

Unit 29/HSC 3029: Support Individuals with Specific Communication Needs

Unit code:	T/601/8282
QCF Level 3:	BTEC Specialist
Credit value:	5
Guided learning hours:	35

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 and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
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

Learning outcomes	Assessment criteria
<p>2 Be able to contribute to establishing the nature of specific communication needs of individuals and ways to address them</p>	<p>2.1 Work in partnership with the individual and others to identify the individual's specific communication needs</p> <p>2.2 Contribute to identifying the communication methods or aids that will best suit the individual</p> <p>2.3 Explain how and when to access information and support about identifying and addressing specific communication needs</p>
<p>3 Be able to interact with individuals using their preferred communication</p>	<p>3.1 Support the individual to develop communication methods that will help them to understand others and be understood by them</p> <p>3.2 Provide opportunities for the individual to communicate with others</p> <p>3.3 Support others to understand and interpret the individual's communication</p> <p>3.4 Support others to be understood by the individual by use of agreed communication methods</p>
<p>4 Be able to promote communication between individuals and others</p>	<p>4.1 Support the individual to develop communication methods that will help them to understand others and be understood by them</p> <p>4.2 Provide opportunities for the individual to communicate with others</p> <p>4.3 Support others to understand and interpret the individual's communication</p> <p>4.4 Support others to be understood by the individual by use of agreed communication methods</p>
<p>5 Know how to support the use of communication technology and aids</p>	<p>5.1 Identify specialist services relating to communication technology and aids</p> <p>5.2 Describe types of support that an individual may need in order to use communication technology and aids</p> <p>5.3 Explain the importance of ensuring that communication equipment is correctly set up and working properly</p>

Learning outcomes	Assessment criteria
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

Assessment guidance

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.**

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 form the individual and others.