

UNIT CODE	CHCDIS014
UNIT TITLE	Assist with communication using augmentative and alternative communication methods
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to assist people with complex communication needs to communicate through effective use of Augmentative and Alternative Communication (AAC) strategies and devices.</p> <p>AAC refers to methods that replace or supplement speech to address the needs of people whose oral speech skills limit their ability to meet their participation and communication needs.</p> <p>AAC systems comprise communication aids, symbols, strategies, devices, tools and techniques and methods that may be aided or unaided.</p> <p>This unit applies to disability support work in a variety of contexts. Work performed requires a range of well developed, person-centred skills where some discretion and judgement is required and workers will take responsibility for their own outputs.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Nil
UNIT SECTOR	Disability Support

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

1. Identify the current communication needs of the person.	<p>1.1 Interpret individualised plan and familiarise self with augmentative and alternative communication (AAC) requirements of the person with disability.</p> <p>1.2 Work in collaboration with the person, family, carer or others identified by the person, to identify the person's communication needs and preferences.</p> <p>1.3 Adhere to protocols around cross-cultural communication and uphold the rights and dignity of the person.</p> <p>1.4 Document the outcomes of this process according to organisational policies and procedures.</p>
2. Identify and access AAC systems.	<p>2.1 Provide information on the AAC options that are available to address the person's communications needs.</p> <p>2.2 Consult with the person to identify their preferred AAC system.</p> <p>2.3 Consult with the person or others identified by the person, to refer them to other professionals and service providers when communication needs are beyond the scope of own job role, in consultation with supervisor.</p> <p>2.4 Work within scope of own job role to assist person to access AAC systems and seek advice from supervisor when required.</p> <p>2.5 Provide practice opportunities and information to the person to maintain consistency in their use of AAC systems.</p> <p>2.6 Identify opportunities to assist the person to increase communication vocabulary.</p> <p>2.7 Work with the person to support them to maintain contact with other AAC users or support persons.</p>
3. Identify barriers to using AAC systems.	<p>3.1 Consult with the person with disability to identify barriers to the effective use of AAC systems.</p> <p>3.2 Work with the person and others identified by the person to overcome the barriers.</p> <p>3.3 Consult with the person with disability to identify difficulties experienced when communicating and respond within scope of own job role.</p> <p>3.4 Work with the person and others identified by the person to refer difficulties outside scope of own job role to supervisor or other professionals or service providers.</p>
4. Report on success of communication strategies.	<p>4.1 Comply with organisational reporting policies and procedures to monitor success of communication strategies in consultation with the person.</p> <p>4.2 Complete, maintain and store documentation and reports according to organisational policies and procedures.</p>

FOUNDATION SKILLS	
<i>Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.</i>	
UNIT MAPPING INFORMATION	No equivalent unit.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for CHCDIS014 Assist with communication using augmentative and alternative communication methods.
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ assisted at least one person with complex communication needs to use AAC systems, including: <ul style="list-style-type: none"> ○ identifying communication needs and preferences in collaboration with the person ○ assisting the person to select and access aided or unaided AAC systems that meet their needs and preferences ○ identifying barriers to effective use of AAC by the person and implementing strategies to overcome barriers ○ completing reports and documentation according to organisational policies and procedures.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ definitions of communication and different mechanisms people use to communicate ■ how people with disabilities may communicate and how to facilitate and support their communication ■ principles and practices of AAC ■ components of AAC systems that are aided or unaided and their correct use for the person's needs and level of communication, including: <ul style="list-style-type: none"> ○ communication aids ○ symbols ○ strategies ○ devices ○ tools ○ techniques and methods for use ■ basic steps in the process for assessing an individual's needs for the use of AAC ■ causes and conditions associated with communication impairment, including stroke and acquired brain injury (ABI) ■ cross cultural communication protocols ■ roles and functions of different professionals and service providers in the implementation of AAC systems ■ work role boundaries, responsibilities and limitations ■ organisational policies and procedures for: <ul style="list-style-type: none"> ○ documenting and reporting ○ referrals.
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ASSESSMENT CONDITIONS	<p>Skills must have been demonstrated in a disability support workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.</p> <p>These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe, impractical or threatens the dignity of the person.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none">■ AAC devices■ individualised plans and any equipment outlined in the plan■ organisational policies and procedures relating to AAC■ opportunities for engagement with people with complex communication needs. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide