



**CATAPULT**

# HLTAMB012

Communicate in complex situations to support health care

## Table of Contents (Extract)

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**This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit HLTAMB012.**

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**<https://catapultlearning.com.au/product/HLTAMB012/>**

# Trainer/assessor guide

## HLTAMB012

### Communicate in complex situations to support health care

#### Welcome to this unit of study

This unit of competency describes the skills and knowledge required to effectively communicate with patients, colleagues and health providers in complex situations using verbal and non-verbal interactions. It requires workers to address these significant challenges in the context of providing a health care service.

This unit applies to pre-hospital/out-of-hospital health care workers in a range of settings where direct patient contact is involved.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

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# About this trainer/assessor guide

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## Learning resource

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The learning resource is divided into the following topics:

- » Communicate with patients and/or colleagues
- » Use effective communication techniques
- » Convey and receive information using available modes of communication
- » Promote a positive public profile

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

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## Assessment workbook

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To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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## Disclaimer

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