



Dementia  
Australia®

# Participant Course Guide

**Advanced Communication Skills in  
Dementia**



# Contents

|                                               |          |
|-----------------------------------------------|----------|
| <b>Getting started</b>                        | <b>3</b> |
| Where to get help                             | 3        |
| <b>About the course</b>                       | <b>4</b> |
| Topics covered in this unit                   | 4        |
| <b>Course delivery</b>                        | <b>6</b> |
| The Dementia Learning Hub                     | 6        |
| eLearning modules                             | 6        |
| Work-based learning                           | 6        |
| Webinars and tutorials                        | 6        |
| Technical requirements                        | 7        |
| Required resources                            | 7        |
| Delivery schedule                             | 7        |
| Suggested study and assessment plan           | 8        |
| <b>Assessment</b>                             | <b>9</b> |
| Assessment due dates                          | 9        |
| Assessment extension                          | 9        |
| Rights and responsibilities around assessment | 9        |
| Referencing guidelines                        | 10       |
| Tips for answering assessment questions       | 10       |

# Getting started

This document will provide you with everything you need to know, to complete this course. It's divided into three sections:

**Section 1** – About the course

**Section 2** – Course delivery

**Section 3** – Assessment



## Where to get help

In this guide, you'll find information on the following topics:

- reasonable adjustment
- complaints and appeal
- assessment resubmissions
- extensions and assessment results



For more information, we encourage you to contact your facilitator.

# About the course

The Advanced Communication Skills in Dementia course explores how to communicate with people living with dementia and develop meaningful communication strategies. It consists of the following nationally recognised unit of competency:

- NAT10993004 Optimise communication for people living with dementia

## Topics covered in this unit

You will gain knowledge in:

- fundamental processes of communication to enable recognition of dementia-related symptoms
- communication principles, strategies, and techniques
- potential impact on the communication process barriers to communication including personal
- characteristics, environment, childhood, co-morbid conditions;
- legal, ethical, and organisational requirements relating to communication and disclosure of information
- changed behaviour as a form of communication
- therapeutic communication approaches
- conflict resolution strategies for implementation when communicating with people living with dementia
- communication that supports person-centred care, wellbeing, and quality of life
- distress and agitation as an expression of pain or unmet need
- potential impact of the environment; built, social and emotional, in communication
- assistive technologies used to enhance communication for people living with dementia
- the Dementia Australia Language Guidelines.

The course aims to build clinical practice skills to:

- establish communication needs



- implement communication strategies
- review communication strategies
- use effective verbal and written communication to reduce the impact of stigma, in accordance with Dementia Australia Language guidelines
- applied cultural and ethical sensitivities to individual needs.

# Course delivery

This course uses webinars, self-directed eLearning, and work-based learning to ensure you can build the skills and knowledge needed to meet the course learning objectives.

## The Dementia Learning Hub

The eLearning component of this course is delivered through the [Dementia Learning Hub](#). In the Hub, you'll find a range of evidence-based practice information, including eLearning content, videos, and other resources. It's also the place where as a participant, you can engage in online discussion, upload your assessment tasks, and find additional information related to your enrolment. You'll also be able to gain access to Dementia Australia's online library.

## eLearning modules

Each unit of competence hosted in the Hub has its own modules and resources. All eLearning content has been broken up into bite-sized learning modules, to allow you to move through the content at your own pace. Each module takes between one to two hours to complete.

## Work-based learning

To apply learning to a real work environment, this accredited course requires you to complete some tasks in your workplace.

## Webinars and tutorials

Our course has been designed to provide you with an opportunity to discuss the content with your peers, and apply your learning in the workplace.

While not mandatory, you have the opportunity to attend two 60 minute webinars hosted by your facilitator. Each webinar explores key concepts from the eLearning content, will provide you with opportunities to think critically, solve problems, and apply learnings to the workplace.

You can access the webinar link via the Hub or through the welcome email.

## Technical requirements

To complete this course, you'll need access to:

- a computer or laptop with a webcam
- the internet
- the latest version of chrome
- Microsoft Teams
- the [Dementia Learning Hub](#)
- the free version of [Adobe Reader](#)

## Required resources

To complete this course, you'll need:

- access to the Units of Competence
- access to the eLearning content
- a copy of your assessments

These resources and more, can be found in the [Dementia Learning Hub](#).

