



Australian Government

CHCDIS004 Communicate using augmentative and alternative communication strategies

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Minimal change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to communicate with people who have complex communication needs through effective use of Augmentative and Alternative Communication (AAC) strategies and systems.

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.

AAC systems comprise communication aids, symbols, strategies, and techniques and methods that may be aided or unaided.

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.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Identify the current communication capacity and needs of the person

1.1 Work in collaboration with the person, family and/or carer and/or relevant other, to identify communication needs

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.2 Use appropriate supports to aid the person's current communication capacity

1.3 Document the outcomes of this process in line with organisation procedures

1.4 Consult with additional people including family and/or carers and/or relevant others as required

1.5 Make appropriate referrals to professionals and other service providers as required in consultation with supervisor

2. Develop effective AAC strategies

2.1 Provide information to relevant professional/s about the person with disability in relation to their likes/dislikes, daily activities and current communication needs

2.2 Develop communication strategies to meet individual needs and level of communication, considering the person's history and preferences and in consultation with relevant senior staff/professionals

2.3 Adjust available tools and programs to address individual needs and preferences

2.4 Seek advice from other staff and relevant others as required and work within scope of practice

3. Implement AAC strategy

3.1 Use different strategies and devices in AAC

3.2 Document communication support strategies in the person's individualised plan

3.3 Organise the environment to optimise communication opportunities

3.4 Reinforce communication by timely and appropriate response

3.5 Identify difficulties experienced by the person when communicating and respond to difficulties within own work role and responsibilities

3.6 Refer difficulties outside own role and responsibilities to appropriate person

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

3.7 Provide practice opportunities and information to the person to maintain consistency in their use of communication strategies and encourage contact with other users or support persons

4. Monitor, report and review communication strategies

4.1 Set up and maintain reporting and recording system to assist with monitoring and review

4.2 Review reporting and recordings to monitor success of communication strategies and make changes as required in consultation with senior staff/professionals

4.3 Identify barriers to the effective use of AAC strategies and devices

4.4 Work with other relevant people to overcome the barriers

4.5 Implement any modifications to communication strategies and devices

4.6 Identify opportunities to increase communication vocabulary

4.7 Maintain accurate written records according to established directions and within organisation protocols

Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCDIS004 Communicate using augmentative and alternative communication strategies

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- developed effective AAC strategies for at least 1 person with complex communication needs

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- definitions of communication and different mechanisms people use to communicate
- how people with disabilities may communicate and how to facilitate/support their communication
- principles and practices of AAC
- basic AAC strategies and their correct use for the person's level of communication
- 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 in the development, implementation and maintenance of AAC strategies and devices
- available range of communication aids and their correct use
- work role boundaries – responsibilities and limitations

Assessment Conditions

Skills must have been demonstrated in the disabilities workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. 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 with disability. The following conditions must be met for this unit:

- access to AAC devices
- access to individualised plans and any equipment outlined in the plan
- access to relevant organisation policies and procedures relating to AAC

The candidate must demonstrate their skills with at least 1 person with a communication disability.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/ AQTF mandatory competency requirements for assessors.

Links

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