NUTR28002 *Communication in Distance Health Care and Practice*
Term 2 - 2023

Profile information current as at 08/05/2024 05:53 am

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 or enrolment into CG93 Pre-Dietetics or Clinical Nutrition majors and completion of 120cp.
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 - 2023

- 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.

Previous Student Feedback

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

Feedback

Students found the learning materials interesting and tutorials enjoyable to participate in.

Recommendation

Continue providing a variety of communication content and include more application scenarios in the tutorials for students to engage with.

Feedback from SUTE feedback

Feedback

Some students preferred that each assessment task details be released at the start of term instead of throughout the term.

Recommendation

Provide comprehensive assessment details for all assessments earlier in term.

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

— 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 - Written Assessment - 25%		●	●	
2 - Group Work - 25%	●		●	
3 - Practical Assessment - 50%	●	●		●

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes			
	1	2	3	4
1 - Knowledge	◦	◦	◦	◦
2 - Communication	◦	◦	◦	◦
3 - Cognitive, technical and creative skills				
4 - Research				
5 - Self-management				
6 - Ethical and Professional Responsibility	◦	◦	◦	◦
7 - Leadership				
8 - Aboriginal and Torres Strait Islander Cultures				

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:

- Harvard (author-date)
- American Psychological Association 7th Edition (APA 7th edition)

For further information, see the Assessment Tasks.

Teaching Contacts

Roslyn Clapperton Unit Coordinator
r.clapperton@cqu.edu.au

Schedule

Week 1 - 10 Jul 2023

Module/Topic	Chapter	Events and Submissions/Topic
Principles of communication	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Week 2 - 17 Jul 2023

Module/Topic	Chapter	Events and Submissions/Topic
Barriers to communication	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Week 3 - 24 Jul 2023

Module/Topic	Chapter	Events and Submissions/Topic
Impact of technology on communication	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Week 4 - 31 Jul 2023

Module/Topic	Chapter	Events and Submissions/Topic
Effective client communication	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Week 5 - 07 Aug 2023

Module/Topic	Chapter	Events and Submissions/Topic
Professional communication and teamwork	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm **Assessment 1: Written Assessment** Due: Week 5 Friday (11 Aug 2023) 9:00 pm AEST

Vacation Week - 14 Aug 2023

Module/Topic	Chapter	Events and Submissions/Topic

Week 6 - 21 Aug 2023

Module/Topic	Chapter	Events and Submissions/Topic
Multicultural communication in general	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Week 7 - 28 Aug 2023

Module/Topic	Chapter	Events and Submissions/Topic
Multicultural communication with First Nations People	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Week 8 - 04 Sep 2023

Module/Topic	Chapter	Events and Submissions/Topic
Communication with nonverbal clients	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Week 9 - 11 Sep 2023

Module/Topic	Chapter	Events and Submissions/Topic
Communication in special populations	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm **Assessment 2: Group Work** Due: Week 9 Wednesday (13 Sept 2023) 12:00 pm AEST

Week 10 - 18 Sep 2023

Module/Topic	Chapter	Events and Submissions/Topic
Communicating with challenging clients	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Week 11 - 25 Sep 2023

Module/Topic	Chapter	Events and Submissions/Topic
Communication of health information in the media	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Week 12 - 02 Oct 2023

Module/Topic	Chapter	Events and Submissions/Topic
Review Week	Readings provided in the eReading lists on the Moodle site and/or links provided in the weekly tile.	Online Zoom tutorial: Wednesday 10.00 - 12.00pm

Review/Exam Week - 09 Oct 2023

Module/Topic	Chapter	Events and Submissions/Topic
		Assessment 3: Practical Assessment Due: Review/Exam Week Monday (9 Oct 2023) 11:45 pm AEST

Exam Week - 16 Oct 2023

Module/Topic	Chapter	Events and Submissions/Topic

Term Specific Information

The unit coordinator this term is Roslyn Clapperton. You can contact me using the forums on the Moodle site; through email: r.clapperton@cqu.edu.au or via telephone on (07) 4930 9603.

Unit Content:
The learning materials for each week are located within each of the weekly tiles. The following information and links will be provided each week:

- Selected weekly readings
- Pre-recorded weekly lectures and associated lecture slides
- Weekly recording of the live tutorial and associated tutorial slides
- Additional resources to support learning

The pre-recorded lectures are delivered by Roslyn Clapperton, Tom De Pauw (clinical psychologist) and Clancy Conlon (speech therapist), and will be released progressively throughout the term on the Moodle site. It is expected that students will review the weekly content, including the assigned readings and pre-recorded lectures prior to attending the tutorials.

