

Course Name	Communicate with clients and colleagues to support health care
Course code	HLTAMBFC301B
Contact details	Allens Training Phone 1300 559 064 or www.allenstraining.com.au
Partial completion of one of these qualification	This course is taken from the Health Training package HLT07 and is in partial completion of <input checked="" type="checkbox"/> HLT21107 Certificate II in Emergency Medical First Response or <input checked="" type="checkbox"/> HLT30207 Certificate III in Non Emergency Medical Transport or <input checked="" type="checkbox"/> HLT41007 Certificate IV in Health (Ambulance)
Description of this unit against the qualification	For a full understanding of the qualification, please go to the link for further information http://www.allenstraining.com.au and click on the courses tab found on the top left hand side of the web page
Descriptor	This unit covers the skills required to exercise effective communication skills with clients and colleagues to support the delivery of client care services within the health industry
What is covered in the course	<ol style="list-style-type: none"> 1. Exercise effective communication techniques 2. Convey and receive information using available modes of communication 3. Follow routine instructions 4. Communicate with clients 5. Complete reports as required 6. Present a positive image of the organisation to the public
Employability Skills	The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements
Pre-requisites	There are no pre-requisites or co-requisites for this competency unit
Course duration	10 hours
How will I be assessed	A written assessment plus projects. Evidence must include observation of performance in the work environment or in a simulated work setting. Evidence of workplace performance over time must be obtained to inform a judgement of competence

HLTAMBFC301B

Communicate with clients and colleagues to support health care

Descriptor

This unit covers the skills required to exercise effective communication skills with clients and colleagues to support the delivery of client care services within the health industry

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Application

This unit applies to work in a range of health settings where direct client contact is involved

Application of this unit should be contextualised to reflect any specific workplace communication requirements, issues and practices

ELEMENT

Elements define the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

1. Exercise effective communication techniques
 - 1.1 Use verbal and non-verbal *communication* constructively to achieve planned work outcomes
 - 1.2 Ensure all *communication* with clients and colleagues reflects an understanding and respect for *individual differences* and needs
 - 1.3 Introduce oneself appropriately when required
 - 1.4 Use interviewing and active listening techniques where needed to identify and confirm work and/or client requirements
 - 1.5 Ensure *communication* is clear and relevant to situation, context and activities undertaken
 - 1.6 Use touch and other non-verbal means of *communication* prudently, carefully and only as appropriate
 - 1.7 Seek advice about *communication* difficulties with clients or colleagues from supervisor or other *appropriate person* and implement as required
 - 1.8 Seek advice and assistance from appropriate sources as required to maintain and *develop* effective communication skills
 - 1.9 Adjust own style to incorporate advice that addresses performance issues to maintain the agreed standard of effective *communication*
2. Convey and receive information using available modes of communication
 - 2.1 Use communication codes and *equipment* correctly
 - 2.2 Acknowledge and/or clarify information received using active listening
 - 2.3 Check to ensure information conveyed has been received and correctly understood
3. Follow routine *instructions*
 - 3.1 Ensure workplace instructions are interpreted correctly and carried out within agreed time frames
 - 3.2 Seek clarification of work *instructions* when required to ensure understanding
 - 3.3 Refer any difficulties in carrying out instructions to supervisor or *appropriate person* to ensure required work outcomes

ELEMENT

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PERFORMANCE CRITERIA

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| 4. Communicate with clients | 4.1 Establish rapport through open, sensitive and confident manner |
| | 4.2 Inform client (or their agent) about <i>client care procedures</i> in a manner, and at a time consistent with the overall needs of the client and situation as a whole |
| | 4.3 Obtain information from client or others showing the firmness, sensitivity and respect for confidentiality demanded by the situation |
| | 4.4 Recognise and respect religious, social and cultural differences between individuals that may require special communication skills or <i>client care procedures</i> |
| 5. Complete <i>reports</i> as required | 5.1 Complete reports/records as required to the standard expected in the workplace |
| | 5.2 Ensure reports are clear and accurate and completed correctly within identified time frames |
| 6. Present a positive image of the organisation to the public | 6.1 Conduct communication with the public in a courteous manner and respecting privacy |
| | 6.2 Ensure standards of personal presentation are appropriate to the organisation |

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

- Principles of effective communication
- Dealing with cultural diversity
- Referral processes of organisation
- Effect of sensory loss and cognitive impairment
- Relevant guidelines and procedures, and a range of written information relevant to the job role

Essential skills:

Ability to:

- Use a range of communication methods used in the workplace eg oral, written notes, memos, letters, charts, diagrams
- Communicating with both clients and colleagues in a representative range of workplace situations and involving:
 - adjusting communication to meet differing needs
 - being appropriately assertive
 - using active listening and recognising non-verbal triggers
 - providing feedback
 - minimising conflict and tensions
- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation, including:
 - using interviewing techniques
 - asking questions
 - active listening
 - asking for clarification and probing as necessary
 - negotiating solutions
 - acknowledging and responding to a range of views
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
 - reading and understanding incident reports and routine instructions
 - reading and completing case management materials
 - preparing handover reports
 - apply literacy skills in English and/or a community language depending on the client group
- Use interpersonal skills, including:
 - working with others
 - showing empathy with client and relatives
 - relating to persons from differing cultural, social and religious backgrounds

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Individual differences and needs may include:

- Developmental
- Cultural
- Physical
- Emotional
- Behavioural
- Intellectual

Communication includes:

- All verbal and non-verbal interaction with clients and colleagues in a range of appropriate interpersonal contexts

Communicating effectively will be carried out within requirements established by:

- Anti discrimination legislation
- Accepted cultural protocols
- Accepted language protocols and systems
- Informing clients of procedures that may be conducted before, during or after treatment

Exercising effective communication skills includes

- Being non judgmental
- Active listening
- Using culturally appropriate communication methods
- Non-verbal behaviour to indicate understanding of what is being said
- Clarifying what is said
- Responses that are culturally appropriate
- Participating constructively in group processes

Appropriate persons may be from within or outside the organisations and may be:

- Colleagues
- Immediate supervisor/s
- Other health workers
- Consultants

Communication equipment may include, but is not limited to:

- Radio
- Telephone
- Computer
- Fax
- Pager
- Mobile data terminal

RANGE STATEMENT

Communication relating to client care procedures include giving due regard to:

- Life threatening conditions
- Duty of care
- Contract of care
- Medico-legal implications
- Nature of illness/injury
- Identifying, preventing and managing adverse events and near misses

Instructions may include:

- Manufacturer/operating written instructions
- Work unit guidelines, procedures and protocols including OHS procedures and protocols for using interpreters
- Supervisor or management instructions
- Instructions may be:
 - Written
 - Verbal

Reports may be verbal or written and may include:

- Notes
- Records
- Memos
- Letters
- Client records
- Verbal 'hand overs' at the end of a shift

Employer rights and responsibilities may relate to:

- Legislative requirements for employee dismissal i.e. Workplace Relations Act
- Legislative requirements to provide a safe work environment free from discrimination and sexual harassment (see State and Commonwealth anti-discrimination legislation)
- Enterprise workplace agreements
- Relevant state and territory employment legislation i.e. wage rates, employment conditions

RANGE STATEMENT

Designated knowledge/skill development may relate to:

- Hazard control
- OHS
- Manual handling
- First Aid
- Cultural awareness
- Infection control
- Cardiopulmonary resuscitation emergency response and notification protocols
- Fire emergency response procedures for notification and containment of fire, use of fire fighting equipment and fire safety procedures
- Security procedures
- Quality improvement policy and practice
- Discrimination, harassment and bullying in the workplace
- Formal and informal resolution of grievances
- Waste management
- Customer service
- Communication, conflict resolution
- Others

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- Evidence must include observation of performance in the work environment or in a simulated work setting
- Evidence of workplace performance over time must be obtained to inform a judgement of competence

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities