

Northumbria Research Link

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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