

Deaf/Hearing Loss Awareness Course Outline

Pre-course Qualifications

No pre course qualifications are needed.

Course Aims

1. Develop your awareness of deafness and hearing loss
 2. Improve your communication skills and confidence when speaking to colleagues and customers who are deaf or have hearing loss.
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Course Objectives

1. Identify situations in your organisation where people who are deaf or have hearing loss might face communication barriers.
 2. Identify solutions to improve accessibility
 3. Understand a range of communication methods used by people who are deaf or have hearing loss.
 4. Demonstrate a range of communication techniques with people who are deaf or have hearing loss.
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Course Duration

Half Day – 3 hours normally delivered as a morning or afternoon session

Full Day – 6 hours normally delivered between 10.00am to 5.00pm

Course Delivery

1. An experienced trainer, who is deaf or has hearing loss, will deliver the training. We will provide our trainer with a British Sign Language (BSL) interpreter, where necessary.
 2. Our trainers adopt a relaxed, friendly training style, incorporating a variety of delivery methods, such as the use of PowerPoint presentations, small group sessions, one-to-one support and question and answer sessions.
 3. All delegates receive an information pack and a certificate of attendance.
 4. This course is CPD approved and all delegates will receive 3 CPD points for the half day course and 6 CPD points for the full day.
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Course Content

- Statistics on hearing loss
- Different levels of hearing loss and correct terminology
- Causes of hearing loss
- Lipreading
- Communication tips

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- Communication barriers & solutions
- What is BSL?
- Fingerspelling

Progression Routes

Further courses are available which cover British Sign Language in more depth:

1. Start to Sign
2. BSL at Work
3. Level 1 Award in British Sign Language