

HSC370 Support individuals to communicate using technology (Level 3)

Elements of Competence

- HSC370a** Identify technological communication needs
- HSC370b** Support individuals to communicate with others using technology
- HSC370c** Help other people to interact with the individual using technology
- HSC370d** Observe and evaluate the use of technology

About this unit

For this unit you need to work directly with people who require technology to enable them to communicate.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Communication methods could include: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; repetitive behaviours; other non verbal forms of communication; human and technological aids to communication.

Key people include: family; friends; carers; others with whom the individual has a supportive relationship.

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (e.g. whether you have responsibility to support the work of others); the individuals, key people¹ and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement², the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of care unit HSC34. If you are working with adults they can be found in HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

¹ If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

² The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Active support	Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence
Communication cues	Actions and behaviour which indicate the communicator's thoughts, feelings and help the person receiving the communication to understand the message. In terms of technological aids it might be cues that the individual wants to speak etc
Individuals	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
Key people	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Rights	The rights that individuals have to: <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger and harm• be cared for in a way they choose• access information about themselves• communicate using their preferred methods of communication and language

HSC370a Identify technological communication needs

Performance Criteria

You need to show that,

1. you seek and acquire information about types of technological aids and support that could help **individuals** to communicate
2. you enable individuals to understand the purpose and functions of different types of technology that could meet their communication needs
3. you support individuals to identify:
 - aspects of their daily living where technological communications might meet their needs
 - their needs, wishes, preferences and choice about technological assistance that would help them to communicate
4. you identify a range of options that meet:
 - the individuals' needs and preferences
 - health and safety requirements and guidelines
5. you provide active support to enable individuals to identify and communicate the system they prefer
6. you seek specialist support and advice to respond to requests for technological aids that are outside your competence to deal with

HSC370b Support individuals to communicate with others using technology

Performance Criteria

You need to show that,

1. you ensure that the selected technology is correctly installed and complies with health and safety requirements
2. you provide active support to enable individuals to:
 - learn and understand about the technology and how it works
 - use the technology
 - communicate any issues, queries or concerns they have about the use of the technology
3. you check that individuals:
 - understand how the technology should be used
 - are using the technology correctly
4. where individuals have misunderstood the purpose and use of the technology, you take appropriate action to remedy this
5. you encourage and give constructive feedback to motivate individuals to continue using the technology
6. you treat individuals with respect and dignity, and work at a pace and in a manner that best meets their needs and preferences

HSC370c Help other people to interact with the individual using technology

Performance Criteria

You need to show that,

1. you identify the communication needs of other people and support them to understand and participate in communications using technology
2. you support **key people** and **others** to understand the specific nature and outcomes of the technology when communicating with individuals
3. you work with key people and others to use appropriate methods to interpret the outcomes from the technological communications
4. where the individuals' technological communications are not easily understood and interpreted, you work with key people and others to help them to overcome any problems
5. you help key people and others to understand the individuals' messages and to respond appropriately
6. you work with key people and others to enable them to understand any **communication cues** used by the individuals using technology
7. you encourage key people and others to allow individuals the time they require to communicate using the technology

HSC370d Observe and evaluate the use of technology

Performance Criteria

You need to show that,

1. you observe and monitor the effectiveness of the technology when:
 - individuals are communicating with yourself, key people and others
 - you, key people and others are communicating with individuals
2. you seek feedback, in the individuals' preferred communication media, on the effectiveness of the technology as an aid to communication
3. you, key people and others make necessary changes to:
 - improve the use and operation of the existing technology
 - change the technology being used
4. you take appropriate and immediate action to report and deal with faulty equipment
5. you seek and acquire specialist support where the scope of the technology and/or the communication difficulties are outside your competence to deal with
6. you record and report on actions, processes and outcomes, within confidentiality agreements and according to legal and organisational requirements

Knowledge Specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in for the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements on equality, diversity, discrimination and **rights**:
 - relating to individuals' and key people's language and communication preferences
 - on equal treatment for language and communication
2. how to ensure that the individuals' rights regarding their preferred technology and communication methods and language are adhered to
3. why the individuals' rights and preferences are particularly important when individuals are using technological aids to communicate
4. how to provide active support to enable individuals and key people to communicate their needs, views and preferences using their preferred method and media of communication and language
5. methods and ways of communicating that:
 - support equality and diversity
 - are effective when dealing with, and challenging discrimination when communicating with, individuals and key people and when individuals are communicating with other people
6. how communication may alter because of individuals' personal beliefs and preferences
7. how cultural differences affect an individual's perception of 'normal' and 'abnormal', acceptable and unacceptable communication and how this affects the approaches you should adopt to work with individuals

Legislation and organisational policy and procedures

8. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when working with individuals with specific communication and language needs
9. current local, UK and European legislation and organisational requirements, procedures and practices for:
 - data protection, including recording, reporting, storage, security and sharing of information
 - health and safety generally and specifically when setting up and using communication equipment
 - risk assessment and management for setting up and using communication equipment

- supporting individuals to communicate using technology
 - working with others to provide integrated services
10. practice and service standards relevant to your work setting and when supporting individuals with specific communication needs
 11. how to access records and information on the communication and language needs and preferences of individuals and key people

Theories and practice

12. how and where to access information and support that can inform your practice when supporting individuals using technology
13. how to access, review and evaluate resources, information, services, equipment and support to meet specific communication and language needs generally, and the specific technological needs of the individuals with whom you work
14. government reports, inquiries and research relevant to working with people with individuals who need and use technology to communicate
15. theories relevant to the individuals with whom you work, about:
 - communication related to working with individuals who require technological aids to communicate
 - motivation, and how to encourage people to use and communicate with technological aids, including the use of positive reinforcement
 - particular mental and physical illnesses, conditions, disabilities, injuries and diseases and the affect these can have on the individuals' ability to communicate and to understand communication
 - how communication and language differences and difficulties can affect the identity, self-esteem and self-image of the individuals with whom you work
 - power, and how it can be used and abused when working with individuals who use technology to communicate
16. factors that can affect the communication skills, abilities and development of the individuals with whom you are working and any resultant behaviour that might occur
17. conflicts and dilemmas created by difficulties in communication and language in your area of work
18. how to work in partnership with individuals, key people and those within and outside your organisation to enable individuals' communication and language needs to be met
19. the types of technology that can be used to enable individuals to communicate
20. type and range of technological devices appropriate to support people to communicate and how they work
21. sources of further information/technological advice and when to call in specialist help
22. range of methods for finding and diagnosing faults with the technology and what action to take to remedy them
23. environmental factors that might affect the functioning and efficiency of the technology

24. how to support individuals to evaluate the effectiveness of the technology in meeting their needs and preferences