



# NUTR28002 *Communication in Distance Health Care and Practice*

## Term 2 - 2022

Profile information current as at 05/07/2022 04:43 pm

All details in this unit profile for NUTR28002 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

In this unit, you will develop skills and knowledge required to communicate effectively in health care settings in the culturally and geographically diverse Australian context. You will gain knowledge of the contemporary issues in health communication including the advantages and challenges of technology (for example online, social media and digital health). You will practice communication skills and apply your understanding of effective communication to demonstrate competency in distance health care communication relevant to people from different cultural and geographical backgrounds.

### Details

Career Level: *Postgraduate*

Unit Level: *Level 8*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

### Pre-requisites or Co-requisites

Pre-requisite: Enrolment into CL88 Master of Nutrition and Dietetics

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 - 2022

- Online

### 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 Postgraduate 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

#### 1. **Written Assessment**

Weighting: 25%

#### 2. **Group Work**

Weighting: 25%

#### 3. **Practical Assessment**

Weighting: 50%

### 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](#).

## Unit Learning Outcomes

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

1. Communicate effectively with people from geographically and ethnically diverse backgrounds, including Indigenous Australians
2. Critique different technologies in distance health care communication and their application
3. Critically discuss the challenges and barriers associated with technology in distance health care and communication
4. Demonstrate practical skills in using technology effectively in distance health care communication relevant to people from a multicultural background.

Learning outcomes of this unit are linked to the following domains of the 2015 Dietitian Association of Australia's (DAA) National Competency Standards for Dietitians in Australia:

- Domain 1: Practises professionally
- Domain 4: Collaborates with clients and stakeholders

## Alignment of Learning Outcomes, Assessment and Graduate Attributes



### Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes			
	1	2	3	4
<b>1 - Written Assessment - 25%</b>		•	•	
<b>2 - Group Work - 25%</b>	•		•	
<b>3 - Practical Assessment - 50%</b>	•	•		•

### Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes			
	1	2	3	4
<b>1 - Knowledge</b>	○	○	○	○
<b>2 - Communication</b>	○	○	○	○
<b>3 - Cognitive, technical and creative skills</b>				
<b>4 - Research</b>				
<b>5 - Self-management</b>				
<b>6 - Ethical and Professional Responsibility</b>	○	○	○	○
<b>7 - Leadership</b>				

Graduate Attributes	Learning Outcomes			
	1	2	3	4
<b>8 - Aboriginal and Torres Strait Islander Cultures</b>				

## Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes							
	1	2	3	4	5	6	7	8
<b>1 - Written Assessment - 25%</b>	○	○				○		
<b>2 - Group Work - 25%</b>	○	○				○		
<b>3 - Practical Assessment - 50%</b>	○	○				○		

## Textbooks and Resources

### Textbooks

There are no required textbooks.

### IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

## Referencing Style

All submissions for this unit must use the referencing styles below:

- [American Psychological Association 7th Edition \(APA 7th edition\)](#)
- [Harvard \(author-date\)](#)

For further information, see the Assessment Tasks.

## Teaching Contacts

**Roslyn Clapperton** Unit Coordinator

[r.clapperton@cqu.edu.au](mailto:r.clapperton@cqu.edu.au)

**Saman Khalesi** Unit Coordinator

[s.khalesi@cqu.edu.au](mailto:s.khalesi@cqu.edu.au)

## Schedule

**Week 1 - 11 Jul 2022**

Module/Topic	Chapter	Events and Submissions/Topic

Principles of communication  
Online Zoom tutorial:  
Wednesday 3.00 - 5.00pm

#### Week 2 - 18 Jul 2022

Module/Topic	Chapter	Events and Submissions/Topic
Barriers to communication		Online Zoom tutorial: Wednesday 3.00 - 5.00pm

#### Week 3 - 25 Jul 2022

Module/Topic	Chapter	Events and Submissions/Topic
Impact of technology on communication		Online Zoom tutorial: Wednesday 3.00 - 5.00pm

#### Week 4 - 01 Aug 2022

Module/Topic	Chapter	Events and Submissions/Topic
Effective client communication		Online Zoom tutorial: Wednesday 3.00 - 5.00pm

#### Week 5 - 08 Aug 2022

Module/Topic	Chapter	Events and Submissions/Topic
Professional communication and teamwork		Online Zoom tutorial: Wednesday 3.00 - 5.00pm  <b>Assessment 1: Written Assessment</b> Due: Week 5 Friday (12 Aug 2022) 5:00 pm AEST

#### Vacation Week - 15 Aug 2022

Module/Topic	Chapter	Events and Submissions/Topic
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#### Week 6 - 22 Aug 2022

