# Unit 4222-324 Support individuals with specific communication needs (HSC 3029)

**Level:** **3**
**Credit value:** **5**
**UAN:** **T/601/8282**

### Unit 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

There are **six** learning outcomes to this unit. The learner will:

1. Understand specific communication needs and factors affecting them
2. Be able to contribute to establishing the nature of specific communication needs of individuals and ways to address them
3. Be able to interact with individuals using their preferred communication
4. Be able to promote communication between individuals and others
5. Know how to support the use of communication technology and aids
6. Be able to review an individual's communication needs and the support provided to address them

### Guided learning hours

It is recommended that **35** hours should be allocated for this unit, although patterns of delivery are likely to vary.

### Details of the relationship between the unit and relevant national standards

This unit is linked to HSC 369 and HSC 370.

### Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Care and Development.

### Assessment

This unit must be assessed in accordance with Skills for Care and Development's QCF Assessment Principles.

Learning outcomes 2, 3, 4 and 6 must be assessed in a real work environment.

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Assessment Criteria

## Outcome 1 Understand specific communication needs and factors affecting them

The learner can:

1. explain the importance of meeting an individual's communication needs
2. explain how own role and practice can impact on communication with an individual who has specific communication needs
3. analyse features of the environment that may help or hinder communication
4. analyse reasons why an individual may use a form of communication that is not based on a formal language system
5. identify a range of communication methods and **aids** to support individuals to communicate
6. describe the potential effects on an **individual** of having unmet communication needs.

## Outcome 2 Be able to contribute to establishing the nature of specific communication needs of individuals and ways to address them

The learner can:

1. work in partnership with the individual and **others** to identify the individual's specific communication needs
2. contribute to identifying the communication methods or aids that will best suit the individual
3. explain how and when to access information and support about identifying and addressing specific communication needs.

## Outcome 3 Be able to interact with individuals using their preferred communication

The learner can:

1. prepare the environment to facilitate communication
2. use agreed methods of communication to interact with the individual
3. monitor the individual's responses during and after the interaction to check the effectiveness of communication
4. adapt own practice to improve communication with the individual.

## Outcome 4 Be able to promote communication between individuals and others

The learner can:

1. support the individual to develop communication methods that will help them to understand others and be understood by them
2. provide opportunities for the individual to communicate with others
3. support others to understand and interpret the individual's communication
4. support others to be understood by the individual by use of agreed communication methods.

## Outcome 5 Know how to support the use of communication technology and aids

The learner can:

1. identify specialist services relating to communication technology and aids
2. describe types of support that an individual may need in order to use communication technology and aids
3. explain the importance of ensuring that communication equipment is correctly set up and working properly.

## Outcome 6 Be able to review an individual's communication needs and the support provided to address them

The learner can:

1. collate **information** about an individual's communication and the support provided
2. contribute to evaluating the effectiveness of agreed methods of communication and support provided
3. work with others to identify ways to support the continued development of communication.

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## Additional guidance

- An **individual** is someone with specific communication needs who requires care or support
- **Aids** may include:
  - Technological aids
  - Human aids
- **Others** may include:
  - family
  - advocates
  - specialist communication professionals
  - others who are important to the individual's well-being
- **Information** may include:
  - Observations
  - Records
  - Feedback from the individual and others