
Overview

This standard relates to working with individuals, their carers and other members of the multi-disciplinary team where appropriate, to assist and support individuals who use Augmentative and Alternative Communication (AAC) systems. Augmentative and Alternative Communication is used here as a global term to refer to methods of communicating that supplements the ordinary methods of speech and/or handwriting. Users of this standard will need to ensure that practice reflects up to date information and policies.

**Performance
criteria**

- You must be able to:
- P1 interact and communicate with people who use AAC and relevant others in a manner that encourages their active involvement in the process, respecting their rights, dignity, wishes and beliefs
 - P2 accurately identify the type of AAC system used before contact with the individual
 - P3 ensure that all necessary resources and equipment are available to facilitate communication with the individual
 - P4 make any adjustments to the physical environment to suit the requirements of the individual using AAC
 - P5 set up and configure equipment within agreed parameters and which is appropriate for the individual's needs and requirements
 - P6 following agreed protocols and processes position the equipment to enable optimal use by the individual
 - P7 check that the equipment is clean and working appropriately for the individual, and take appropriate action if not following agreed protocols and processes
 - P8 adjust your own communication and position in relation to the individual using AAC, to facilitate optimal communication and interaction
 - P9 use trouble shooting guides and device manuals to rectify common user-orientated faults
 - P10 support and encourage the individual to communicate functionally using their equipment, in conjunction with any other mode/s of communication available to them
 - P11 explain to the individual and their carers about the safe use, transportation and maintenance of their equipment
 - P12 if appropriate, use the AAC system accurately, correctly and appropriately to communicate with the individual
 - P13 encourage and assist the individual and relevant others to support the introduction and use of the individual's communication system into their daily life
 - P14 help the individual access services and information to address their changing AAC needs

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- P15 maintain full, accurate and legible records of information collected in line with
current legislation, guidelines, policies and protocols

Knowledge and understanding

You need to know and understand:

- K1 the current national legislation, guidelines and local policies and protocols which affect your work practice
- K2 how to work effectively as a member of a multi-disciplinary team
- K3 the duty to report any acts or omissions of care that could be detrimental to yourself, other individuals or your employer
- K4 the importance of reflecting on your practice and its relationship with continuing professional development
- K5 how to communicate effectively in the appropriate manner to meet the individual's needs and preferences
- K6 the importance of giving the individual feedback and encouragement
- K7 the importance of promoting independence and autonomy
- K8 the effects of different psychological and environmental factors on the use of communications systems
- K9 the importance of keeping individuals informed of their progress
- K10 how to involve individuals who use AAC as equal partners in decision making
- K11 typical language and communication development and the range of conditions that can affect communication abilities
- K12 the role AAC systems and approaches may play in supporting communication and participation
- K13 the components of an AAC system including the signs, symbols, access method appropriate for the individual
- K14 the differences between AAC and spoken communication, and how these may impact on interaction
- K15 the range of AAC systems, strategies and techniques to support communication and participation appropriate for the individual
- K16 user orientated and other common operational problems associated with different AAC systems and how these can be rectified
- K17 how to store and transport equipment in a safe manner
- K18 the importance of positioning the equipment as well as the individual and the effect this may have on communication using AAC systems
- K19 importance of having the AAC system available for use by the individual at all

times

- K20 your role, and the role of other communication partners, in enhancing communication for the individual using AAC systems
- K21 the importance of setting personalised goals and measuring outcomes for the individual
- K22 the importance of reviewing and monitoring the individual's use of the AAC system to ensure that it continues to meet their needs and is fit for purpose
- K23 the importance of keeping full and accurate records, and how to do so

Additional information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB7 Interventions and treatments

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