



Module Specification

Communication and Relationship Management Skills

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Part 1: Information

Module title: Communication and Relationship Management Skills

Module code: UZWKF7-15-1

Level: Level 4

For implementation from: 2023-24

UWE credit rating: 15

ECTS credit rating: 7.5

College: College of Health, Science & Society

School: CHSS School of Health and Social Wellbeing

Partner institutions: None

Field: Acute and Critical Care Adult Nursing

Module type: Module

Pre-requisites: None

Excluded combinations: None

Co-requisites: None

Continuing professional development: No

Professional, statutory or regulatory body requirements: None

Part 2: Description

Overview: Not applicable

Features: Not applicable

Educational aims: 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).

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.

Outline syllabus: 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.

Being an accountable professional

Promoting health and preventing ill Health

Provide and monitor care

Working in teams

Improving safety and quality of care

Contributing to integrated care

And two annexes:

Communication and relationship management skills

Procedures to be undertaken by the nursing associate

Part 3: Teaching and learning methods

Teaching and learning methods: The module will use a variety of teaching and learning methods: Lectures, seminars, case scenarios, reflective approaches, presentations, directed and independent learning, elearning, simulation

Module Learning outcomes: On successful completion of this module students will achieve the following learning outcomes.

MO1 Discuss a range of techniques and methods that facilitate clear and effective communication.

MO2 Understand how to communicate complex, sensitive information through a range of appropriate techniques and strategies.

MO3 Consider different methods of communication for professional practice in the context of diversity, individual choice and preferences.

MO4 Define therapeutic approaches utilised with service users, carers and families in relation to communication.

MO5 Demonstrate the ability to use appropriate presentation skills.

Hours to be allocated: 150

Contact hours:

Independent study/self-guided study = 114 hours

Face-to-face learning = 36 hours

Total = 150

Reading list: The reading list for this module can be accessed at [readinglists.uwe.ac.uk](https://uwe.rl.talis.com/readinglists.uwe.ac.uk) via the following link <https://uwe.rl.talis.com/>

Part 4: Assessment

Assessment strategy: 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.

Formative assessment: 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.

Summative assessment: 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.

Assessment tasks:**Presentation (First Sit)**

Description: 15 minute presentation

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4, MO5

Presentation (Resit)

Description: 15 minute presentation

Weighting: 100 %

Final assessment: Yes

Group work: No

Learning outcomes tested: MO1, MO2, MO3, MO4, MO5

Part 5: Contributes towards

This module contributes towards the following programmes of study:

Nursing Associate {Apprenticeship-UCS} [UCS] FdSc 2023-24

Nursing Associate {Apprenticeship-UCW} [UCW] FdSc 2023-24

Nursing Associate {Apprenticeship-UWE} [Glenside] FdSc 2023-24

