Identify the different categories of clinical waste and demonstrate the safe disposal of contaminated materials and sharps according to workplace protocols. 1.4 Apply appropriate infection control measures when managing non-routine situations, such as dealing with a minor bodily fluid spill or treating a patient with a known infection.
2. Conduct risk assessments to ensure patient and staff safety.	2.1 Carry out a formal risk assessment of a specific physiotherapy treatment area to identify potential hazards like trailing wires, slippery floors, or faulty lighting. 2.2 Evaluate the physical risks associated with a specific therapeutic exercise and suggest practical ways to minimize these risks for a vulnerable patient. 2.3 Document the findings of a workplace risk assessment clearly using standardized forms, ensuring all identified risks are ranked by their level of importance. 2.4 Explain how conducting regular risk assessments helps to create a "safety-first" culture that protects both the clinical staff and the patients being treated.
3. Demonstrate correct manual handling and safe patient transfer techniques.	3.1 Demonstrate safe manual handling techniques when moving heavy or bulky physiotherapy equipment to avoid personal injury or strain to the back.

	3.2 Perform a safe and efficient patient transfer from a seated position to a treatment bed, using appropriate mechanical aids or manual assistance as required. 3.3 Explain the fundamental principles of moving and handling, such as maintaining a stable base, keeping a straight back, and avoiding twisting under load. 3.4 Review the effectiveness of a patient transfer after it is completed to ensure the method used was the safest and most comfortable for that individual's needs.
4. Identify potential hazards in physiotherapy settings and take corrective actions.	4.1 Actively monitor the clinical environment to identify common hazards, such as frayed electrical cords or loose carpets, and take immediate steps to mark the area as unsafe. 4.2 Demonstrate the correct formal procedure for reporting a faulty piece of therapeutic equipment to the maintenance department or a senior supervisor. 4.3 Assess the hazards involved in the storage and use of clinical chemicals, such as massage lotions or cleaning agents, following national COSHH guidelines. 4.4 Propose and implement a set of corrective actions to improve the safety of a specific workspace based on a recurring hazard identified during daily checks.
5. Respond appropriately to emergencies, including falls, injuries, or sudden illness.	5.1 Describe the immediate, step-by-step actions to take if a patient falls during a session, focusing on ensuring the patient is not moved until it is safe. 5.2 Demonstrate how to call for emergency medical help within the facility and provide a clear, factual report of the incident to senior staff or paramedics. 5.3 Identify the physical signs and symptoms of common medical emergencies, such as fainting or severe shortness of breath, and provide basic support until help arrives. 5.4 Outline the legal and workplace requirements for documenting an accident or a "near-miss" incident in the official accident book or digital reporting system.

6. Maintain compliance with workplace health and safety regulations.	6.1 Explain the main responsibilities of an employee under the Health and Safety at Work Act (HASAWA) and how these apply to a physiotherapy technician. 6.2 Demonstrate full compliance with workplace fire safety rules, including knowing the location of fire exits, assembly points, and the correct fire extinguishers. 6.3 Explain the importance of attending and completing all mandatory health and safety training sessions as part of professional responsibility and legal compliance. 6.4 Perform a daily safety checklist of the clinical environment to ensure it remains compliant with both national regulations and specific clinic policies.
7. Promote a safe, supportive, and professional environment for both patients and healthcare staff.	7.1 Explain how keeping a treatment area tidy and organized contributes to the overall psychological well-being and physical safety of a patient. 7.2 Use professional communication skills to encourage patients and visitors to follow safety rules, such as wearing appropriate footwear or using hand sanitizer. 7.3 Demonstrate a vigilant and proactive approach to safety by assisting colleagues with heavy tasks or double-checking equipment setups before use. 7.4 Discuss the link between a supportive team atmosphere and the reduction of workplace accidents, explaining how "looking out for each other" improves overall safety.

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