



Australian Government

Department of Education, Employment and Workplace Relations

HLTAMBFC402C Communicate in complex or difficult situations

Release: 1

HLTAMBFC402C Communicate in complex or difficult situations

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit involves communication where there are special difficulties in conveying or receiving information in the context of providing health care services

Application of the Unit

Application

Unit outcomes include conveying complex information (e.g. to members of nursing, allied medical, paramedical or emergency services), communication with clients, carers, relatives, bystanders or members of the public where there is a language, social, cultural or religious barrier or physical disability and communication in situations where there is an obstructive emotional disturbance

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

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite unit

This unit must be assessed after successful achievement of pre-requisite:

- HLTAMBFC301C Communicate with clients and colleagues to support health care

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. Convey *complex information*

1.1 Convey *complex information* clearly and accurately

1.2 Monitor recipient's understanding of information and adjust the *mode of communication* according to the needs of the situation

1.3 Ensure the interaction is consistent with the urgency of the situation and in accordance with relevant organisation policies and procedures

ELEMENT**PERFORMANCE CRITERIA**

2. Communicate with allied personnel

- 2.1 Convey information clearly and clarify readily when necessary
- 2.2 Communicate care requirements clearly and in a manner that reflects an appropriate level of authority
- 2.3 Seek direction, advice and assistance when required and follow as appropriate to the situation
- 2.4 Ensure information conveyed is timely and in accordance with the needs of the situation
- 2.5 Recognise any difficulties in communication and resolve using appropriate communication skills and techniques
- 2.6 Clarify and respect role and authority of allied personnel involved in the situation

3. Overcome *barriers to communication*

- 3.1 Detect any barriers to effective communication by continuous monitoring of the situation
- 3.2 Identify, clarify and confirm situation needs using appropriate communication skills and techniques
- 3.3 Identify early signs of potentially *complex or difficult situations*
- 3.4 Ensure actions are in accordance with relevant health organisation policies and procedures
- 3.5 Observe discretion and confidentiality and treat clients, members of the public and allied personnel with respect at all times
- 3.6 Treat individual situations/problems in a caring but firm manner combining sensitivity and openness with a confident, reassuring manner
- 3.7 Ensure interaction is consistent with the urgency of the situation presented and in line with relevant policies and procedures
- 3.8 Deal with conflict (and potential for conflict) in a manner that prevents escalation

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:

- Effective communication techniques appropriate to communication requirements of specific job role.
- Standard operating procedures applying to identified situations with complex communication needs, such as emergency situations.
- Any relevant existing communication codes and systems
- Confidentiality and privacy requirements
- Operating requirements relating to local *communication equipment*
- Roles of relevant allied health personnel.
- Counselling resources available locally
- Legal framework for practice
- Relevant national professional standards

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:

- Use **advanced** oral communication skills (language competence) required to fulfil job roles as specified by the organisation, including:
 - using interviewing techniques (may involve using interpreters)
 - asking questions
 - active listening
 - asking for clarification and probing as necessary
 - negotiating solutions

REQUIRED SKILLS AND KNOWLEDGE

- acknowledging and responding to a range of views
- Operate relevant communication equipment
- 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
- Use problem solving skills, including an ability to use tools and techniques to:
 - solve problems
 - analyse information and
 - make decisions that require discretion and confidentiality

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.

EVIDENCE GUIDE

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 clinical work environment and under the normal range of clinical environment conditions.
- Evidence of workplace performance over time must be obtained to inform a judgement of competence
- Observation must include:
 - communication under pressure
 - interpersonal interaction in a variety of complex or difficult work situations
 - communication relating to client care

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

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.

Modes of communication may include, but are not limited to:

- Oral and written communication
- Use of interpreters
- Sign language
- Use of personnel with special communication skills

Written and oral communication should:

- Avoid unnecessary jargon
- Conform with organisation policy and procedures
- Focus on the receiver's needs
- Keep stakeholders informed

Oral communication may include, but is not limited to:

- Answering requests and enquiries
- Questioning, clarifying and confirming information
- Conveying instructions, descriptions and explanations
- Consulting and advising

Written communication may include, but is not limited to:

- Reports
- Client care documentation
- Correspondence

Communication equipment may include, but is not limited to:

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

RANGE STATEMENT

Barriers to effective communication may include, but are not limited to:

- Language difficulties
- Differing terminology/jargon
- Hearing difficulties
- Speech impediments
- Religious, social or cultural factors
- Emotional state

Complex information may include, but is not limited to:

- Client condition and implications
- Specific health care requirements
- Specific health care equipment
- Incident history
- Emergency procedures
- Human resources requirements

Complex or difficult situations may include:

- Situations involving people under stress, such as:
 - post suicide clients
 - drug and alcohol affected people
 - disabled people
 - hearing impaired
 - personal threat
 - aggression
 - anger
 - grief and loss
- Emergency and crisis situations involving:
 - trauma
 - death
 - potential danger for those involved

Unit Sector(s)

Not Applicable