



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTAMBFC301D Communicate with clients and colleagues to support health care**

**Release: 1**

## HLTAMBFC301D Communicate with clients and colleagues to support health care

### Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTAMBFC301C Communicate with clients and colleagues to support health care	HLTAMBFC301D - Communicate with clients and colleagues to support health care	Unit updated in V5. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

### Unit Descriptor

#### 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

### Application of the Unit

#### 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

### Licensing/Regulatory Information

Not Applicable

## **Pre-Requisites**

Not Applicable

## **Employability Skills Information**

**Employability Skills**                      This unit contains Employability Skills

## **Elements and Performance Criteria Pre-Content**

Elements define the essential outcomes of a unit of competency.

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

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

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

**ELEMENT****PERFORMANCE CRITERIA**

- |   |  |
|---|--|
| 3. Follow routine <i>instructions</i>                         | 3.1 Ensure workplace instructions are interpreted correctly and carried out within agreed time frames  |
|   | 3.2 Seek clarification of work <i>instructions</i> when required to ensure understanding   |
|   | 3.3 Refer any difficulties in carrying out instructions to supervisor or <i>appropriate person</i> to ensure required work outcomes  |
| 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

### REQUIRED SKILLS AND KNOWLEDGE

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

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- 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:*

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Communicate 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
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use a range of communication methods used in the workplace e.g. oral, written notes, memos, letters, charts, diagrams
- Use oral communication skills (language competence) required to fulfil job roles as

## REQUIRED SKILLS AND KNOWLEDGE

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

## Evidence Guide

### 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:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- 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

## EVIDENCE GUIDE

- 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

## Range Statement

### 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



## RANGE STATEMENT

*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 WHS 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
- WHS
- 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

**Unit Sector(s)**

Not Applicable