

Lipspeaking

National Occupational Standards

March 2012

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Overview

This unit describes how to prepare for professional lipspeaking assignments. This involves establishing the nature of the assignment and considering whether you have the right skills. You must be able to use a range of information sources to prepare for assignments and must plan for any use of equipment. You must be fully aware of the role of the professional lipspeaker and the principles of professional practice.

In this unit, you must be able to prepare, plan and carry out assignments as well as recognise your personal level of professional competence. You understand the principles of professional practice and ethics and you are able to use information sources available to you.

This unit is for those who are working as a professional lipspeaker or who wish to achieve accreditation as a professional lipspeaker to work with deaf, deafened and/or deafblind people.

This unit should be used in conjunction with LSB02 Deliver Lipspeaking Services.

**Performance
criteria**

- You must be able to:*
- P1 Identify the domain, context, setting and purpose of the assignment.
 - P2 Identify and reject any assignment that is beyond your competence.
 - P3 Agree contract details.
 - P4 Request a briefing session and sight of documents to be used in advance of the assignment.
 - P5 Explain the principles of professional practice if unethical demands are made on you.
 - P6 Plan appropriately so that you will be able to deal with the type and complexity of the assignment.
 - P7 Prepare for any domain-specific or context-specific requirements
 - P8 Plan for any special requirements.
 - P9 Identify the likely requirements and expectations of your client, service user(s) and any other parties.
 - P10 Use relevant sources of information to prepare for the assignment.

Knowledge and understanding

You must be able to:

- K1 The process of lipspeaking.
- K2 Techniques to anticipate the type and the degree of difficulty of the assignment and the needs of the client, service user(s) and any other parties.
- K3 Clear and inclusive communication skills.
- K4 The role of the lipspeaker and the principles of professional practice.
- K5 Contract negotiation and agreement of terms.
- K6 How to research and verify general and domain- or context-specific terminology.
- K7 Sources of information to assist with assignments.

Scope/range

Domain – legal; health & social services; community; education; employment

Context – court case, medical appointment; gallery tour; seminar; job interview; meeting; presentation

Setting – small group; large group; one-to-one appointment; teleconference

Contract details - client; location; equipment; timescales; need for co-workers; insurance; payment terms; payment method

Principles of professional practice - disclosure of any information, including conflict of interest which may make you unsuitable for an assignment; deaf awareness; impartiality; integrity; professionalism; confidentiality; ethics of lipspeaking professions; ethics of other professions; respect working practices of other professions; knowledge of legal requirements

Special requirements - method(s) of communication used by deaf or deafblind person; technology or technical aids available; equipment needed; the positioning of the user(s) and lipspeaker; working with other communication professionals

Parties – service users; clients; other participants in the meeting or dialogue

Sources of information – general information; specialist information; internet; leaflets; audiovisual materials; glossaries; technical journals

Terms - timescales; payment terms; payment method; cancellation policy; professional indemnity insurance; other applicable insurance

**Scope/range
related to
performance
criteria**

Domain – legal; health & social services; community; education; employment

Context – court case, medical appointment; gallery tour; seminar; job interview; meeting; presentation

Setting – small group; large group; one-to-one appointment; teleconference

Contract details - client; location; equipment; timescales; need for co-workers; insurance; payment terms; payment method

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Special requirements – method(s) of communication used by deaf or deafblind person; technology or technical aids available; equipment needed; the positioning of the user(s) and lipspeaker; working with other communication professionals

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**Scope/range
related to
knowledge and
understanding**

Parties – service users; clients; other participants in the meeting or dialogue

Principles of professional practice - disclosure of any information, including conflict of interest which may make you unsuitable for an assignment; deaf awareness; impartiality; integrity; professionalism; confidentiality; ethics of lipspeaking professions; ethics of other professions; respect working practices of other professions; knowledge of legal requirements

Terms - timescales; payment terms; payment method; cancellation policy; professional indemnity insurance; other applicable insurance

Domain – legal; health & social services; community; education; employment

Sources of information – general information; specialist information; internet; leaflets; audiovisual materials; glossaries; technical journals

Values

Lipspeakers provide a service for deaf, deafened and/or deafblind individuals who lipread and for hearing people who wish to communicate with them. Lipspeakers should act in such a way as to support and safeguard the needs and rights of the deaf, deafened and deafblind individuals.

Behaviours

- 1 Lipspeakers should demonstrate deaf awareness when preparing for assignments. They should be aware of their own skills. They should understand when to reject assignments on the basis of knowledge or expertise.

Skills

Identifying subject matter
Identifying requirements
Negotiating contract details
Agreeing contract details in writing
Planning assignments
Using relevant source information

Glossary

Client – the person or organisation who hires a lipspeaker. This may be, but does not have to be, the same person as the service user. See also ‘service user’.

Context – the type of assignment requiring the services of a lipspeaker e.g. meeting, medical appointment, court case.

Domain - the field or area of work in which you lipspeak e.g. legal, health & social services, community or employment. This is not the same as context e.g. business meeting, medical appointment, court case.

