



REFLEXOLOGY ASSOCIATION OF AUSTRALIA CERTIFICATE OF CLINICAL REFLEXOLOGY

UNIT CODE RA16 COM4A

UNIT TITLE COMMUNICATE WITH CLIENTS

DESCRIPTOR This unit covers the skills required to establish and maintain effective communication with the client throughout all interactions as practitioner and provide basic counselling as required.

Concurrent assessment and relationship with other units:

- Work within a Reflexology framework
- Perform Health Assessment
- Provide the Treatment
- Make referrals to other health professionals when appropriate

Elements	Performance Criteria
1. Establish relationship with the client	<ul style="list-style-type: none">Practice is evaluated to maintain a high standard of client serviceThe <i>special needs</i> of clients are identified and responded to<i>Effective communication</i> is used with the clientThe client is encouraged to voice queries and/or fears and these are addressed appropriately<i>Cultural and personal factors</i> are taken into consideration when consulting or interacting with clientsDiscretion and confidentiality are exercised appropriately and boundaries of confidentiality are outlined and explained to the client whenever appropriate or requiredThe <i>boundaries</i> of the practitioner / client relationship are defined and applied
2. Provide effective response to client enquiries	<ul style="list-style-type: none"><i>Relevant information</i> is presented clearly and comprehensively and in sufficient detail to meet the needs of the enquirerAppropriate <i>modes of communication</i> are selected to suit the enquiry and the purpose and context of the enquiryThe <i>enquirer's expectations</i> are identified and acknowledgedAny unresolved concerns or issues are discussed with enquirersAppointments are made for clients
3. Respond effectively to difficult or challenging behaviour	<ul style="list-style-type: none">Responses to difficult or challenging behaviour are planned and <i>managed appropriately</i>Professional integrity is maintained at all times

4. Provide basic counselling	<ul style="list-style-type: none"> • The need for <i>basic counselling</i> is determined • Basic counselling is provided to facilitate treatment when necessary • Details of care are recorded according to <i>clinic guidelines</i>
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Range of Variables

Special needs may include:

- Disability
- Communication difficulties
- Language difficulties
- Presence of children/spouse
- Need for uninterrupted privacy
- Need for communication aids

Effective Communication includes:

- Active listening
- Appropriate language
- Appropriate communication aids
- Appropriate modes of communication
- Appropriate demeanor and body language
- Appropriate tone and presentation
- Observation
- Questioning, clarifying, advising
- Providing appropriate and accurate information
- Honesty and integrity

Cultural and personal factors may include:

- Religious background
- Racial background
- Gender
- Age
- Disability
- Family or social factors

Boundaries may refer to:

- Confidentiality
- Privacy
- Respect
- Acknowledgement of individual needs
- Appropriate sexual boundaries
- Appropriate physical boundaries
- Use of enquiry only as is appropriate and necessary
- Practitioner awareness of possibilities of client transference
- Practitioner staying within area of expertise

Relevant information may include:

- Confirmation of appointment date and time
- Number, length and costs of visits
- Location directions
- Costs and payment options
- Referrals
- Medical reports
- Medication information
- Procedure and practices
- Information about the client's condition or treatment
- Information about general health and self care
- Background information about the practice
- Information about the expertise of the practitioner

Modes of communication may include:

- Verbal / Non-verbal
- Written
- Formal / informal
- Direct / indirect
- Personal / using technology
- Correspondence

Enquirer's expectations may include:

- potential for cure
- Duration of treatment
- Costs
- Availability for health fund rebates
- WorkCover eligibility
- Hours and locations of visits

Managed appropriately may include:

- Managing emotions
- Defusing anger
- Clarifying the issues
- Attending to the needs of the client
- Maintaining composure and professional attitude
- Providing support
- Seeking assistance

The need for basic counselling may include:

- To support the client
- To facilitate case taking
- To facilitate negotiation with the client
- To facilitate education of the client
- To facilitate information giving
- To assess the need for professional counselling

Basic counselling skills may include:

- Attending skills, use of body language
- Paraphrasing
- Reflecting feelings
- Open and closed questioning or probing
- Summarising
- Reframing
- Exploring options
- Normalising statements

Clinic guidelines may include:

- Guidelines and procedures
- Mission statements
- Codes of practice

Evidence Guide

Critical aspects of communication include

- Knowledge of various modes of communication appropriate to therapeutic practice
- Demonstrated ability to respond appropriately to a range of clients in a range of situations
- Demonstrated ability to respond appropriately to special needs
- Demonstrated ability to appropriately prepare and present information for a range of enquiries
- Demonstrated ability to make appointments to meet a range of client needs in accordance with established business practice
- Demonstrated ability to handle difficult situations
- Demonstrated ability to abide by organisational procedures and practices
- Demonstrated ability to assess the need for professional counselling
- Demonstrated ability to use basic counselling skills to facilitate various goals
- Demonstrated ability to elicit information
- Demonstrated communication skills including:
 - active listening
 - clear, concise and correct written and verbal communication
 - ability to pass on verbal and written messages
 - documentation and record keeping abilities
 - correct presentation of correspondence
 - ability to clarify and ascertain correct meanings from communication

- ability to establish rapport
- ability to communicate on a one-on-one and group basis
- use of correct grammar, spelling and punctuation
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- Demonstrated ability to seek assistance if necessary

Underpinning knowledge and skills

- Knowledge of principles and practices of treatment
- Knowledge of clinic policies, procedures and guidelines
- Demonstrated verbal and non-verbal communication skills
- Knowledge of legal and ethical issues relating to practitioner /client relations including privacy, confidentiality and disclosure, human rights and workrole boundaries
- Demonstrated writing skills
- Demonstrated record keeping skills
- Knowledge of basic counselling techniques
- Ability to recognise the limitations of their counselling skills
- Knowledge of basic information on counselling styles and theories
- Knowledge of basic information on human psychological development and needs
- Knowledge of basic information on human psychopathologies including personality disorders
- Knowledge of local professional counselling resources

Resource implications

Resource requirements may include:

- Role play participants
- Relevant paper based/video assessment instruments
- Appropriate assessment environment

Method of assessment

Assessment may include:

- Practical demonstration
- Simulations and role play
- Oral questioning
- Case studies and scenarios as a basis for discussion

Context of assessment

This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of work conditions. Assessment may be mostly practical and cover a range of examples to sufficiently include a range of clinical situations.