

Title	Use visual strategies for communicating with Deaf and hearing impaired people		
Level	3	Credits	3

Purpose	<p>This unit standard is for people providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to describe and use visual strategies for communicating with Deaf and hearing impaired people, in a health or wellbeing setting.</p>
----------------	---

Classification	Health, Disability, and Aged Support > Sensory Support
-----------------------	--

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 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 (the Code of Rights);
 - 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 8134.3:2008 *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/>.
- 3 Definition

Health or wellbeing setting includes but is not limited to – the aged care, acute care, community support, disability, mental health, and social services sectors.

Organisational policies and procedures – policies, procedures and methodologies of an organisation. They include legislative and regulatory requirements which may apply across a company, a specific site, or a workplace. Requirements are documented in the company's health and safety plans, contract work programmes, quality assurance programmes, policies and procedural documents.

Person – a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, service user, tūroro or tangata whai ora.

- 4 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 5 The communication needs of the person being communicated with must be assessed and recorded by a qualified communications specialist.

Outcomes and performance criteria

Outcome 1

Describe visual strategies for communicating with Deaf and hearing impaired people in a health or wellbeing setting.

Performance criteria

- 1.1 The basic characteristics of New Zealand Sign Language are described in terms of what it is, who uses it and the status as a language.
- 1.2 Environmental factors that facilitate visual communication with Deaf and hearing impaired people are described.

Range	environmental factors may include but are not limited to – lighting, background visual noise, seating, positioning for individual communication, positioning for group communication; evidence is required of three environmental factors.
-------	--
- 1.3 Protocols for interpreters are described in terms of organisational policies and procedures.

Range	protocols include but are not limited to – etiquette, positioning, pacing, confidentiality.
-------	---
- 1.4 Additional visual strategies to support communication with Deaf and hearing impaired people are described in terms of organisational policies and procedures.

Range	additional visual strategies may include but are not limited to – facial expression, body language, gesture, use of pen and paper to write or draw; communication boards or books, alerting devices; evidence is required of two additional visual strategies.
-------	--

Outcome 2

Use visual strategies to communicate with Deaf and hearing impaired people in a health or wellbeing setting.

Performance criteria

2.1 Visual strategies are used to communicate with Deaf and hearing impaired people in accordance with the assessed needs of the person being communicated with.

Range visual strategies may include but are not limited to – basic New Zealand Sign Language, use of interpreter or communication support, finger-spelling, lip reading, communication boards or books, alerting devices, other visual strategies; evidence is required of two strategies.

Planned review date	31 December 2021
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 March 2008	31 December 2017
Review	2	16 April 2015	N/A
Rollover and Revision	3	24 October 2019	N/A

Consent and Moderation Requirements (CMR) reference	0024
--	------

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.