

Title	Demonstrate knowledge of the communication needs of a person who is impacted by hearing loss and an additional challenge		
Level	6	Credits	6

Purpose	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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Classification	Health, Disability, and Aged Support > Hearing Therapy
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Available grade	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 who is 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 the 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 the 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 the 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 the 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 the 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 who is 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 explanation identifies the possible impacts of the person to manage their communication needs, in different environmental settings.

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

Outcome 3

Explain the communication supports needed by the person who is 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 The explanation identifies the skills and attributes required for effective communication.

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 the 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.

Planned review date	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	Xx July 2024	

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

Comments on this unit standard

Please contact Toitū te Waiora info@toitutewaiora.nz if you wish to suggest changes to the content of this unit standard.

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