

## Unit 133: Support Individuals with Specific Communication Needs

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Level:	3
Unit type:	Optional
Credit value:	5
Guided learning hours:	35

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### Unit Aim

This unit covers knowledge and skills required to support individuals with specific communication needs covering use of special methods and aids to promote communication.

### Assessment requirements

This unit must be assessed in line with *Skills for Health Assessment Principles for Qualifications that Assess Occupational Competence* document. Detailed information can be found in *Annexe A* of the qualification specification.

Evidence for skills within learning outcomes 3-6 must come from real work activities.

<b>Learning outcomes</b> <b>The learner will:</b>	<b>Assessment criteria</b> <b>The learner can:</b>
1 Understand an individual's specific communication needs	1.1 Explain the importance of meeting an <b>individual's communication needs</b>
	1.2 Explain how and when to access information and support in relation to <b>communication needs</b>
	1.3 Explain how own role and practice can impact on communication with an <b>individual</b> who has specific <b>communication needs</b>
	1.4 Identify a range of communication methods and aids to support <b>individuals</b> to communicate
	1.5 Analyse features of the environment that impact on communication
	1.6 Explain reasons why an <b>individual</b> may use a form of communication that is not based on a formal language system

<b>Learning outcomes</b> <b>The learner will:</b>	<b>Assessment criteria</b> <b>The learner can:</b>
	1.7 Describe the potential effects on an <b>individual</b> of having unmet <b>communication needs</b>
	1.8 Explain how Hospital Passports can support <b>individuals</b> with specific <b>communication needs</b>
2 Understand how to support the use of communication technology and aids	2.1 Identify specialist services relating to communication technology and aids
	2.2 Describe types of support that an <b>individual</b> may need in order to use communication technology and aids
3 Be able to contribute to identifying and addressing specific communication needs of individuals	3.1 Work in partnership with the <b>individual</b> and others to identify the individual's <b>communication needs</b>
4 Be able to interact with individuals using their preferred communication method	3.2 Contribute to identifying communication methods or aids to meet the <b>individual's communication needs</b>
	4.1 Identify communication methods which can be used to interact with <b>individuals</b>
	4.2 Prepare the environment to facilitate communication
	4.3 Use agreed methods of communication to interact with the <b>individual</b>
	4.4 Monitor the <b>individual's</b> responses during and after the interaction
	4.5 Adapt own practice to improve communication with the <b>individual</b>
5 Be able to promote person-centred values when supporting effective communication between individuals and others	5.1 Support the <b>individual</b> to develop communication methods
	5.2 Promote person-centred values when supporting effective communication between <b>individuals</b> and others

<b>Learning outcomes</b> <b>The learner will:</b>	<b>Assessment criteria</b> <b>The learner can:</b>
	5.3 Provide opportunities for the <b>individual</b> to communicate with others
	5.4 Support others to be understood by the <b>individual</b>
	5.5 Support others to understand the <b>individual</b>
6 Be able to review an individual's communication needs and the support provided	6.1 Collate information in relation to an <b>individual's</b> communication and the support provided
	6.2 Contribute to evaluating the effectiveness of agreed methods of communication and support provided
	6.3 Work with others to support the continued development of communication

## Additional information about the unit

Exemplification of terms used in assessment criteria:

**Individual** refers to someone requiring care or support; it will usually mean the person or people supported by the learner.

**Communication needs** may include:

- Different language
- Hearing loss (both minor and major)
- Learning difficulties
- Finding speech difficult.

**Examples of communication techniques include:**

- Sign language
- Speed of verbal communication
- Volume of verbal communication
- Body language
- Written instead of verbal
- Listening.