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

• Standardise client in year 3
  • 2011/2012
    • Initial interview (formative) → Research → Advice interview (summatiive)
  • 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 standardized 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