




## MODULE SPECIFICATION

Part 1: Information			
Module Title	Communication and Relationship Management Skills		
Module Code	UZWKF7-15-1	Level	1
For implementation from	July 2019		
UWE Credit Rating	15	ECTS Credit Rating	7.5
Faculty	Health and Applied Sciences	Field	Acute and Critical Care Adult Nursing
Department	Nursing and Midwifery		
Contributes towards	FdSc Nursing Associate		
Module type:	Standard		
Pre-requisites	None		
Excluded Combinations	None		
Co- requisites	None		
Module Entry requirements	None		

Part 2: Description
<p>On successful completion of this module, the student will be able to communicate effectively with sensitivity and compassion, and gain the ability to manage relationships with people to support the provision of high quality person-centred care. Nursing associates will develop a diverse range of communication skills and strategies to ensure that individuals, their families and carers are supported to be involved in their own care wherever appropriate (NMC 2018).</p> <p>This module will enable the student to have a better understanding of cultural awareness when caring for people to ensure that the needs, priorities, expertise and preferences of people are valued and taken into account. The nursing associate will understand reasonable adjustments for people who have special communication needs or disability. They will provide and share information promote good health and health outcomes to ensure equal access of care for all.</p> <p>The indicative content of the module will focus on the Nursing and Midwifery Council (NMC) standards (2018). Within each module in the programme, teaching and learning progressively explores the nature of care and practice, focusing on the NMC Standards of proficiency for nursing associate's platforms and annexes.</p> <ul style="list-style-type: none"> <li>• Being an accountable professional</li> <li>• Promoting health and preventing ill Health</li> <li>• Provide and monitor care</li> <li>• Working in teams</li> <li>• Improving safety and quality of care</li> <li>• Contributing to integrated care</li> </ul> <p>And two annexes.</p> <ul style="list-style-type: none"> <li>• Communication and relationship management skills</li> <li>• Procedures to be undertaken by the nursing associate</li> </ul>

<p>The module will use a variety of teaching and learning methods: Lectures, seminars, case scenarios, reflective approaches, presentations, directed and independent learning, e-learning, simulation</p>		
<b>Part 3: Assessment</b>		
<p>Communication skills across a range of settings and for people across the lifespan with a diverse range of needs is an essential part of healthcare delivery. This includes written, verbal and nonverbal, and digital communication.</p> <p><b>Formative assessment:</b> Opportunities for formative assessment will occur throughout the module, the nature of the formative assessment will be designed to facilitate students to reflect on their level of knowledge and understanding of the module content. It will also encourage students to reflect on their individual communication skills, for example review and reflection of their participation/contribution in class.</p> <p><b>Summative assessment:</b> A 15 minute presentation focusing on aspects of communication and relationship management required for clinical practice. Presenting will enable students to constructively share their knowledge of the importance of effective communication and also help them to develop their own communication competency.</p>		
% weighting between components A and B (Standard modules only)	<b>A:</b>	<b>B:</b>
<b>First Sit</b>		
<b>Component A</b> (controlled conditions) <b>Description of each element</b>	<b>Element weighting</b> <b>(as % of component)</b>	
1. 15 minute presentation	100%	
<b>Resit (further attendance at taught classes is not required)</b>		
<b>Component A</b> (controlled conditions) <b>Description of each element</b>	<b>Element weighting</b> <b>(as % of component)</b>	
1. 15 minute presentation	100%	
<b>Part 4: Teaching and Learning Methods</b>		
Learning Outcomes	<ol style="list-style-type: none"> <li>1. Discuss a range of techniques and methods that facilitate clear and effective communication</li> <li>2. Understand how to communicate complex, sensitive information through a range of appropriate techniques and strategies.</li> <li>3. Consider different methods of communication for professional practice in the context of diversity, individual choice and preferences</li> <li>4. Define therapeutic approaches utilised with service users, carers and families in relation to communication</li> <li>5. Demonstrate the ability to use appropriate presentation skills</li> </ol> <p>All learning outcomes are assessed through Component A</p>	

Key Information Sets Information (KIS)	<b>Key Information Set - Module data</b>					
	<i>Number of credits for this module</i>					15
Contact Hours	Hours to be allocated	Scheduled learning and teaching study hours	Independent study hours	Placement study hours	Allocated Hours	
	150	36	114	0	150	
Total Assessment	<b>Practical Exam: Presentation</b>					
	Total assessment of the module:					
	Written exam assessment percentage				0%	
	Coursework assessment percentage				0%	
	Practical Exam				100%	
					100%	
Reading List	<p>The student will be expected to read widely by identifying relevant material using the module handbook, library catalogue and other sources including online databases. Throughout the module students will be encouraged to identify literature relevant to academic study and the presenting of information to others. Assistance will be available through online library tutorials to enhance their research and referencing skills.</p> <p><a href="https://rl.talis.com/3/uwe/lists/B3FE1960-94FD-AAAF-AD11-11C3DBD813A0/edit">https://rl.talis.com/3/uwe/lists/B3FE1960-94FD-AAAF-AD11-11C3DBD813A0/edit</a></p>					

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First CAP Approval Date	3 July 2019			
Revision Approval Date		Version	1	<a href="#">RIA 12946</a>