Module/Topic	Chapter	Events and Submissions/Topic
Multicultural Communication - First Nations People		Online Zoom tutorial: Wednesday 3.00 - 5.00pm

#### Week 7 - 29 Aug 2022

Module/Topic	Chapter	Events and Submissions/Topic
Multicultural Communication - Other cultures		Online Zoom tutorial: Wednesday 3.00 - 5.00pm

#### Week 8 - 05 Sep 2022

Module/Topic	Chapter	Events and Submissions/Topic
Nonverbal communication		Online Zoom tutorial: Wednesday 3.00 - 5.00pm

#### Week 9 - 12 Sep 2022

Module/Topic	Chapter	Events and Submissions/Topic
Communication in special populations		Online Zoom tutorial: Wednesday 3.00 - 5.00pm  <b>Assessment 2: Group Work</b> Due: Week 9 Friday (16 Sept 2022) 5:00 pm AEST

#### Week 10 - 19 Sep 2022

Module/Topic	Chapter	Events and Submissions/Topic
Communicating with challenging clients		Online Zoom tutorial: Wednesday 3.00 - 5.00pm

#### Week 11 - 26 Sep 2022

Module/Topic	Chapter	Events and Submissions/Topic
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Communication of health information in the media

Online Zoom tutorial:  
Wednesday 3.00 - 5.00pm

### Week 12 - 03 Oct 2022

Module/Topic	Chapter	Events and Submissions/Topic
Review Week		Online Zoom tutorial: Wednesday 3.00 - 5.00pm

### Review/Exam Week - 10 Oct 2022

Module/Topic	Chapter	Events and Submissions/Topic
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### Exam Week - 17 Oct 2022

Module/Topic	Chapter	Events and Submissions/Topic
		<b>Assessment 3: Practical Assessment</b> Due: Exam Week Friday (21 Oct 2022) 5:00 pm AEST

## Term Specific Information

The unit coordinator for this unit is Roslyn Clapperton.

Roslyn is based at the Rockhampton North campus, and the best way to contact Roslyn is via email: [r.clapperton@cqu.edu.au](mailto:r.clapperton@cqu.edu.au)

Roslyn has completed a Bachelor of Science (Sports and Exercise) and a Bachelor of Science (Honours) in exercise physiology. Roslyn is currently in the final stages of a PhD on skeletal muscle capillarisation in patients with peripheral arterial disease and is also an accredited exercise physiologist with clinical experience in both the private and public sector.

Although there are no prescribed textbook(s) for this unit, a collection of reading materials can be accessed via the unit. The lectures for this unit are pre-recorded and will be delivered by Roslyn and various guest lectures. These prerecorded lectures will be released progressively throughout the term on Moodle. There will be weekly online tutorials for this unit that will be facilitated through Zoom. Due to the interactive nature of these tutorials, you are encouraged to attend these live to gain the most from the tutorials. Recordings will be available to review for study purposes.

## Assessment Tasks

### 1 Assessment 1: Written Assessment

#### Assessment Type

Written Assessment

#### Task Description

Over the past few years there has been a shift in the healthcare setting towards the incorporation of technology (e.g. telehealth) to aid in communicating with people. Traditionally, people have been required to meet with a healthcare provider face-to-face, which can be challenging if they lack access to transport, are required to travel long distances, are too unwell to travel, etc. Through the use of technology, the clinician can now communicate with people without them having to attend the practice in person. With the recent pandemic, there has been an increase in clinicians using various types of technology to communicate with people.

For this assessment, you are required to choose two (2) types of health communication that utilises technology to engage with a person. You will need to research these types of communication and develop an essay that outlines the two (2) types, critically evaluates the role and application of this technology in distance health care, and discuss the challenges and barriers associated with using this type of technology.

#### Your essay (1500 words $\pm$ 10%) must include:

- An introduction that outlines the types of health communication that will be evaluated (approximately 250-300 words),
- A body section that outlines the scientific literature relating to the role, application, challenges and barriers for

each of the health communication types (each type should be discussed separately, and headings can be used for each) (approximately 500 words per type),

- A conclusion that summarises your findings and includes a statement for each health communication technology (approximately 250-300 words), and
- References (at least 10) for all scientific and non-scientific sources cited in your essay.

**Assessment Due Date**

Week 5 Friday (12 Aug 2022) 5:00 pm AEST

**Return Date to Students**

Week 7 Friday (2 Sept 2022)

**Weighting**

25%

**Minimum mark or grade**

50%

**Assessment Criteria**

A detailed description and marking rubric will be available on the unit's Moodle site.

