Unit Title:	**Support individuals with specific communication needs**
Unit sector reference:	HSC 3029
Level:	3
Credit value:	5
Guided learning hours:	35
Unit accreditation number:	T/601/8282

Unit purpose and aim

This unit is for those who support individuals with specific communication needs. It provides the learner with the knowledge and skills that address personal interaction and the use of special methods and aids to promote communication.

Learning Outcomes The learner will:	**Assessment Criteria** The learner can:	**Exemplification**
1 Understand specific communication needs and factors affecting them	1.1 Explain the importance of meeting an individual's communication needs 1.2 Explain how own role and practice can impact on communication with an individual who has specific communication needs 1.3 Analyse features of the environment that may help or hinder communication 1.4 Analyse reasons why an individual may use a form of communication that is not based on a formal language system 1.5 Identify a range of communication methods and **aids** to support individuals to communicate 1.6 Describe the potential effects on an **individual** of having unmet communication needs	An **individual** is someone with specific communication needs who requires care or support **Aids** may include: • Technological aids • Human aids

Learning Outcomes The learner will:	Assessment Criteria The learner can:	Exemplification
2 Be able to contribute to establishing the nature of specific communication needs of individuals and ways to address them	2.1 Work in partnership with the individual and **others** to identify the individual's specific communication needs 2.2 Contribute to identifying the communication methods or aids that will best suit the individual 2.3 Explain how and when to access information and support about identifying and addressing specific communication needs	**Others** may include: - family - advocates - specialist communication professionals - others who are important to the individual's well-being
3 Be able to interact with individuals using their preferred communication	3.1 Prepare the environment to facilitate communication 3.2 Use agreed methods of communication to interact with the individual 3.3 Monitor the individual's responses during and after the interaction to check the effectiveness of communication 3.4 Adapt own practice to improve communication with the individual	
4 Be able to promote communication between individuals and others	4.1 Support the individual to develop communication methods that will help them to understand others and be understood by them 4.2 Provide opportunities for the individual to communicate with others 4.3 Support others to understand and interpret the individual's communication 4.4 Support others to be understood by the individual by use of agreed communication methods	

Learning Outcomes The learner will:	Assessment Criteria The learner can:	Exemplification
5 Know how to support the use of communication technology and aids	5.1 Identify specialist services relating to communication technology and aids 5.2 Describe types of support that an individual may need in order to use communication technology and aids 5.3 Explain the importance of ensuring that communication equipment is correctly set up and working properly	
6 Be able to review an individual's communication needs and the support provided to address them	6.1 Collate **information** about an individual's 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 identify ways to support the continued development of communication	**Information** may include: • Observations • Records • Feedback from the individual and others

Assessment

This unit needs to be assessed in line with the Skills for Care and Development QCF Assessment principles.

This unit is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. This unit may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. This unit requires workplace assessment of occupational competence.

Assessment decisions for competence based learning outcomes (eg those beginning with 'Be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

Competence based assessment must include direct observation as the main source of evidence.

For this unit, learning outcomes 2, 3, 4 and 6 must be assessed in a real work environment.

Guidance on assessment and evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing learning programmes.

National occupational standards (NOS) mapping/signposting

This unit has been developed by Skills for Care and Development in Partnership with Awarding Organisations. It is directly relevant to the needs of employers and relates to national occupational standards developed by Skills for Care and Development.

As such, the unit may provide evidence for the following national occupational standards in health and social care developed by Skills for Care and Development:

HSC 369   HSC 370

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills standards can be viewed at http://www.qcda.gov.uk/15565.aspx

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	
Writing	✓	Interpreting		Develop, present and communicate information	

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Administrative Guide for Vocational Qualifications*' (A850).

This unit is a shared unit. It is located within the subject/sector classification system 01.3 Health and Social Care.