

Communication in a Healthcare Setting Skill Set



Program Overview

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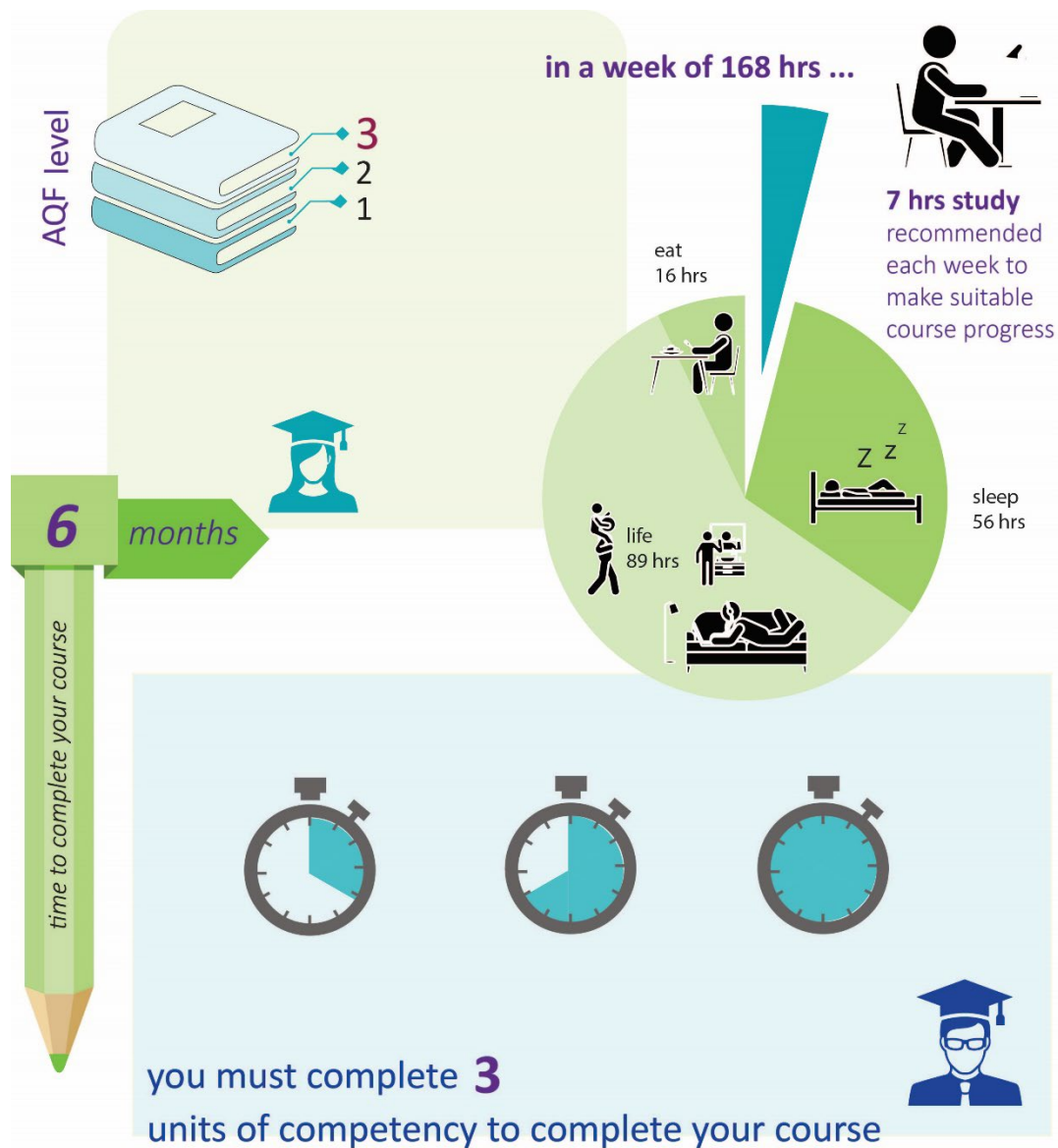
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Overview

Welcome

Welcome to *Communication in a Healthcare Setting Skill Set*, a skill set from the *Certificate III in Allied Health Assistance*. This is a nationally recognised and accredited program presented by UNE Partnerships Pty Ltd, the Education and Training Company of the University of New England.

We are delighted that you have joined the Communication in a Healthcare Setting program.

Contact points

As experienced distance education providers, we understand how the importance of communication. We have used our online site to take advantage of current technology and make sure that information and contact points are up to date and go to the right people, while also giving you the opportunity to use the forms of contact that suit you.

Administration

If you have any questions of an administrative nature, please contact the student support team via the online site, or alternatively through:

Telephone: 02 6773 0000

Email: enquiries@unep.edu.au

Mail: UNE Partnerships Pty Ltd
PO Box U199
University of New England NSW 2351

Learning and Assessment

If you would like to discuss program content or assessment requirements, please contact your allocated assessor or Educator. You can message them on the online site.

Customer protection officer

The customer protection officer is responsible for handling any complaints, grievances and appeals to ensure compliance with consumer protection legislation and contractual obligations. The Director of Education is the designated customer protection officer. Contact details are below.

Meg Michell Director of Education

Telephone: 02 6773 0000

Email: meg.michell@unep.edu.au

Communication in a Healthcare Setting Skill Set

Aim of the program

This skillset provides students with and insight into the full qualification of Certificate III in Allied Health Assistance and essential skills in customer engagement in a healthcare environment.

Learning outcomes

On successful completion of this short course, you will have the skills and knowledge to:

- identify behaviour and plan a response
- apply a response through appropriate strategies
- report and review incidents
- respond appropriately to instructions which contain medical terminology
- carry out routine tasks using correct medical terminology
- use appropriate medical terminology in oral and written communication
- communicate effectively with people
- collaborate with colleagues
- address constraints to communication
- report problems to supervisor
- complete workplace correspondence and documentation
- contribute to continuous improvement.

Structure of the program

There are three (3) units of competency in this skill set and successful completion of your study would lead to the issuing of a Statement of Attainment for those units completed.

The program is self-directed online study with access to downloadable PDF course material and online interactive learning activities. An outline of the structure for delivery and assessment is provided below. Details of the units of competency in which you are enrolled are available by clicking the links below.

Table 1: Course structure

Unit/s of competency	Assessment Tasks	Suggested duration
CHCCOM005: Communicate and work in health or community services	Task 1: Knowledge quiz Task 2: Short answer questions Task 3: Communication and work tasks	3 to 6 weeks
BSBMED301: Interpret and apply medical terminology appropriately	Task 1: Knowledge quiz Task 2: Responding to tasks involving medical terminology Task 3: Using oral communication involving medical terminology Task 4: Workplace supervisor observation report	5 to 10 weeks

Unit/s of competency	Assessment Tasks	Suggested duration
CHCCCS020: Respond effectively to behaviours of concern	Task 1: Knowledge quiz Task 2: Short answer questions Task 3: Scenarios Task 4: Workplace Supervisor Report	4 to 8 weeks

Units of competency are achieved as assessment tasks are successfully completed. You will receive a Statement of Attainment for those units of competency you have successfully completed.

Information on how to submit your work for assessment is provided in the Assessment section of each Course online. Suggestions for managing your study and assessment tasks is also available in the additional support document '[Studying with UNE Partnerships](#)'. It is recommended you access and read that resource in addition to this Program Overview. Should you be unsure of what is required of you, contact your student support team.

Accreditation and recognition

The *Communication in a Healthcare Setting Skill Set* in which you are enrolled contains units listed on the national register and placed at level 3 on the Australian Qualifications Framework (AQF).

The competencies gained through successfully completing this program are cross-industry and nationally recognised. You may exit from this qualification at any time with a Statement of Attainment for any full units of competency successfully completed to that point.

Successful completion of any of the units of competency is eligible for transfer as a direct credit into either the Certificate III in Allied Health Assistance or any related vocational course offering these units.

Study workload

The nominal duration of your enrolment in the *Communication in a Healthcare Setting Skill Set* skillset is six months. The time it takes you to achieve the competencies required will depend on the amount of relevant learning and experience you have. Students with a moderate level of relevant learning and experience should be able to complete the program requirements in about 7 hours a week of self-directed workplace and individual study over the six month period, as outlined in your study plan. Inexperienced students will likely require more time.

You have up to six (6) months from enrolment to complete the Communication in a Healthcare Setting Skill Set. If you fall behind in your schedule, you should contact UNE Partnerships to discuss your progress. An extension to the study period may be available, however additional fees may apply.

Third party arrangements

UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in this qualification.