



Australian Government

Assessment Requirements for HLTAMB012 Communicate in complex situations to support health care

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements.</p> <p>Merged HLTAMBFC301D/HLTAMBFC402C</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- verbally communicated to patients and developed responses to meet the differing needs for each of the following 5 complex situations:
 - extrication from a motor vehicle accident
 - providing emergency care to a person under the influence of substance misuse
 - providing emergency care to a person who has a mental health condition
 - providing emergency care to a person who has been assaulted
 - providing emergency care to a person under stress due to a life-threatening situation
- provided complex information clearly and accurately using a written response on at least 1 occasion.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- effective communication techniques appropriate to communication requirements of specific job role including:
 - codes and communication terminology
 - preparing handover reports
- communication and interpersonal skills including:
 - using interviewing techniques

- asking questions
- using active listening
- asking for clarification and probing
- responding to a range of views
- showing empathy with patient, carers and/or colleagues
- demonstrating awareness of complex communication needs of a person with hearing difficulties or speech impediment
- demonstrating awareness of complex communication needs of people with:
 - communication-related disabilities
 - mental health conditions
 - pharmacological and alcohol addiction or misuse
 - adverse behavioural responses to unfamiliar environments
- complex communication needs of a person under stress due to situations to themselves or others such as trauma, death and life threatening situations
- organisation operating procedures applying to identified situations where complex communication needs may be present
- relevant communication codes and systems
- referral processes of organisation and counselling services
- roles of relevant allied health personnel
- relevant guidelines and organisation procedures relevant to the job role.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>