AUSTRALIAN
DENTAL COUNCIL

Communication marking rubric				
Action/criterion A grade is provided for each action/criterion	**Grades and grade descriptors**			
	Very good	**Satisfactory**	**Borderline**	**Unsatisfactory**
Demeanour • Presents in an approachable, respectful and professional manner • Demonstrates empathy • Non-verbal communication is appropriate (candidate's facial expression, eye-contact, posture and position) • Uses relevant pauses and avoids interruption	Comprehensive and appropriate	Appropriate but some skills may be absent	Limited and/or used in a "rote" manner	Inadequate and/or inappropriate
Use of language • Speech and explanations are clear • Language is easily understood • Minimal use of jargon • Adapts language to match patient's level of understanding				
Engagement with Patient • Actively listens throughout consultation • Understands and responds to the patient's needs, expectations, and individuality • Asks relevant and open-ended questions • Comprehends patient's conversation or clarifies if required				
Organisation of information • Ordered, logical flow of consultation • Provides information in manageable segments • Shares information through effective two-way communication • Summarises and confirms patient's understanding				
Joint decision making • Encourages patient to participate in decision making or seeks to encourage external support for decision making • Checks for and addresses all of the patient's concerns • Presents realistic options • Seeks agreement				