

<b>Title</b>	<b>Demonstrate knowledge of the communication needs of a person impacted by hearing loss and an additional challenge</b>		
<b>Level</b>	<b>6</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	People credited with this standard are able to, for a person impacted by hearing loss: analyse how additional personal challenges may impact on the ability to manage their communication needs; explain the possible impact of different environmental settings and an additional personal challenge to manage their communication needs; and explain the communication supports needed and an additional personal challenge to manage their communication needs in various environmental settings.
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<b>Classification</b>	Health, Disability, and Aged Support > Hearing Therapy
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 The performance of all outcomes of this unit standard must comply with any relevant cultural and legislative requirements including Te Tiriti o Waitangi ([Te Tiriti o Waitangi | The Treaty of Waitangi | Te Papa](#)), and the rights and responsibilities of people receiving services or supports as outlined in the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996. ([Health and Disability Commissioner \(Code of Health and Disability Services Consumers' Rights\) Regulations 1996 \(SR 1996/78\)](#)).
- 2 Definition  
An *additional personal challenge* is having a condition, health challenge or being disabled in addition to hearing loss, such as, but not limited to – additional sensory loss or challenge, physical challenge, having a medical condition, having a mental health issue, or being cognitively challenged.

### Outcomes and performance criteria

#### Outcome 1

Analyse how additional personal challenges may impact on the ability of a person impacted by hearing loss to manage their communication needs.

**Performance criteria**

- 1.1 Sensory challenges are analysed in terms of the possible impact on the ability of a person to manage their communication needs.
- Range visual, tactile.
- 1.2 Physical challenges are analysed in terms of the possible impact on the ability of a person to manage their communication needs.
- Range may include but is not limited to – dexterity, pain, amputation, genetic condition; evidence of three is required.
- 1.3 Physical health challenges are analysed in terms of the possible impact on the ability of a person to manage their communication needs.
- Range may include but is not limited to – heart conditions, stroke, diabetes, vertigo, tumour; evidence of four is required.
- 1.4 Mental health challenges are analysed in terms of the possible impact on the ability of a person to manage their communication needs.
- Range may include but are not limited to – anxiety, depression, bipolar disorder, schizophrenia; evidence of four is required.
- 1.5 Cognitive challenges are analysed in terms of the possible impact on the ability of a person to manage their communication needs.
- Range may include but is not limited to – central auditory processing deficit (CAPD), Alzheimer's disease, dementia, Parkinson's disease, stroke, multiple sclerosis; evidence of four is required.

**Outcome 2**

Explain the possible impact of different environmental settings on the ability of a person impacted by hearing loss and an additional personal challenge to manage their communication needs.

Range environmental settings may include but are not limited to – supported living, health services, home (care providers and whānau), retailers, workplace; evidence is required for three settings.

**Performance criteria**

- 2.1 The possible impacts to a person of managing their communication needs in different environmental settings are identified in the explanation.

Range impacts may include but are not limited to – physiological, psychological, psychosocial.

**Outcome 3**

Explain the communication supports needed by a person impacted by hearing loss and an additional personal challenge to manage their communication needs in various environmental settings.

Range environmental settings may include but are not limited to – supported living, health services, home (care providers and/or whānau), retailers, workplace; evidence is required for three settings.

**Performance criteria**

- 3.1 Skills and attributes required for effective communication are identified in the explanation.

Range awareness of the impact of dual disability, empathy, willingness to support communication in a variety of modes, willingness to liaise with other professionals and service providers.

- 3.2 The identified support needs of a person are explained in terms of availability and accessibility.

Range may include but is not limited to – social interactions (activity/participation), well-being (confidence, self-esteem, and adjustment), cultural needs, safety needs, financial needs, educational needs.

<b>Planned review date</b>	31 December 2029
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	20 April 2017	31 December 2025
Review	2	26 September 2024	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 [info@toitutewaioara.nz](mailto:info@toitutewaioara.nz) if you wish to suggest changes to the content of this unit standard.