



Course Outline (Higher Education)

School:	School of Arts
Course Title:	INTERPERSONAL COMMUNICATION FOR PROFESSIONAL PRACTICE
Course ID:	CHSUG1002
Credit Points:	15.00
Prerequisite(s):	Nil
Co-requisite(s):	Nil
Exclusion(s):	(ATSGC1363 and WELSI1003)
ASCED:	090515

Description of the Course :

A major focus of the course is the development of interpersonal communication skills for practice in small group activities. Students practice and develop their interpersonal skills in a safe, supportive atmosphere leading to the definition and discussion of basic interpersonal communication techniques which help the interviewer understand more than the words. Some of the techniques students will be able to learn, develop and practice, include; active listening, empathic communication, respect and genuineness and person-centered techniques.

Grade Scheme: Graded (HD, D, C, etc.)

Supplementary Assessment: Yes

Where supplementary assessment is available a student must have failed overall in the course but gained a final mark of 45 per cent or above and submitted all major assessment tasks..

Program Level:

Level of course in Program	AQF Level of Program					
	5	6	7	8	9	10
Introductory	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Learning Outcomes:

Knowledge:

- K1.** Explore various approaches underpinning interpersonal communication in a variety of community and human service settings.
- K2.** Examine assessment procedures, interviewing techniques and their purpose.
- K3.** Apply basic and practical knowledge of local human service agencies.
- K4.** Recognise various interpersonal techniques used in a professional context and develop the ability to utilise them in ones role as a practitioner.

Skills:

- S1.** Apply and demonstrate interpersonal and professional communication skills.
- S2.** Conduct initial assessment using intervention skills.
- S3.** Conduct an initial interview including beginning, identifying presenting issues, exploring the context, negotiating a contract for work and ending the session.
- S4.** Record data for analysis of content.
- S5.** Reflect on applied interpersonal and counselling skills.

Application of knowledge and skills:

- A1.** Apply interpersonal and communication skills in a human services setting.
- A2.** Reflect on the development of interpersonal and communication skills.

Course Content:

Topics may include:

- Introducing Interpersonal Communication:
 - What is interpersonal communication?
 - Approaches to interpersonal communication?
 - Techniques of communication: active listening, empathy and reflection on content.
- Application of Techniques:
 - Facilitation skills
 - The structure of the interview
 - Recording and initial assessment
 - Assessment of motivation, past trauma, risk and protective factors
 - Setting initial goals with a person seeking assistance.
- Reflective Practice:
 - Self-care
 - Reflecting on the techniques of assessment.

Values:

- V1.** Developing awareness of personal attitudes, feelings and responses in relation to a range of contemporary practice situations for human services
- V2.** Identifying the ethical issues that arise in forming a helpful relationship
- V3.** Respect the uniqueness of service users and their right to determine their own outcomes
- V4.** Respect other students in the class, their diversity, uniqueness and individuality and commitment to reliability as a group member.

Graduate Attributes

The Federation University FedUni graduate attributes (GA) are entrenched in the Higher Education Graduate Attributes Policy (LT1228). FedUni graduates develop these graduate attributes through their engagement in

explicit learning and teaching and assessment tasks that are embedded in all FedUni programs. Graduate attribute attainment typically follows an incremental development process mapped through program progression. **One or more graduate attributes must be evident in the specified learning outcomes and assessment for each FedUni course, and all attributes must be directly assessed in each program**

Graduate attribute and descriptor		Development and acquisition of GAs in the course			
		Learning Outcomes (KSA)	Code A. Direct B. Indirect N/A Not addressed	Assessment task (AT#)	Code A. Certain B. Likely C. Possible N/A Not likely
GA 1 Thinkers	Our graduates are curious, reflective and critical. Able to analyse the world in a way that generates valued insights, they are change makers seeking and creating new solutions.	S2, S5, A2	B, A, A	AT3	A
GA 2 Innovators	Our graduates have ideas and are able to realise their dreams. They think and act creatively to achieve and inspire positive change.	K4	A	Not applicable	Not applicable
GA 3 Citizens	Our graduates engage in socially and culturally appropriate ways to advance individual, community and global well-being. They are socially and environmentally aware, acting ethically, equitably and compassionately.	Not applicable	Not applicable	Not applicable	Not applicable
GA 4 Communicators	Our graduates create, exchange, impart and convey information, ideas, and concepts effectively. They are respectful, inclusive and empathetic towards their audience, and express thoughts, feelings and information in ways that help others to understand.	K1, K4, S1	A, B, A	AT1	A
GA 5 Leaders	Our graduates display and promote positive behaviours, and aspire to make a difference. They act with integrity, are receptive to alternatives and foster sustainable and resilient practices.	K4, S1	B, A	AT2	A

Learning Task and Assessment:

Students enrolled in CHSUG1002 Online or Flexible delivery mode and who are completing an ACWA accredited program are required to attend a 2 day compulsory on campus residential component for this course.

Learning Outcomes Assessed	Learning Tasks	Assessment Type	Weighting
K1, K2, S1, S2, S3, S4, A1	Students will complete a 20 minute first interview with a role play client using skills of interpersonal communication in an initial consultation situation	Role play	35-45%

Learning Outcomes Assessed	Learning Tasks	Assessment Type	Weighting
K3, K4, S5, A2	Research contemporary issues and approaches to interpersonal communication and their impact on engaging successfully with people in professional practice. Comment on the content and process of interpersonal communication and reading materials	Two (2) reflective journal entries	25-35%
K1, S1, S5, A1	A written assessment and case note record of a persons situation presented in an initial consultative session	A case note record of a First Interview (Part A) and Initial Assessment from a First Interview (Part B)	25-35%

Adopted Reference Style:

APA