



Australian Government

**Assessment Requirements for HLTOUT010
Communicate in complex situations to
support health care**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role.

There must be evidence that the candidate has verbally communicated with patients and co-workers and developed responses to meet the differing needs for each of the following situations:

- a person displaying challenging behaviors including:
 - under influence of substance misuse
 - acute behavioral disturbance
 - under stress due to current situation
- a person who has English as their second language
- a person who has a communication-related disability including:
 - hearing difficulties
 - speech impediment.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- codes and communication terminology used by out-of-hospital health care workers
- communication techniques including:
 - use of open-ended questions
 - active listening
 - asking for clarification and probing
 - responses to a range of views from patients, carers or others
 - understanding use of empathy with patient, carers or colleagues
 - using discretion and confidentiality, respecting individual differences especially when using touch and other non-verbal means of communication
- complex communication needs of people with:
 - communication-related disabilities
 - hearing difficulties
 - speech impediment
 - cross-cultural communications needs

- mental illness
- pharmacological and alcohol addiction or misuse
- adverse behavioral responses to unfamiliar environments
- complex communication needs of a person under stress due to situations including trauma, death and life-threatening situations to themselves or others
- organisational policies and procedures applied to identified situations where complex communication needs may be present
- processes for preparing handover reports
- referral processes for staff requiring counselling services.

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.

Assessment must ensure access to modelling of industry operating conditions including access to real people for simulations and scenarios.

Assessors must satisfy the Standards for Registered Training Organisations' 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>