**Referencing Style**

- [American Psychological Association 7th Edition \(APA 7th edition\)](#)
- [Harvard \(author-date\)](#)

**Submission**

Online

**Learning Outcomes Assessed**

- Critique different technologies in distance health care communication and their application
- Critically discuss the challenges and barriers associated with technology in distance health care and communication

**Graduate Attributes**

- Knowledge
- Communication
- Ethical and Professional Responsibility

## 2 Assessment 2: Group Work

**Assessment Type**

Group Work

**Task Description**

In your role as a healthcare professional, you will be potentially required to communicate with people from geographically and ethnically diverse backgrounds. Some of this communication may be face-to-face, and some will require the use of technology. It is also likely that you will be working in a team environment with other healthcare professionals as part of a multidisciplinary approach. As a healthcare professional, you must be competent in how you communicate with a variety of people and be able to problem solve any challenges that may impact communication between yourself and another person.

There are two components to this assessment: a group work component and a self-reflection component. Group allocations will occur at the end of week four (4), after census date. Students must work as a group to develop and present their case studies.

**Part A: Group presentation (80% of the mark)**

As a group, you will be required to review two (2) case studies and determine what approach could be taken for each situation. This activity will require you to work as a team to identify and address factors such as the type of person you will be communicating with, what form of communication will be used, how to be effective with your communication, what type of technology and why this type, and any associated barriers and challenges with this particular approach and technology.

As a group, you will present your two (2) case studies and associated solutions to the rest of the cohort during the Week 9 tutorial. You will be required to do a ten (10) minute presentation, which will be followed by a five (5) question and answer time. These sessions will be recorded for moderation purposes.

**Part B: Individual self reflection (20% of the mark)**

Each team member will individually prepare and submit a brief response to specific questions about the group task. The

questions for your reflective report will be available on the unit's Moodle site.

**Assessment Due Date**

Week 9 Friday (16 Sept 2022) 5:00 pm AEST

**Return Date to Students**

Week 11 Friday (30 Sept 2022)

**Weighting**

25%

**Minimum mark or grade**

50%

**Assessment Criteria**

A detailed description and marking rubric will be available on the unit's Moodle site.

**Referencing Style**

- [American Psychological Association 7th Edition \(APA 7th edition\)](#)
- [Harvard \(author-date\)](#)

**Submission**

Online Group

**Submission Instructions**

Each student must submit two documents. The first document should be a copy of the group presentation and the second should be their individual self-reflection.

**Learning Outcomes Assessed**

- Communicate effectively with people from geographically and ethnically diverse backgrounds, including Indigenous Australians
- Critically discuss the challenges and barriers associated with technology in distance health care and communication

**Graduate Attributes**

- Knowledge
- Communication
- Ethical and Professional Responsibility

### 3 Assessment 3: Practical Assessment

**Assessment Type**

Practical Assessment

**Task Description**

Throughout this course, you will explore a number of communication techniques that can be used to communicate effectively with people from geographically and ethnically diverse backgrounds. This assessment item will require you to demonstrate your ability to apply practical skills to a clinical scenario and effective use of technology to communicate.

For this assessment, each student will be assessed individually via an interactive oral. Each student will be required to select a time during the review/exam weeks to complete this assessment task. These sessions will be recorded for moderation purposes. During this assessment, each student will be provided with a case scenario and required to conduct a simulated interview. Following the simulation, students will be required to provide verbal response to additional questions provided by the marker. Further details will be provided to students via the Moodle site after the mid-semester break.

**Assessment Due Date**

Exam Week Friday (21 Oct 2022) 5:00 pm AEST

The practical assessment will be held during the review/exam week with the date and time to be confirmed closer to the time.

**Return Date to Students**

Certification of grades.

**Weighting**

50%

**Minimum mark or grade**

50%



**Assessment Criteria**

A detailed description and marking guide will be available on the unit's Moodle site.

**Referencing Style**

- [American Psychological Association 7th Edition \(APA 7th edition\)](#)
- [Harvard \(author-date\)](#)

**Submission**

No submission method provided.

**Learning Outcomes Assessed**

- Communicate effectively with people from geographically and ethnically diverse backgrounds, including Indigenous Australians
- Critique different technologies in distance health care communication and their application
- Demonstrate practical skills in using technology effectively in distance health care communication relevant to people from a multicultural background.

**Graduate Attributes**

- Knowledge
- Communication
- Ethical and Professional Responsibility

## Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the [Student Academic Integrity Policy and Procedure](#). This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

### What is a breach of academic integrity?

A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

### Why is academic integrity important?

A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

### Where can I get assistance?

For academic advice and guidance, the [Academic Learning Centre \(ALC\)](#) can support you in becoming confident in completing assessments with integrity and of high standard.

### What can you do to act with integrity?



#### Be Honest

If your assessment task is done by someone else, it would be dishonest of you to claim it as your own



#### Seek Help

If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)



#### Produce Original Work

Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem