

DK8N 04 (HSC369) Support individuals with specific communication needs

Elements of competence

HSC369.1	Identify specific communication needs and methods
HSC369.2	Support individuals, key people and others to communicate
HSC369.3	Observe and evaluate individual communication needs

About this Unit

For this Unit you need to work with people with specific communication needs where you will be required to support the individual and others to communicate.

Scope

The scope is here to give you guidance on possible areas to be covered in this Unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Communication cues: generally applicable to most people; specific to particular group(s); specific to an individual.

Communication methods could include: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; repetitive behaviours; other non verbal forms of communication; human and technological aids to communication.

Human aids to communication include: people who sign; people who take notes; people who "mouth"; people who speed type.

Key people include: family; friends; carers; others with whom the individual has a supportive relationship.

Your **knowledge and understanding** for this Unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (eg whether you have responsibility to support the work of others); the individuals, key people¹ and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the Unit

The values underpinning this Unit have been derived from the key purpose statement², the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of Care Unit HSC34. If you are working with adults they can be found in HSC35. To achieve this Unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.

¹ If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

² The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none"> • Simulation is NOT permitted for any part of this unit.
The following forms of evidence ARE mandatory:
<ul style="list-style-type: none"> • Direct Observation: Your assessor or an expert witness must observe you in real work activities which provide a significant amount of the performance criteria for most of the elements in this unit. For example how you ensured that the individual understood you, and what methods you used when you experienced difficulty in maintaining communication. • Reflective Account/professional discussion: These will be a description of your practice in particular situations based on working practices. For example you could explain in detail the individual's communication needs and describe how you meet these, if you use pictures/signs how you go about introducing new words or expressions to help the individual develop and gain new experiences. It is likely that this would also provide evidence for the mandatory units in the award particularly where you have demonstrated knowledge of legislation, policy, procedures and values relevant to the task.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none"> • Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice. • Expert Witness: A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts. • Witness testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or the individual. • Products: These can be reports on communication needs and processes, observational records, diary evidence of day to day practice, care plans. You need not put confidential records in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If you do include them in your portfolio they should be anonymised to ensure confidentiality.
GENERAL GUIDANCE
<ul style="list-style-type: none"> • Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. • Evidence must be provided for ALL of the performance criteria ALL of the knowledge and the parts of the scope that are relevant to your job role. • The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Care Sector. This will include the National Service Standards for your areas of work and the individuals you care for. • All evidence must relate to your own work practice.

KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Values	
1 Legal and organisational requirements on equality, diversity, discrimination and rights: (a) relating to individuals’ and key people’s language and communication preferences (b) on equal treatment for language and communication	
2 How to ensure that the individuals’ rights and preferences regarding their preferred method of communication and language are adhered to.	
3 Why the individuals’ rights and preferences are particularly important when individuals are using specific communication methods and language.	
4 How to provide active support to enable individuals and key people to communicate their needs, views and preferences using their preferred method and media of communication and language.	
5 Methods and ways of communicating that: (a) support equality and diversity (b) are effective when dealing with, and challenging discrimination when communicating with, individuals and key people and when individuals are communicating with other people	
6 How communication may alter because of the individual's personal beliefs and preferences.	
7 How cultural differences affect an individual's perception of 'normal' and 'abnormal', acceptable and unacceptable communication and how this affects the approaches you should adopt to work with individuals.	
Legislation and organisational policy and procedures	
8 Codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when working with individuals with specific communication and language needs.	

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
<p>9 Current local, national and European legislation and organisational requirements, procedures and practices for:</p> <ul style="list-style-type: none"> (a) data protection, including recording, reporting, storage, security and sharing of information (b) health and safety generally and specially when setting up and using communication equipment (c) risk assessment and management for setting up and using communication equipment (d) communicating with individuals using their preferred communication method and language (e) working with others to provide integrated services 	
<p>10 Practice and service standards relevant to your work setting and when supporting individuals with specific communication needs.</p>	
<p>11 How to access records and information on the communication and language needs and preferences of individuals and key people.</p>	
Theory and practice	
<p>12 How and where to access information and support that can inform your practice when supporting individuals with specific communication needs.</p>	
<p>13 How to access, review and evaluate information, services, equipment and support to meet specific communication and language needs generally, and for the specific individuals with whom you work.</p>	
<p>14 Government reports, inquiries and research relevant to working with people with specific language and communication needs.</p>	
<p>15 Theories relevant to the individuals with whom you work, about:</p> <ul style="list-style-type: none"> (a) communication related to working with individuals with specific communication needs (b) motivation, and how to encourage people with communication difficulties to communicate, including the use of positive reinforcement (c) particular mental and physical illnesses, conditions, disabilities, injuries and diseases and the effect these can have on the individuals' ability to communicate and to understand communication (d) how communication and language differences and difficulties can affect the identity, self-esteem and self-image of the individuals with whom you work (e) power, and how it can be used and abused when working with individuals with specific communication and language needs 	
<p>16 Factors that can affect the communication skills, abilities and development of the individuals with whom you are working and any resultant behaviour that might occur.</p>	
<p>17 Methods, equipment and aids (including human aids to communication) to support individuals to communicate.</p>	
<p>18 How to arrange the environment to maximise communication and interaction.</p>	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
19 Conflicts and dilemmas created by difficulties in communication and language in your area of work.	
20 How to work in partnership with individuals, key people and those within and outside your organisation to enable the individuals' communication and language needs to be met.	
21 The effect which an inability to use recognised forms of language can have on the behaviour and attitude of an individual.	
22 The ways in which communication can be modified and augmented for different needs and made interesting/stimulating to the individual.	
23 The meaning of 'contact' and the different forms which it may take.	
24 The appropriateness of physical contact with the individuals with whom you are working.	
25 The nature of the communication differences of people who lack social understanding and imagination.	

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HSC369.1 Identify specific communication needs and methods

Performance criteria		DO	RA	EW	Q	P	WT
		1	You identify and access information about the communication and language needs of individuals .				
2	Where information is not available, you use other strategies and sources to identify the communication and language needs of individuals.						
3	You support individuals, key people and others to identify the communication method that best meets the individuals' needs.						
4	You observe individuals' behaviour and communication cues to help you to understand the message they are communicating.						
5	You seek appropriate support when: (a) you have problems understanding and interpreting individuals' communications (b) individuals have problems understanding you						
6	You record and report on communication needs and processes within confidentiality agreements and according to legal and organisational requirements.						

HSC369.2 Support individuals, key people and others to communicate

Performance criteria		DO	RA	EW	Q	P	WT
		1	You provide active support to enable individuals to: (a) express their wishes about who they wish to communicate with, and the ways in which they wish to communicate (b) identify and overcome barriers they have when communicating with others (c) develop and use communication methods and skills that will enable them to be understood by others				
2	You provide opportunities for individuals to communicate with others.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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HSC369.2 Support individuals, key people and others to communicate (cont)

Performance criteria		DO	RA	EW	Q	P	WT
		3	You acquire, correctly set up and use, or help individuals to correctly set up and use, any specific equipment to enable them to communicate.				
4	You check that the equipment is working properly and, where there are problems, you take appropriate actions to remedy these.						
5	You access and use other specialist services and facilities, including human aids to communication , to enable individuals to communicate.						
6	You provide active support to enable individuals to communicate in new and changing situations and environments.						
7	You encourage individuals to: (a) engage with others and to respond appropriately (b) express their feelings and emotions in acceptable ways						
8	You support other people who come into contact with individuals to: (a) communicate with individuals appropriately (b) understand and respect the specific communication needs of individuals (c) understand and interpret the individuals' communications (d) use appropriate strategies and methods to be understood by the individuals						
9	You encourage people to allow sufficient time for the individuals to communicate their message, without interrupting.						

HSC369.3 Observe and evaluate individual communication needs

Performance criteria		DO	RA	EW	Q	P	WT
		1	You support individuals, key people and others to identify short, medium and long term communication needs of individuals.				
2	You examine records and reports to enable you to observe appropriately and recognise changes in the individuals' communication needs.						

DO = Direct Observation
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WT = Witness Testimony

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HSC369.3 Observe and evaluate individual communication needs (cont)

Performance criteria		DO	RA	EW	Q	P	WT
		3	You work with individuals and key people to observe and monitor any changes in the individuals' communication needs.				
4	You observe and evaluate individuals' communications when they are communicating with: (a) yourself (b) key people (c) others						
5	You seek further help, advice and support when the individual's communication needs change.						
6	You record and report changes to the communication needs of individuals within confidentiality agreements and according to legal and organisational requirements.						

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Q = Questions
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To be completed by the Candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the Assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal Verifier Feedback

To be completed by the Internal Verifier if applicable

This section only needs to be completed if the Unit is sampled by the Internal Verifier

Internal Verifier's name:

Internal Verifier's signature:

Date: