

Title	Describe <u>Demonstrate knowledge of communication with people a person with a communication disability in a health or wellbeing setting in an aged care, health, or disability context</u>		
Level	2	Credits	4

Purpose	People credited with this unit standard are able to <u>demonstrate knowledge of describe</u> communication with people a person with a communication disability in <u>a health or wellbeing setting in an aged care, health, or disability context</u> .
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Classification	Health, Disability, and Aged Support > Supporting People with Disabilities
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Available grade	Achieved
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Guidance Information

1 Assessment conditions
~~Evidence for the theory components of this unit standard must be gathered in a health or wellbeing setting. (CHECK)~~

2 Assessment notes
~~Evidence generated for assessment against this standard must be in accordance with organisational policies and procedures. (CHECK)~~

Legislation and codes relevant to this unit standard include but are not limited to:
 Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
 Health and Disability Services (Safety) Act 2001;
 Health and Safety at Work Act 2015;
 Human Rights Act 1993;
 Privacy Act 1993.

2 ~~New Zealand Standards relevant to this unit standard include but are not limited to:
 NZS 8134.0:2008 Health and Disability Services Standards—Health and disability services (general) Standard;
 NZS 8134.1:2008 Health and Disability Services Standards—Health and disability services (core) Standards;
 NZS 8134.2:2008 Health and Disability Services Standards—Health and disability services (restraint minimisation and safe practice) Standards;
 NZS 8134.3:2008 Health and Disability Services Standards—Health and disability services (infection prevention and control) Standards;
 NZS 8158:2012 Home and Community Support Sector Standard; available at <http://www.standards.co.nz>; or any subsequent updates.~~

~~3—In the context of this unit standard, support should aim to maintain, improve, or restore a person's independence and/or interdependence; utilise the person's existing strengths; and—where possible—utilise the resources of the local community.~~

~~4—Definition~~

Person refers to a user of services in a health or disability setting in either a residential care facility or in a private home – the person's own home or the home of a friend, group, or family member.

Outcomes and performance criteria

Outcome 1

~~Describe~~ Demonstrate knowledge of communication with ~~people a person~~ with a communication disability in a health or wellbeing setting~~an aged care, health, or disability context~~.

Performance criteria

1.1 The features of good communication with ~~people a person~~ with a communication disability in a health or wellbeing setting~~an aged care, health, or disability context~~ are ~~described~~ identified in terms of their effectiveness for improving communication.

Range

four features;

features of good communication may include but are not limited to – active listening; acceptance; clarity of speech including pitch, tone, and volume; dealing with potential barriers to communication; empathy; respect;

~~evidence is required of a minimum of four features.~~

1.2 Modes of communication are ~~described~~ identified in terms of their effectiveness when interacting with ~~people a person~~ with a communication disability a health or wellbeing setting~~in an aged care, health, or disability context~~.

Range

modes of communication may include but are not limited to – behaviour, verbal, non-verbal, use of body language and positioning, written; communication disability must include – cognitive, functional, sensory.

1.3 Aspects of communication that may create difficulties when communicating with a person with a communication disability are ~~described~~ identified.

Range

three aspects;

aspects may include – cognition, expressive language, hearing, non-verbal language, receptive language, social communication, vision, voice.;

~~evidence is required of a minimum of three aspects.~~

1.4 Factors that impact on a person's communication are ~~identified~~described in terms of the disability of the person.

Range two factors for each of four disabilities:
disability may include but is not limited to – brain injury, dementia, hearing loss, memory loss, visual.;

~~evidence is required of two factors for each of four disabilities.~~

1.5 Communication aids are ~~described~~matched~~identified~~ in terms of their use in communicating with ~~people a person~~ who hasve a communication disability.

Range three communication aids:
communication aids may include but are not limited to – allowing response time, Braille, communication books and boards, computers, hearing aids, internet access, mobile phones, personal organisers, prompting, sign language(s);

~~evidence is required of a minimum of three communication aids.~~

Planned review date	31 December 202 6 <u>4</u>
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 January 2011	<u>31 December 2023</u> N/A
Rollover and Revision	2	24 October 2019	<u>31 December 2023</u> N/A
<u>Review</u>	<u>3</u>	<u>Xx Month 2021</u>	<u>N/A</u>

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.