NURS11164 *Effective Communication in the Health Care Environment*
Term 2 - 2024

Profile information current as at 19/05/2024 09:14 am

All details in this unit profile for NURS11164 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

This unit introduces you to the important role of communication in nursing practice and strategies to effectively communicate as a nurse. You will examine types of communication strategies that are relevant to different health contexts. In particular, you will explore your own strengths in communication and how you can best use these to manage future challenges when nursing. Throughout this unit you will have the opportunity to work in small teams to explore the many different facets of communication in nursing and to build a portfolio that documents your learning and your development of skills and strategies to use in future nursing practice.

Details

Career Level: *Undergraduate*
Unit Level: *Level 1*
Credit Points: *6*
Student Contribution Band: *7*
Fraction of Full-Time Student Load: *0.125*

Pre-requisites or Co-requisites

Students need to be enrolled in CL91 or Start Unit Now in order to undertake this unit.
Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure (Higher Education Coursework)](#).

Offerings For Term 2 - 2024

- Brisbane
- Online
- Rockhampton

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

Class and Assessment Overview

Recommended Student Time Commitment

Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

Regional Campuses

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

Metropolitan Campuses

Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview

Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the University's Grades and Results Policy for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the CQUniversity Policy site.
You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the CQUniversity Policy site.

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Student feedback via emails, SUTE evaluations and coordinator observation.

Feedback

Portfolio assessment due dates created challenges such as: • Many extension requests. • Students were completing the final activities for the portfolio the same week the portfolio was due. • Students did not receive any formal feedback on written assessments until the end of the term.

Recommendation

• Due date of Assessment 2 in term 2 pushed out a week to enable students to submit on time and complete the learning activities without the pressure of submitting in the same week. • Continue to review the due dates of the written assessments post term 2 offering.

Feedback from SUTE, emails to coordinators, zoom workshops.

Feedback

Mixed feedback from students about groupwork. Some students felt that group work via distance/online was not desirable whereas other students commented that being pushed to meet other students and forming connections was a positive start to their university study.

Recommendation

• The unit is a communication unit offered to students in their first term of study. • Group work offers students the opportunity to meet fellow students, build relationships in their first term and enables the opportunity to practice skills. • Continue to review how the groups are formed.

Feedback from SUTE, emails to coordinators.

Feedback

Rockhampton based students (on-campus) who attended the face-to-face workshops, reported the scheduling and structure of the workshops frustrating as these workshops were held in weeks 1-6 which meant that workshops from week 2 were ahead of the online content.

Recommendation

• The face-to-face workshops in term 2 have been rescheduled to weekly workshops (held in weeks 1-12) and will align with the Moodle content. • Continue to revise workshop material.

Feedback from SUTE, emails to coordinators, zoom workshops.

Feedback

Weekly online zoom workshops had minimal attendance. Students who attended enjoyed connecting with coordinators and other students as well as breaking down the Moodle content and having an extra opportunity to practice the skills taught in the unit.

Recommendation

• Review online structure for future offerings to maximise student engagement.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Examine the fundamental role of communication in in nursing practice as informed by professional standards
2. Explain communication strategies that enable effective professional relationships
3. Adapt communication strategies to facilitate effective communication in one-on-one and group contexts
4. Analyse and evaluate your communication strengths and identify communication challenges you may encounter in future clinical practice.

Content in this unit incorporates a number of professional nursing requirements
Nursing and Midwifery Board of Australia (NMBA) Registered Nurse Standards for Practice
Thinks critically and analyses nursing practice
Engages in therapeutic and professional relationships
Maintains the capability for practice
Provides safe, appropriate and responsive quality nursing practice
Evaluates outcomes to inform nursing practice
Nursing and Midwifery Board of Australia Nursing Code of Conduct
Person-centred practice
Cultural practice and respectful relationships
Professional behaviour
Health and wellbeing
International Council of Nurses Code of Ethics for Nurses
Nurses and People
National Safety and Quality Health Service Standards
Partnering with consumers
Comprehensive care
Communicating for safety
Nurses and Practice
Patient Safety Competency Framework
Person-centred care
Therapeutic communication
Cultural competence
Teamwork and collaborative practice
Evidence-based practice
Preventing, minimising and responding to adverse events
Nurses and the Profession
Aged Care Quality Standards
Consumer dignity and choice
Nurses and co-workers

Alignment of Learning Outcomes, Assessment and Graduate Attributes

| | N/A Level | | Introductory Level | | Intermediate Level | | Graduate Level | | Professional Level | | Advanced Level |

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes			
	1	2	3	4
1 - Portfolio - 40%	●	●	●	●
2 - Portfolio - 60%	●	●	●	●

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes			
	1	2	3	4
1 - Communication	●	●	●	●
2 - Problem Solving				
3 - Critical Thinking	●	●	●	●
4 - Information Literacy	●	●	●	
5 - Team Work	●	●	●	●
6 - Information Technology Competence	●	●		●
7 - Cross Cultural Competence	●	●	●	●
8 - Ethical practice				
9 - Social Innovation				
10 - Aboriginal and Torres Strait Islander Cultures				

Textbooks and Resources

Information for Textbooks and Resources has not been released yet.
This information will be available on Monday 17 June 2024

Academic Integrity Statement

Information for Academic Integrity Statement has not been released yet.

This unit profile has not yet been finalised.