Grading rubric

Counselling Content			
Component	**Unsatisfactory**	**Satisfactory but unprofessional (Meets expectations)**	**Satisfactory and professional (Exceeds expectations)**
Introduction	No attempt at introduction	Some attempt at introduction	Clear introduction
Explains purpose of counselling session	No attempt at explaining purpose	Some attempt at explaining purpose	Clearly explains purpose
Discusses name and purpose of medicine	No attempt at discussing name and purpose of medicine	Some attempt at discussing name and purpose of medicine	Clearly discusses name and purpose of medicine
Explains dosage regimen: dose, frequency, scheduling, measuring dose, relation to meals, etc.	No attempt at explaining dosage regimen/incorrect explanation likely to harm patient	Some attempt at explaining dosage regimen/some inaccuracies unlikely to result in patient harm	Clearly and accurately explains dosage regimen
Explains how to use device *	No/inadequate attempt at explaining how to use device	Some attempt at explaining how to use device	Clearly and accurately explains how to use device
Explains what to do if a dose is missed *	No attempt at explaining what to do if dose is missed		Explains what to do if dose is missed
Explains the benefits of the medicine	No attempt at explaining benefits	Some attempt at explaining benefits	Clearly explains and emphasises benefits of the medicine
Discusses significant adverse effects *	No attempt at discussing adverse effects	Some attempt at discussing adverse effects	Clearly discusses adverse effects
Discusses and prioritises important interactions and/or precautions *	No attempt at discussing interactions and/or precautions	Some attempt at discussing interactions and/or precautions	Clearly discusses interactions and/or precautions
Discusses storage conditions and/or additional instructions (e.g. shake the bottle) *	No attempt at discussing storage conditions and/or additional instructions	Some attempt at discussing storage conditions and/or additional instructions	Clearly discusses storage conditions and/or additional instructions
Addresses patient queries/concerns (add for all cases scripted/unscripted)	Does not address queries/concerns Inaccurately addresses queries/concerns	Some attempt at addressing queries/concerns	Clearly addresses queries/concerns
Provides summary of key counselling points	No attempt at summarising key points	Some attempt at summarising key points	Clearly summarises key points
Content delivered is accurate	Inaccuracies present	Some inaccuracies present unlikely	Accurate content

	Likely to result in patient harm/therapeutic failure	to result in patient harm/ therapeutic failure	
Communication			
Component	**Unsatisfactory**	**Satisfactory but unprofessional (Meets expectations)**	**Satisfactory and professional (Exceeds expectations)**
Demonstrates empathy/ understanding	No attempt at demonstrating empathy/understanding	Some attempt	Demonstrates empathy/understanding
Appropriate non-verbal communication (stance, facial expressions, eye contact)	Any inappropriate non-verbal communication, makes patient feel uncomfortable	Some	Appropriate non-verbal communication
Chunks and checks; delivers information in manageable amounts before moving on	No attempt		demonstrates
Uses lay language		Uses jargon	Does not use jargon
Verbal communication is understood	Verbal communication is not understood	Verbal communication is mostly understood	Verbal communication is clearly understood
Counselling demonstrates structure and flow within specified timeframe	Counselling is not structured and lacks flow	Counselling is mostly structured and flows	Counselling is structured and flows
Competency	Not Yet Competent		Competent

* Case-specific component

NOTE: Any counselling resulting in patient harm or therapeutic failure will result in a fail