STANDARDISED CLIENT
BACKGROUND

- Standardised patient
  - Introduced in the 1960’s
  - Medical and nursing disciplines

- Trained to simulate a specific medical condition
  - Standardisation
  - Feedback
  - Assessment

- Theory
  - Realistic patient experience
  - Reliability
  - Consistency
MOVEMENT OUTSIDE OF THE MEDICAL FIELD

- Dentistry, pharmacy, social work

- Extended to the UK and elsewhere in medical discipline

- Introduced in the legal discipline
  - Initially in the US
  - Subsequently in the UK
    - Mandatory competency
    - Key skill
IMPLEMENTATION

• Northumbria University, 4 year exempting degree
  • 4th year- Clinic, Student Law Office
  • 3rd year- preparatory module for clinic
  • 2nd year- initial exposure to interviewing

• Historic structure of the year 3 module
  • Actor
  • Live client
  • Motivation for change
    • Resources
    • Assessment
IMPLEMENTATION

- Standardised client in year 3
  - 2011/2012
    - Initial interview (formative) → Research → Advice interview (summative)
  - 2012/2013
    - Formative - Initial interview → Research Advice letter
    - Summative - Initial interview Case Note Research Advice letter

- Feedback & Assessment
  - Oral/written
  - Feedback sheet and assessment criteria
STRENGTHS

• Feedback
  • Individual
  • Client
  • Identification of trends to inform teaching

• Consistency
  • Scenario
  • Emotion

• Reliability
• Incremental method of teaching the skill
• Lower staff workload for assessing interviewing
• Student experience
WEAKNESSES

• Logistics and costs
• Human error undermining the consistency
• Workload
• Limited range of interviews can be assessed
• Becoming an informed standardised client
HOW ELSE CAN IT BE USED?

- Can be tailored to any issues
  - Any area of law
  - Ethical issues
  - Professional conduct points

- Variety
  - Interviewing scenarios
  - Mediation
  - Negotiation

- Varying degrees of complexity
  - Altered emotion- anger, upset
  - Cross discipline
CONCLUSION

- Viable and effective method of teaching interviewing skills
  - Client care
  - Establishing a professional relationship
  - Information gathering
  - Taking instructions