Lipspeaker – a lipspeaker is a hearing person who has been professionally trained to speak clearly and deliver a speaker’s message in a lipreadable format to deaf, deafened and/or deafblind people, with or without voice. The lipspeaker usually does this silently by producing the shapes of words clearly, reproducing the rhythm and phrasing of the speaker, using natural gesture and facial expressions to support the message. The lipspeaker may use lipreading appropriate fingerspelling to clarify or support the message, where necessary or if requested by the service user. In certain situations, the lipspeaker may also use voice, if the service user wishes to make use of any hearing they may have.

Principles of Professional Practice - the principles of professional practice summarise the common essentials of good practice in lipspeaking. They are distilled from the codes of good practice from professional/registration bodies such as Association of Lipspeakers (ALS) and National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD). They also refer to legislative frameworks, including responsibilities

CFALSA01

Prepare for lipspeaking assignments

under the Disability and Human Rights legislation, Data Protection rules and Health & Safety legislation

Service user(s) – the person(s) who lipread and are participating in a meeting or presentation where a lipspeaker is required.

Links to other NOS

LSB02 Deliver Lipspeaking Services

LSC03 Develop your performance as a lipspeaker

LSD04 Co-work with other lipspeakers

External Links

www.lipspeaking.co.uk

www.nrcpd.org.uk

Equality Act 2010

CFALSA01

Prepare for lipspeaking assignments

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Status Original

Originating organisation Skills CFA

Original URN CFALSA01

Relevant occupations Lipspeaker

Suite Lipspeaking

Key words deafened; deaf; deafblind; lipspeaking; accepting contracts; preparing for assignments; planning for assignments; identifying subject matter

Overview

This unit describes what a lipspeaker needs to know and be able to do to carry out assignments in a range of domains and contexts.

You should be able to clearly define the role of a lipspeaker to service users and clients. You should be able to demonstrate deaf awareness in all assignments. You should be able to identify the individual requirements of an assignment and use your personal and assertiveness skills to ensure the correct conditions for lipspeaking and lipreading.

This unit is for those who are working as a professional lipspeaker or who wish to achieve accreditation as a professional lipspeaker to work with deaf, deafened and/or deafblind people.

Performance criteria

- You must be able to:*
- P1 Explain your role as a lipspeaker to all parties when you arrive at the assignment, if necessary.
 - P2 Identify the requirements and preferences of the service user(s) and any potential limits to understanding.
 - P3 Ensure the appropriate environmental conditions for the service user(s), using assertiveness skills if required.
 - P4 Attract the attention of the deaf person in an appropriate manner.
 - P5 Hear the message in full.
 - P6 Reproduce the speaker's message in a clearly lipreadable form for the service user, by producing clearly the shape of the words with the flow, rhythm and phrasing of natural speech, the stress patterns of the speaker, natural facial expression and natural gesture.
 - P7 Recognise when the speed, style of delivery or complexity of the speaker's utterance would lead to difficulty in lipreading and/or understanding and pare down where necessary, or ask the speaker to slow down if appropriate.
 - P8 Identify when a word or phrase may be unlipreadable and select the correct support strategy to overcome this.
 - P9 Use speaker indication or role shift as required, where there is more than one speaker.
 - P10 Devoice or use voice, according to the service user's individual requirements.
 - P11 Sustain accurate delivery of the message for substantial periods.
 - P12 Seek clarification of the message from the speaker, if necessary.
 - P13 Reflect the register and tone of the message.
 - P14 Work with relevant technology where required.
 - P15 Work with other communication professionals to meet the needs of service user(s) and/or client.
 - P16 Support effective communication throughout the assignment and take action if communication breaks down.

CFALSB02

Deliver lipspeaking services

P17 Conduct yourself in accordance with the principles of professional practice and your professional or registration body's code of conduct.

Knowledge and understanding

You must be able to:

- K1 The role of the lipspeaker
- K2 How to actively listen and understand the message being delivered
- K3 The roles and requirements of other communication professionals
- K4 The types and causes of deafness and deafblindness and their implications for the lipreader
- K5 How deaf people lipread and the skills that are needed by a deaf person to use a lipspeaker
- K6 How to attract the attention of the deaf person in an appropriate manner
- K7 The techniques used in lipspeaking
- K8 The processes involved in carrying out a lipspeaking task
- K9 Physical techniques to allow sustained lipspeaking performance
- K10 The working language, including its structure and grammar
- K11 Different types of register and what to do when the service user does not understand the content of the message.
- K12 Lipreading theory and practice
- K13 The limitations of lipreading and the implications for the service user and the lipspeaker
- K14 Principles of professional practice, including dealing with ethical dilemmas, regulatory requirements, codes of practice, ethics and legislative frameworks
- K15 The different domains, contexts and settings in which you lipspeak and how to work with professionals in these domains
- K16 Clear and inclusive communication skills
- K17 The practical and psychological effects of hearing loss
- K18 How to work with relevant technology

