

<b>Title</b>	<b>Demonstrate knowledge of communication with a person with a communication disability in a health or wellbeing setting</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>4</b>

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

### Definition

*Person* is the individual accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of communication with a person with a communication disability in a health or wellbeing setting.

### Performance criteria

1.1 The features of good communication with a person with a communication disability in a health or wellbeing setting are identified in terms of their effectiveness for improving communication.

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

1.2 Modes of communication are identified in terms of their effectiveness when interacting with a person with a communication disability in a health or wellbeing setting.

Range modes of communication may include but are not limited to – behaviour, non-verbal, use of body language and positioning, verbal, 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 identified.

Range aspects may include – cognition, expressive language, hearing, non-verbal language, receptive language, social communication, vision, voice; evidence is required of three aspects.

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

Range 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 identified in terms of their use in communicating with a person who has a communication disability.

Range 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 three communication aids.

<b>Planned review date</b>	31 December 2026
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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	31 December 2023
Rollover and Revision	2	24 October 2019	31 December 2023
Review	3	24 March 2022	N/A

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

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**Comments on this unit standard**

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council [qualifications@toitutewaiora.nz](mailto:qualifications@toitutewaiora.nz) if you wish to suggest changes to the content of this unit standard.