

**Course Duration:**

The course is delivered over 6 hours, excluding assessment.

It can be delivered in one working day or over two half days.

Successful candidates will be awarded the T101 unit as part of CACDP Level 1 Certificate in Communication Tactics with Deaf People.

The course can also be delivered without the assessment, but with a Certificate of Attendance.

**Cost of Course:**

£500 + VAT plus £20 assessment fee for each delegate

**Venue:**

The courses can take place at either your organisation or it could be here at the Nottinghamshire Deaf Society using our excellent training facilities which are situated in a vibrant community centre in a convenient location with a friendly, welcoming service.



**Nottinghamshire  
Deaf Society**

**For further information  
please contact:**

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## **Communication Tactics**



**Bookings/Enquiries:  
0115-9700516  
[www.nottsdeaf.org.uk](http://www.nottsdeaf.org.uk)**

*For more information on this course please call us to discuss further: 0115 970 0516*

### **Why is there a need for Communication Tactics Training?**

In the course of their daily lives, Deaf people come into contact with members of the public and service providers who are unaware of the basic communication tactics that can be used to improve communication. This can lead to distress, frustration, panic and embarrassment on both sides.

The situation can be improved by developing the skills, particularly of front line staff, in the use of simple tactics to enable better communication with Deaf customers.

Communication Tactics training has been designed to address the problem.

We all develop communication skills in order to build relationships with others and to get ideas across and communication tactics level one build on this.

The need for such a course is reinforced by the implementation of

Part 3 of the Disability Discrimination Act (DDA) and as a response to hearing people wishing to acquire communication skills other than sign language.

No prior knowledge or experience is necessary.

### **Who would benefit from the course?**

- The course is aimed at hearing people who provide direct services to the public such as travel agencies, hotels, shops and other commercial sector services
- It is also designed for those in the public sector such as health and social care, housing and emergency services
- It can help students training to work in a variety of occupations involving contact with the general public

### **What would I gain from the course?**

At the end of the course the successful learner will:

- Be able to select the appropriate communication tactics for use with a Deaf or Deafblind person

- Be able to ascertain the best environmental conditions of communicating with a Deaf or Deafblind person
- Be able to use a range of tactics for communicating with Deaf and Deafblind people
- Be able to repair a breakdown in communication with a Deaf or Deafblind person

### **Course Presenter:**

The course is presented in British Sign Language with the use of an Interpreter by a Deaf CACDP Accredited Tutor/Assessor.

### **Number of Attendees:**

- 8 minimum
- 16 maximum

### **Course Programme:**

The training follows CACDP (The Council for the Advancement of Communication with Deaf People) curriculum and includes:

- Group/pair work
- Demonstration
- Lip reading
- Discussion
- Video/DVD and practical work