Tutorials:
The weekly tutorial will provide students with an opportunity to ask questions. All tutorials will be delivered online using the Zoom link provided in the Virtual Classes tile on the Moodle site. All students are strongly encouraged to attend and participate in the weekly tutorials. All tutorials will be recorded to enable all students to view the content if they are unable to attend the live tutorial.

Student Communication:

- Open discussions of communication in healthcare is important when learning this content and for being able to communicate this information. It is expected that you will use reputable sources for your information, respect your fellow students, maintain a polite, respectful dialogue, and at all times communicate in the professional manner expected in the healthcare profession.

- Any NON-PERSONAL communications (e.g., questions relating to the lectures, tutorials, assessments, etc.) should be conducted via the relevant forums on the Moodle site.

- Any PERSONAL communications (e.g., personal illness, life events, etc.) should be held with the unit coordinator via email or telephone. Please ensure that all emails contain your name, contact details and unit code, as sometimes we are coordinating more than one unit at a time.

- All assessment extension requests must meet policy requirements and be made via the Assessment Extension Request link found at the top of the NUTR28002 Moodle site as part of the Support tab. Please ensure that you provide the appropriate documentation with your extension request (e.g., medical certificate, statutory declaration). If you have any questions about this process, please contact the unit coordinator for further advice.

Study Requirements:
As per Australian educational standards, you are expected to commit 150 hours of engagement to your study of this unit. A recommended breakdown of study hours is given below:

- 2-3 hours per week watching recorded lectures and revising the content through study notes.
- 2-3 hours per week attending the weekly tutorials and reflecting on your answers to the weekly study questions.
- 2-3 hours per week revising content from this week and previous weeks.
- 2-3 hours per week preparing for your assessments or studying for the online quiz and online test.

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 ± 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 (11 Aug 2023) 9:00 pm AEST

Return Date to Students
Week 6 Friday (25 Aug 2023)

Weighting
25%

Minimum mark or grade
50%

Assessment Criteria
The written assessment will be evaluated in accordance with a marking rubric/guide that will be available on the unit Moodle site.
You knowledge and understanding of the two types of communication technology that you have chosen will be assessed. Your ability to articulate the role, application, challenges and barriers for both of the health communication types, along with spelling, grammar and referencing will also be assessed.

Referencing Style

- Harvard (author-date)
- American Psychological Association 7th Edition (APA 7th edition)

Submission
Online

Submission Instructions
Submission is to be in Word format (doc. or docx.) or PDF format. Document must be double spaced to allow for feedback.

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

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 study.

Part A: Group presentation (80% of the mark)
As a group, you will be required to review the case study provided to the group and determine what communication approach could be taken for that 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 would be used and why this type, and any associated barriers and challenges with this particular approach and technology.

As a group, you will present your case study 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 Wednesday (13 Sept 2023) 12:00 pm AEST
To be conducted during the week 9 tutorial.

Return Date to Students
Week 11 Wednesday (27 Sept 2023)

Weighting
25%

Minimum mark or grade
50%

Assessment Criteria
The group assessment will be evaluated in accordance with a marking rubric/guide that will be available on the unit Moodle site.

Referencing Style

- Harvard (author-date)
- American Psychological Association 7th Edition (APA 7th edition)

Submission
Online Group

Submission Instructions
One person from the group is to submit a copy of the group presentation. All students must submit their individual self-reflection in Word format (doc. or docx.) or PDF format. Document must be double spaced to allow for feedback.

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

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 three (3) case scenarios and associated questions. Each student will have 15 minutes to develop a communication strategy for the case scenarios that addresses the questions asked. After this, students will verbally present their responses to the questions for each case study, and then respond 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
Review/Exam Week Monday (9 Oct 2023) 11:45 pm AEST
The practical assessment will be held during the review/exam week. Closer to the time of the assessment, students will be provided with a range of dates and times that they can select to complete their interactive orals.

Return Date to Students

Once all students have completed the interactive oral, the results for this assessment will be released.

Weighting
50%

Minimum mark or grade
50%

Assessment Criteria
The interactive orals will be evaluated in accordance with a marking rubric/guide that will be available on the unit Moodle site.

Referencing Style

- Harvard (author-date)
- American Psychological Association 7th Edition (APA 7th edition)

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.

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