



1. General Course Information

1.1 Course Details

Course Code:	1806NRS
Course Name:	Communicating Effectively
Trimester:	Health Care Trimester 2, 2021
Program:	Diploma of Health Care
Credit Points:	10
Course Coordinator:	Susan Lawrence
Document modified:	24 May 2021

Course Description

Employers value high-level communication skills among healthcare professionals. This is because all healthcare disciplines and workplace settings have communication practices that require advanced and efficient communication within the setting and between groups and individuals. This foundational course therefore introduces students to theoretical perspectives about communication and develops practical skills in a number of written, oral and organisational communication genres, particularly those relevant to college and university study, and employment as a healthcare professional. The knowledge and skills presented in this course will underpin students' further work, both in their tertiary studies and in their careers as healthcare professionals. Specifically, this course assists students to develop the writing and speaking skills that underpin interpersonal communication and that are appropriate to and transferable between the college and university and healthcare settings. Students will gain an understanding of the values and norms of academic and professional communication while also developing confidence in their practical ability to communicate orally and in writing.

Assumed Knowledge

There is no assumed knowledge for this course

1.2 Teaching Team

Your lecturer/tutor can be contacted via the email system on the portal.

Name	Email
Susan Lawrence	Susan.Lawrence@staff.griffithcollege.edu.au
Kelly Latty	kela@portal.griffithcollege.edu.au

1.3 Staff Consultation

Your lecturer/tutor is available each week for consultation outside of normal class times. Times that your lecturer/tutor will be available for consultation will be found on the Moodle Course Site.

1.4 Timetable

Your timetable is available on the Griffith College Portal at Class Timetable in Student and Services.

1.5 Technical Specifications

All students must have access to a computer or suitable mobile device.

2. Aims, Outcomes & Generic Skills

2.1 Course Aims

The aim of this course is to enable students to review nomenclature used in specific health contexts and explore models and styles of communication and healthcare discourses. Core concepts such as communication processes, written communication skills, active listening, empathy, questioning and interviewing are introduced. Both interpersonal and intercultural communication skills are central to this course as both are required for the provision of quality care to clients, families, and communities.



2.2 Learning Outcomes

After successfully completing this course you should be able to:

1. Conceptualise elements of effective personal, professional and cultural communication skills which promote safe, caring, quality nursing care
2. Demonstrate skills necessary for effective communication in the academic environment.
3. Outline factors that support or hinder effective communication in healthcare settings.



2.3 Generic Skills and Capabilities

For further details on the Generic Skills please refer to the [Graduate Generic Skills and Capabilities policy](#).

Griffith College aims to develop graduates who have an open and critical approach to learning and a capacity for lifelong learning. Through engagement in their studies, students are provided with opportunities to begin the development of these and other generic skills.

Studies in this course will give you opportunities to begin to develop the following skills:

Generic Skills and Capabilities		Taught	Practised	Assessed
Acquisition of discipline knowledge and skills with critical judgement		✓	✓	✓
Communication and collaboration		✓	✓	✓
Self-directed and active learning			✓	✓
Creative and future thinking		✓	✓	✓
Social responsibility and ethical awareness		✓	✓	
Cultural competence and awareness in a culturally diverse environment		✓	✓	✓



3. Learning Resources

3.1 Required Learning Resources

There is no designated text for 1806NRS

Digitised readings - provided to assist students learning. These may be accessed directly from the 1806NRS course website on MyStudy

3.2 Recommended Learning Resources

All recommended reading will be provided on the MyStudy site and will be updated throughout the trimester. There will be access to online resources, web links and interactive learning materials.

Recommended Texts:

- Medical Dictionary
- Jarvis, C., Forbes, H., & Watt, E. (2016). Jarvis's physical examination and health assessment (2e). Chatswood, Australia: Elsevier. Chapters 5 and 6.
- Stein-Parbury, J. (2017). Patient and Person: interpersonal skills in nursing. (6th Ed). Churchill Livingstone, Australia: Elsevier. eBook ISBN: 9780729586290

3.3 College Support Services and Learning Resources

The College provides many facilities and support services to assist students in their studies. Links to information about College support resources that are available to students are included below for easy reference.

[Digital Library](#) – Databases to which Griffith College students have access to through the Griffith Library Databases.

MyStudy – there is a dedicated website for this course via MyStudy on the Griffith College Portal.

Academic Integrity - Griffith College is committed to ensuring academic integrity is understood and maintained by all staff and students. All students learn about academic integrity through engagement with the weighted Epigeum modules within the suite of Academic and Professional Studies courses.

Services and Support provides a range of services to support students throughout their studies including academic advice and assignment help from Student Learning Advisors, and personal and welfare support from Student Counsellors.

[Jobs and Employment](#) in the Student Hub can assist students with career direction, resume and interview preparation, job search tips, and more.

[IT Support](#) provides details of accessing support, information on s numbers and internet access and computer lab rules.

3.4 Other Information about your Learning

Attendance

You are expected to actively engage in all learning experiences and learning activities which underpin the learning content in this course. You are expected to engage with the learning content and learning activities outside of timetabled class times. This requires you to be an active agent of your learning. You are expected to bring all necessary learning resources to class such as the required Workbook. In addition, you are encouraged to BYOD (bring your own device) to class such as a laptop or tablet. This is not a requirement as computer lab facilities are available on campus, however, the use of such devices in the classroom is encouraged with appropriate and considerate use principles being a priority.

Preparation and Participation in Learning

In order to enhance your learning, you need to prepare before participating in the learning experiences. Absorb the learning content and complete the learning activities that are provided online before you attend the scheduled learning experiences. Make sure you complete the learning activities set each week, they are designed to support your learning. Active participation in your learning will enhance your success. Ask questions when something is unclear or when you want to bring some issue to your lecturer or tutor's attention; respond to questions to test your knowledge and engage in discussion to help yourself and others learn.

Consultation Sessions

Teachers offer extra time each week to assist students outside the classroom. This is known as 'consultation time.' You may seek assistance from your teacher on email or in person according to how the teacher has explained this to the class. Attendance during consultation time is optional but you are encouraged to use this extra help to improve your learning outcomes.

Course Learning Materials

Learning materials are made available to you in MyStudy on the Griffith College Portal. The learning materials are arranged in Modules. In each Module you will find Learning Content, Learning Experiences and Learning Activities. **Learning Content** will be engaged with prior to the scheduled **Learning Experience (your weekly class)**. This will ensure you are prepared for the scheduled Learning Experience by being aware of the content to be covered and therefore will be able to actively participate in the session. **Learning Activities** are accessed after the scheduled session for purposes of review, consolidation of learning, and preparation for the Evidence of Learning tasks (assessment) in the course. In addition, **Anytime Anywhere** learning material is provided in the course. This learning material provides support, interactive tools and directions for students who occasionally

cannot attend the weekly scheduled Learning Experience (either in person or on Zoom) perhaps due to illness or other commitments. The Anytime Anywhere learning material should also be used in conjunction with Learning Content and Learning Activities resources.

Self-Directed Learning

You will be expected to learn independently. This means you must organise and engage with the course learning content even when you are not specifically asked to do so by your lecturer or tutor. The weekly guide will be helpful to organise your learning. This involves revising the weekly course learning material and completing the learning activities. It also means you will need to find additional information to evidence your learning (assessment) beyond that given to you, and to construct your own response to a question or topic. All of this requires careful planning of your time. Expect to spend, on average, at least 10 hours per week including class time for each of your courses.

Program Progression

You are reminded that satisfactory Program Progression requires that attendance in classes is maintained at equal to or greater than 80%, and that GPA is maintained at equal to or greater than 3.5 [please see Griffith College Policy Library - [Program Progression Policy](#) - for more information].






Teacher and Course Evaluation

Your feedback is respected and valued by your lecturers and tutors. You are encouraged to provide your thoughts on the course and teaching, both positive and critical, directly to your lecturer and tutor or by completing course and lecturer evaluations via Griffith College's evaluation tool whenever these are available.



4. Learning Content, Learning Activities and Learning Experiences

4.1 Modules for Learning and Weekly Learning Content, Learning Activities and Learning Experience

	Learning Content 	Learning experiences 	Learning activities 	Evidence of learning 	Learning outcome 
Week	Module 1: Effective Communication				
1	Introduction of key concepts in communicating effectively <ul style="list-style-type: none"> <input type="checkbox"/> Building awareness of science of effective communication <input type="checkbox"/> Review study approach to course 	Lectorials incorporating debate, group work and individual activities through: <ul style="list-style-type: none"> -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities 	-Complete workbook exercises -Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions	Non-graded weekly quiz	1, 2, 3
2	Understanding differences between personal and academic reading and writing <ul style="list-style-type: none"> <input type="checkbox"/> Explore health terminology knowledge <input type="checkbox"/> Develop academic writing skills 	Lectorials incorporating debate, group work and individual activities through: <ul style="list-style-type: none"> -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities 	-Complete workbook exercises -Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions	Non-graded weekly quiz Video profile presentation-introduction of self non-graded	1, 2, 3





	<ul style="list-style-type: none"> <input type="checkbox"/> Build strengths and techniques required for presentations 			Assessment (A1) Online Quiz IPL knowledge Non grade weight	
3	<p>Understanding how to utilise scholarly evidence to support academic writing.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Introduction to APA 7th referencing <input type="checkbox"/> Develop academic reading skill <input type="checkbox"/> Academic essay construction 	<p>Lectorials incorporating debate, group work and individual activities through:</p> <ul style="list-style-type: none"> -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities 	<ul style="list-style-type: none"> -Complete workbook exercises -Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions 	Non-graded weekly quiz	2
Module 2: Therapeutic Communication Skills					
4	<p>Introduction to verbal and non-verbal communication skills Introduction to interpersonal and therapeutic communication Exploring key elements of</p> <ul style="list-style-type: none"> <input type="checkbox"/> Verbal and non-verbal communication skills <input type="checkbox"/> Active and passive listening <input type="checkbox"/> Nursing presence <input type="checkbox"/> Use of silence <input type="checkbox"/> Paraphrasing and summarising 	<p>Lectorials incorporating debate, group work and individual activities through:</p> <ul style="list-style-type: none"> -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities 	<ul style="list-style-type: none"> -Complete workbook exercises -Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions 	<p>Non-graded weekly quiz</p> <p>Assessment (A2a) Essay Plan- Part 1 Grade 10% (300 words)</p>	1,2, 3
5	<p>Professional Boundaries in Healthcare Exploring:</p> <ul style="list-style-type: none"> <input type="checkbox"/> boundary crossing and violations <input type="checkbox"/> barriers to effective communication <input type="checkbox"/> verbal and nonverbal communication skills 	<p>Lectorials incorporating debate, group work and individual activities through:</p> <ul style="list-style-type: none"> -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities 	<ul style="list-style-type: none"> -Complete workbook exercises -Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions 	Non-graded weekly quiz	1, 3
6	<p>Cultural considerations and the impact on therapeutic communication Explore:</p> <ul style="list-style-type: none"> <input type="checkbox"/> positive components of therapeutic communication <input type="checkbox"/> interviewing and history taking 	<p>Lectorials incorporating debate, group work and individual activities through:</p> <ul style="list-style-type: none"> -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities 	<ul style="list-style-type: none"> -Complete workbook exercises -Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions 	<p>Non-graded weekly quiz</p> <p>Assessment (A2b) Part 2 Effective Communication Essay (1200 words) Grade: 40%</p>	1, 3
Module 3: Communicating effectively in professional and organisational contexts					
7	Challenges to effective communication in organisational contexts	Lectorials incorporating debate, group work and	-Complete workbook exercises	Non-graded weekly quiz	1, 3

	Exploring □ challenges to communication	individual activities through: -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities	-Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions	A3 Allocated Group Oral Presentation Grade 35%	
8	Communication for Safety and Quality Exploring □ Professional documentation □ Nursing Process □ Clinical handover □ interviewing and history taking	Lectorials incorporating debate, group work and individual activities through: -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities	-Complete workbook exercises -Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions	Non-graded weekly quiz A3 Allocated Group Oral Presentation Grade 35%	1
9	Communicating effectively in professional and organisational contexts □ build on processes for inter-professional communication	Lectorials incorporating debate, group work and individual activities through: -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities	-Complete workbook exercises -Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions	Non-graded weekly quiz A3 Allocated Group Oral Presentation Grade 35%	1
10	Course Revision □ Introduction to Auslan Conversation's	Lectorials incorporating debate, group work and individual activities through: -Presentations -Polling quizzes -Completing the electronic lectorial workbook activities	-Complete workbook exercises -Watch the talk series, additional videos and resources (incl. the course textbook) -Complete Review Questions	A3 Allocated Group Oral Presentation Grade 35%	1



5. Evidence of Learning (Assessment Plan)

5.1 Evidence of Learning Summary

	 Evidence of learning	 Weighting	 Learning outcome	 Due Date
1	Online quiz IPL Quiz (A1)	non-graded 0%	1	Week 2 TBA in a Scheduled Lectorial
2	Assignment- Written Essay Plan (300 words) (A2a)	10%	2	Week 4 Friday at 1700
3	Assignment - Written Effective Communication Essay (1200 words) (A2b)	40%	1, 2, 3	Week 6 Friday at 1700
4	Presentation - technical or professional Oral Presentation (A3)	35%	1	Weeks 7 to 10 TBA in a Scheduled Lectorial
5	Online quiz IPL	15%	1	Week 10

	Quiz (A4)			TBA in a Scheduled Lectorial
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5.2 Evidence of Learning Task Detail

Details of assessment items will be posted on the MyStudy Student Portal by Week 1 of the Trimester.

1. Title: IPL quiz

Type: Online quiz

Learning Outcomes Assessed: 1

Due Date: Week 2. TBA Conducted in a scheduled Lectorials

Weight: 0%

The purpose of this assessment is to assess a baseline understanding of interpersonal communication processes

Details IPL Quiz will identify your knowledge of the role and responsibilities of varying health professionals that you may interact with throughout your nursing career. You are not expected to know all of this and there are no marks allocated to this assessment. This assessment is mandatory and must be submitted.

This task

- is a college based (online) activity.
- is an individual activity
- does not include a self-assessment activity
- does not have a re-attempt provision

Marking criteria:

This quiz (part 1) is online and consists of 20 multiple choice questions marked at one mark per question.

The criteria have undergone a full pre-moderation process.

Submission: Online in person according to lectorial attendance

2a. Title: Essay Plan (300 words)

Type: Assignment - Written Assignment

Learning Outcomes Assessed: 2

Due Date: Week 2 Friday at 17:00 hours

Weight: 10%

Marked out of: 10

An essay plan helps a writer to organise ideas and modified as they read, think or discuss the essay topic. It helps to create a basic outline or structure for an essay, highlighting weaknesses, clarity of ideas and is useful for students who want to discuss their structure approach to an essay with their lecturer, tutor or with an academic learning advisor.

Details: You will be required to write approximately a 300-word essay plan that addressing the topic areas required in Part 2(b) of your essay assignment.

Marking Criteria:

The essay plan will be marked against established criteria which will be published on the 1806NRS MyStudy course site. The writing must be in appropriate academic style, using correct spelling, grammar and punctuation.

This task:

- is a college based (online) activity
- is an individual activity
- does not include a self-assessment activity
- does not have a re-attempt provision

Submission: Online submission to Turnitin

2b. Title: Effective Communication Essay (1200 words)

Type: Assignment - Written Assignment

Learning Outcomes Assessed: 1, 2, 3

Due Date: Week 6, Friday at 17:00 hours

Weight: 40% **Marked out of:** 100

Nurses are a key element in a complex health care network and, as such, require outstanding communication skills. The purpose of this written assignment is to enable you to produce a short piece of writing that adheres to academic conventions and discusses the importance of effective communication in healthcare.

Details: You will be required to write a 1200-word essay that discusses the importance of effective communication in healthcare settings.

Marking Criteria:

The essay will be marked against established criteria which will be published on the 1806NRS MyStudy course site. The writing must be in appropriate academic style, using correct spelling, grammar and punctuation.

This task:

- is a college based (online) activity
- is an individual activity
- does not include a self-assessment activity
- does not have a re-attempt provision

Submission: Online submission to Turnitin

3. Title: Individual Oral Presentation

Type: Presentation - technical or professional

Learning Outcomes Assessed: 1

Due Date: Weeks 7 to 10. TBA Conducted in a scheduled Lectorials

Weight: 35%

Marked out of: 100

As a nurse you will communicate with a wide range of people in a variety of settings. The purpose of this task is for you to investigate the importance of effective communication and for you to practice your oral communication skills.

Details: You need to pair with a peer colleague to present a 8-minute oral presentation to your peers in one of your timetabled lectorials for Weeks 7-10.

Marking Criteria: The assignment description and marking criteria/rubric will be provided on the MyStudy course site within the Assessment section, subfolder Assessment 3 (A3): Paired Oral Presentation, awarding individual marks.

The presentation will be marked against established criteria which will be published on the 1806NRS MyStudy course site in advance of the date of expected presentation.

Submission: In person according to Oral presentation timetable. The assessment date/time will be arranged within a scheduled lectorials between weeks 7-10.

Submission: In person during lectorials allocated time schedules

This task

- is a college-based face to face activity
- is a paired activity, awarding individual grades
- does not include a self-assessment activity
- does not have a re-attempt provision

4. Title: IPL Quiz

Type: Online quiz

Learning Outcomes Assessed: 1

Due Date: Week 10 in scheduled lectorial times

Weight: 15%

The purpose of this assessment is to reassess baseline understanding of interpersonal communication processes following lecture instruction

Details:

In week ten (10) you will have completed an online quiz of 20 questions. The talk series and lectorials throughout the trimester will contain components of the Interprofessional Learning Module. There will also be videos available for you to view following the completion of the week two (2) online quiz. This second online quiz (A4) of 20 questions (15%) is to be completed in week ten (10). This assessment is mandatory and must be submitted.

This task:

- is a school based (online) activity
- is an individual activity
- does not include a self-assessment activity
- does not have a re-attempt provision

Marking criteria:

This is an online quiz of 20 multiple choice questions. Each question is worth 1 mark.

Submission: Online in person according to lectorial timetable schedule

5.3 Late Submission

An evidence of learning (assessment) item submitted after the due date, without an approved extension from the Course Coordinator, will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 5% of the maximum mark applicable for the assessment item, for each working day or part working day that the item is late. Evidence of learning items submitted more than five working days after the due date are awarded zero marks.

Please refer to the Griffith College website - Policy Library > [Assessment Policy](#) for guidelines and penalties for late submission.

5.4 Other Information about Evidence of Learning

Retention of Originals

You must be able to produce a copy of all work submitted if so requested. Copies should be retained until after the release of final results for the course.

Requests for extension

To apply for an extension of time for an evidence of learning task you must submit an [Application for Extension of Assignment](#) form to your teacher at least 24 hours before the date the assignment is due. Grounds for extensions are usually: serious illness, accident, disability, bereavement or other compassionate circumstances and must be able to be substantiated with relevant documentation [e.g. [Griffith College Student Medical Certificate](#)]. Please refer to the Griffith College website - [Policy Library](#) - for guidelines regarding extensions and deferred assessment.

Return of Evidence of Learning Items

1. Marks awarded for in-trimester evidence of learning tasks, except those being moderated externally with Griffith University, will be available on the Student Portal within fourteen [14] days of the due date. This does not apply to the final evidence of learning task in this course (marks for this item will be provided with the final course result).
2. Students will be advised of their final grade through the Student Portal. Students can review their final exam papers after student grades have been published. Review of final exam papers will not be permitted after the final date to enrol.
3. Marks for **all** evidence of learning tasks including the final exam (if applicable) will be recorded in the Moodle Course Site and made available to students through the Moodle Course Site.

The sum of your marks of evidence of learning tasks in this course does not necessarily imply your final grade for the course. Standard grade cut off scores can be varied for particular courses, so you need to wait for the official release of grades to be sure of your grade for this course.

6. Policies & Guidelines

Griffith College assessment-related policies can be found in the [Griffith College Policy Library](#) which include the following policies:

[Assessment Policy](#), [Special Consideration](#), [Deferred Assessment](#), [Alternate Exam Sitings](#), [Medical Certificates](#), [Academic Integrity](#), [Finalisation of Results](#), [Review of Marks](#), [Moderation of Assessment](#), [Turn-it-in Software Use](#). These policies can be accessed within the [Policy Library](#)

Academic Integrity Griffith College is committed to maintaining high academic standards to protect the value of its qualifications. Academic integrity means acting with the values of honesty, trust, fairness, respect and responsibility in learning, teaching and research. It is important for students, teachers, researchers and all staff to act in an honest way, be responsible for their actions, and show fairness in every part of their work. Academic integrity is important for an individual's and the College's reputation.

All staff and students of the College are responsible for academic integrity. As a student, you are expected to conduct your studies honestly, ethically and in accordance with accepted standards of academic conduct. Any form of academic conduct that is contrary to these standards is considered a breach of academic integrity and is unacceptable.

Some students deliberately breach academic integrity standards with intent to deceive. This conscious, pre-meditated form of cheating is considered to be one of the most serious forms of fraudulent academic behaviour, for which the College has zero tolerance and for which penalties, including exclusion from the College, will be applied.

However, Griffith College also recognises many students breach academic integrity standards without intent to deceive. In these cases, students may be required to undertake additional educational activities to remediate their behaviour and may also be provided appropriate advice by academic staff.

As you undertake your studies at Griffith College, your lecturers, tutors and academic advisors will provide you with guidance to understand and maintain academic integrity; however, it is also your responsibility to seek out guidance if and when you are unsure about appropriate academic conduct.

In the case of an allegation of a breach of academic integrity being made against a student he or she may request the guidance and support of a Griffith College Student Learning Advisor or Student Counsellor.

Please ensure that you are familiar with the Griffith College Academic Integrity Policy; this policy provides an overview of some of the behaviours that are considered breaches of academic integrity, as well as the penalties and processes involved when a breach is identified.

For further information please refer to the Griffith College website - Policy Library > [Academic Integrity Policy](#)

Reasonable Adjustments for Assessment – The Disability Services policy

The [Disability Services policy](#) (accessed within the [Policy Library](#)) outlines the principles and processes that guide the College in making reasonable adjustments to assessment for students with disabilities while maintaining academic robustness of its programs.

Risk Assessment Statement

There are no out of the ordinary risks associated with this course.

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