



Australian Government

HLTENN036 Apply communication skills in nursing practice

Release: 2

HLTENN036 Apply communication skills in nursing practice

Modification History

Release	Comments
Release 2	Release 2 HLTENN036 Apply communication skills in nursing practice supersedes and is equivalent to Release 1 HLTENN036 Apply communication skills in nursing practice. Updated: Mapping details and minor corrections.
Release 1	HLTENN036 Apply communication skills in nursing practice supersedes and is equivalent to HLTENN002 Apply communication skills in nursing practice.

Application

This unit describes the performance outcomes, skills and knowledge required to communicate effectively with people, families and carers, and with other health care professionals, in health care settings.

Communication in nursing practice requires using information technology as well as interpersonal skills applied therapeutically in nursing care and small group discussions.

This unit applies to enrolled nursing work carried out in consultation and collaboration with registered nurses, and under supervisory arrangements aligned to the Nursing and Midwifery Board of Australia (NMBA) regulatory authority legislative requirements.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian Standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Enrolled Nursing

Unit Sector

Enrolled Nursing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Use effective communication strategies.
2. Identify and address constraints to effective communication.
3. Use information technology to support communication in nursing practice.
4. Lead small group discussions.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Apply principles of effective communication to facilitate communications.
- 1.2. Maximise opportunities to involve the person, families and carers in care and treatment.
- 1.3. Clarify roles and responsibilities of the multidisciplinary health care team for effective communicating situations, including clarifying own role as an enrolled nurse.
- 1.4. Apply respectful and empathetic communication techniques.
- 1.5. Use contemporary health terminology in written and verbal communications.
- 2.1. Implement strategies within scope of practice to address communication situations in accordance with organisational policies and procedures.
- 2.2. Identify and address the need for advocacy for the person, families and carers in care.
- 3.1. Use information technology to prepare, document and communicate nursing patient clinical records and reports to the multidisciplinary health care team.
- 3.2. Comply with organisational policies and procedures for electronic communication.
- 3.3. Apply organisational policies and procedures to access data for the purpose of nursing care within scope of practice.
- 3.4. Apply ethical and legal regulatory requirements for electronic practices.
- 3.5. Apply Australian Health Practitioner Regulation Agency (AHPRA) social media guidelines to own practice.
- 3.6. Provide information in accordance with organisational policies and procedures to enable informed decision making.
- 4.1. Monitor and respond to changing group dynamics.
- 4.2. Clarify purpose of group meetings and manage discussion to achieve identified objectives.
- 4.3. Implement meeting procedures appropriate to meeting

- purpose.
- 4.4. Clarify participant roles and use communication strategies to support their effective contribution to discussion.
5. Give and receive feedback for performance improvement.
- 5.1. Apply communication strategies that deliver constructive outcomes in giving and receiving feedback.
- 5.2. Use language in a respectful manner to give and receive feedback.
- 5.3. Use constructive feedback to improve own professional performance.
6. Evaluate effectiveness of communication.
- 6.1. Participate in debriefing sessions following communication of situations.
- 6.2. Evaluate, document and report outcomes of applied communication strategies.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

HLTENN036 Apply communication skills in nursing practice supersedes and is equivalent to HLTENN002 Apply communication skills in nursing practice.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for HLTENN036 Apply communication skills in nursing practice

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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, and:

- communicate effectively within the context of the enrolled nurse scope of practice in three different situations that involve:
 - one situation involving a person, families or carers
 - one situation involving work colleagues.

The tasks must be undertaken in accordance with the Nursing and Midwifery Board of Australia (NMBA) professional practice standards, codes and guidelines.

Knowledge Evidence

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

- National Safety and Quality Health Service (NSQHS) Standards: Communicating for Safety Standard
- Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM)
- Aboriginal and Torres Strait Islander health and principles of cultural safety
- culturally appropriate communication
- characteristics of effective partnerships in nursing:
 - confidentiality
 - trust

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

Assessment Conditions

To be eligible to apply for registration as an enrolled nurse and to practice in Australia, each applicant must complete a Diploma of Nursing program accredited by the Australian Nursing and Midwifery Accreditation Council (ANMAC) and approved as ‘an approved program of study’ by the Nursing and Midwifery Board of Australia (NMBA) in accordance with the Enrolled Nurse Accreditation Standards.

For more detail visit <https://www.ahpra.gov.au>.

Skills must be demonstrated in the workplace or in a simulated environment as specified in the performance evidence that model 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’ requirements for assessors.

Assessors must also hold current registration as a registered nurse with the Nursing and Midwifery Board of Australia (NMBA).

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