## Delivery schedule

Here's the delivery schedule for Advanced Communication Skills in Dementia.

| Unit Code   | Unit Title                                             | Number of Weeks |
|-------------|--------------------------------------------------------|-----------------|
| NAT10993004 | Optimise communication for people living with dementia | 4               |

## Suggested study and assessment plan

Suggested study and assessment plan for participants enrolled in unit NAT10993004  
Optimise communication for people living with dementia.

| Week | Suggested study plan                                                                                                   | Expected time commitment |
|------|------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 1    | Attend Orientation Webinar                                                                                             | 1 hour                   |
|      | Complete eLearning module <ul style="list-style-type: none"> <li>Part 1: Establish communication needs</li> </ul>      | 1.5 hours                |
| 2    | Complete eLearning module <ul style="list-style-type: none"> <li>Part 2: Implement communication strategies</li> </ul> | 2 hours                  |
| 3    | Complete eLearning module <ul style="list-style-type: none"> <li>Part 3: Review communication strategies</li> </ul>    | 1.5 hours                |
|      | Attend Webinar                                                                                                         | 1 hour                   |
| 4    | Complete assessments: <ul style="list-style-type: none"> <li>Written questions</li> <li>Project</li> </ul>             | 10 hours                 |
| 6    | <b>All tasks submitted</b>                                                                                             |                          |

# Assessment

Below, you'll find helpful information to assist you in the assessments in this course. You'll receive an Assessment Booklet for each assessment, with detailed instructions about the requirements for each.

## Assessment due dates

You will be provided access to the eLearning content when the course starts.

Any activities contained within the eLearning content are not marked. You have two (2) weeks from your unit completion date to complete and submit all assessment tasks.

## Assessment extension

If you have a valid reason for not submitting an assessment task before the due date, you can request an extension by emailing your facilitator. The request must be sent before the due date. In the email, you must contain the following:

- your reason for requesting the extension
- the name of the task/s you are requesting the extension for.

Your facilitator will review your request and notify you of the decision via email within five (5) business days.

## Rights and responsibilities around assessment

The Assessment Task Booklet will provide you with detailed information on your assessments, assessment criteria, and your rights and responsibilities.

If you have special needs or support requirements, you are encouraged to contact your facilitator to discuss how you could have your learning and assessment process adjusted to ensure it is fair.

You may apply to have your previous skills and knowledge recognised against this unit of competency by following the Recognition Policy and Procedure.

Participants have up to three (3) attempts to complete each assessment



task satisfactorily. Assessors will provide detailed feedback and develop a reassessment plan to ensure you are well prepared for your second attempt. If your third attempt is unsatisfactory, you will be graded as Not Yet Satisfactory. This may result in an overall unit grade of Not Yet Competent.

You have the right to make a complaint or appeal an assessment decision. To make an appeal about an assessment decision, you must follow the process outlined in the Participant Handbook.

## Referencing guidelines

Referencing is required to acknowledge information from other sources when directly quoting that source. Dementia Australia requires participants to use American Psychological Association (APA) referencing when paraphrasing or directly quoting another person's ideas, theories, or data.

If you fail to reference another person's ideas, theories, or data you will be in breach of copyright or may be accused of plagiarism. Copying another participant's work is not permitted and may lead to disciplinary action or counselling.

If you need a refresher on APA referencing, a guide can be found on the [Dementia Learning Hub](#).

## Tips for answering assessment questions

In your assessments, you'll come across different types of questions. Each one is asking you to respond in a specific way. Use this guide to help you understand what is expected for each question type.

### General Tips

- Read carefully – check how many parts are in the questions.
- Use your own words – Show you understand the concept.
- Refer to real experiences – when the questions asks/allows.
- Write clearly – use complete sentences unless it says 'list' or 'identify'.
- Check your spelling, grammar, and overall work before submitting.

## **If the question asks you to:**

### **Describe**

Give a detailed account of something, what it is, what it looks like, how it works. In your answer:

- use clear, descriptive language.
- include features or steps.
- avoid just listing – go into detail.

### **Explain**

Make something clear by giving reasons, causes, or how something works. In your answer:

- focus on the why or how.
- break the idea down into parts.
- use examples if needed.

### **Identify**

Point out or name something specific. In your answer:

- keep it brief.
- use correct terms.
- use bullet points or short phrases or sentences.

### **List**

Write a series of items or points. In your answer:

- use bullet points or numbers.
- short phrases/sentences.
- only include what's asked.

### **Provide an example**

Give a realistic situation that shows you understand the concept. In your answer:

- use 'for example' or in a 'situation where'.
- briefly explain what happened and what you did.

## **What**

This is a general prompt asking for specific information. In your answer:

- think about what's being asked – is it a fact, a definition, or an explanation.
- keep response focused and relevant.

## **Outline**

Give a general summary or overview – main points only. In your answer:

- use short paragraphs.
- focus on key steps or concept.



**Dementia  
Australia®**

RTO ID: 2512



**[cdl@dementia.org.au](mailto:cdl@dementia.org.au)**



**1300 336 368**



**[dementialearning.org.au](http://dementialearning.org.au)**

**Office Hours:**

**Monday-Friday:** 9am - 5pm

**Saturday & Sunday:** Closed