



**Australian Government**

# **Assessment Requirements for HLTENN002 Apply communication skills in nursing practice**

**Release: 2**

## Assessment Requirements for HLTENN002 Apply communication skills in nursing practice

### Modification History

| Release   | Comments                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Release 2 | <p>This version was released in <i>HLT Health Training Package release 4.1</i>.</p> <p>Updated Knowledge Evidence to remove references to resources which are now obsolete.</p>                                                                                                                                                                                                          |
| 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. Minimal change to knowledge evidence.</p> <p>Supersedes HLTEN502B</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:

- undertaken nursing work in accordance with Nursing and Midwifery Board of Australia professional practice standards, codes and guidelines
- communicated effectively within the context of the enrolled nurse role in 4 different complex communication situations, with at least 1 of the situations involving a person, family or carer, and at least 1 of the situations involving work colleagues.

### 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:

- characteristics of effective partnerships in nursing including:
  - confidentiality
  - trust
  - self-reflection

- social conversation
- creating a therapeutic environment
- documentation related to clinical handover
- elements and skills of communication processes:
  - interviewing techniques
  - active listening
  - conflict resolution
  - interpersonal skills
  - negotiating solutions
  - group dynamics
  - access and use of interpreters
- factors that may facilitate and inhibit communication
- information technology used in communication, and email etiquette and policies for use
- principles underpinning nursing documentation including legal obligations
- principles, processes and practices of open disclosure in line with Australian Open Disclosure Framework
- medical terminology used in clinical situations and enrolled nurse practice
- sensory losses and appropriate nursing responses
- social media policies for nurses.

## Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources in line with the Australian Nursing and Midwifery Accreditation Council's Standards
- modelling of industry operating conditions including access to real people for simulations and scenarios in enrolled nursing work.

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

In addition, assessors must hold current registration as a registered nurse with Nursing and Midwifery Board of Australia.

## Links

Companion Volume implementation guides are found in VETNet -

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