Scope/range

Parties – service users; clients; other participants in the meeting or **dialogue**

Requirements – specific requirements arising from different causes and types of hearing loss and deafness; specific lipreading needs dependent on eyesight; specific lipreading needs dependent on experience in lipreading; positioning of the lipspeaker and lipreader

Preferences – method of communication; use of lipreading appropriate fingerspelling; lipspeaking with or without voice; amount of paring down

Limits to understanding – different types of hearing loss; different causes of hearing loss; deafblindness; associated medical conditions; experience of lipreading; length of lipreading time without an appropriate break; environmental conditions; length of lipspeaking time without an appropriate break; low visibility of many speech movements; homophenes; prior knowledge of the subject; message content; lipreader's knowledge of the working language; positioning of the lipspeaker and lipreader

Environmental conditions - quiet surroundings; no background noise; good lighting; no visually distracting background or flooring; no visually distracting clothes or jewellery; positioning of lipspeaker and lipreader; optimum distance between lipspeaker and lipreader; acoustics; no vibrational distractions **Support**

strategy – use of lipreading appropriate fingerspelling; manual indication of numbers that are difficult to lipread; manual indication of words or phrases grouped as lists; additional natural facial expression; additional natural gesture; additional clarity of speech movements; using voice if appropriate; pointing to or writing down a word or phrase if necessary

Substantial periods – up to 20-30 minutes without a break (depending on the speed and complexity of the message).

Register – frozen; formal; colloquial; informal

Technology –Telephone headsets used by the lipspeaker; tele/video conferencing equipment used by the service user and other parties; audiovisual equipment used by the speaker for presentations etc; loop systems used by deaf people as specialist assistive technology; personal hearing aids used by deaf people as specialist assistive technology

Communication professionals – lipspeakers; communication support workers; British Sign Language interpreters; spoken foreign language

interpreters; speech to text reporters; manual notetakers; electronic notetakers; interpreters for deafblind people

Take action – request that only one person speaks at a time; employ support strategies to make the message easier to lipread; be available to lipspeak if the service user wishes to clarify any points with the speaker; minimise the effects of environmental or other factors, taking into account the needs of the other parties; relay the service user's message for hearing persons present (if requested)

Communication breaks down - the lipspeaker is unable to hear and/or understand the content of speaker's message; the service user is unable to lipread the lipspeaker delivering the speaker's message and/or understand its content; environmental or other factors, including the ability of others to understand the service user

Techniques – clear speech movements; repetition of message; production of a lipreadable message; reproduction of speaker's rhythm, phrasing and stress patterns; varying speed of delivery; maintaining eye contact; facial expressions; gesture; lipreading-appropriate fingerspelling; devoicing; speaker indication; paring down

Processes – Actively listening to the message being delivered; processing the message; delivering the message while continuing to listen to the speaker; recognising potential causes of misunderstanding

Physical techniques – correct breathing techniques; relaxation techniques; posture

Domain – legal; health & social services; community; education; employment

Context – court case, medical appointment; gallery tour; seminar; job interview; meeting; presentation

Setting – small group; large group; one-to-one appointment; teleconference

Scope/range related to performance criteria

Parties – service users; clients; other participants in the meeting or dialogue

Requirements – specific requirements arising from different causes and types of hearing loss and deafness; specific lipreading needs dependent on eyesight; specific lipreading needs dependent on experience in lipreading; positioning of the lipspeaker and lipreader

Preferences – method of communication; use of lipreading appropriate fingerspelling; lipspeaking with or without voice; amount of paring down

Limits to understanding – different types of hearing loss; different causes of hearing loss; deafblindness; associated medical conditions; experience of lipreading; length of lipreading time without an appropriate break; environmental conditions; length of lipspeaking time without an appropriate break; low visibility of many speech movements; homophenes; prior knowledge of the subject; message content; lipreader’s knowledge of the working language; positioning of the lipspeaker and lipreader

Environmental conditions - quiet surroundings; no background noise; good lighting; no visually distracting background or flooring; no visually distracting clothes or jewellery; positioning of lipspeaker and lipreader; optimum distance between lipspeaker and lipreader; acoustics; no vibrational distractions

Support strategy – use of lipreading appropriate fingerspelling; manual indication of numbers that are difficult to lipread; manual indication of words or phrases grouped as lists; additional natural facial expression; additional natural gesture; additional clarity of speech movements; using voice if appropriate; pointing to or writing down a word or phrase if necessary

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Communication breaks down - the lipspeaker is unable to hear and/or understand the content of speaker's message; the service user is unable to lipread the lipspeaker delivering the speaker's message and/or understand its content; environmental or other factors, including the ability of others to understand the service user

**Scope/range
related to
knowledge and
understanding**

Communication professionals – lipspeakers; communication support workers; British Sign Language interpreters; spoken foreign language interpreters; speech to text reporters; manual notetakers; electronic notetakers; interpreters for deafblind people

Techniques – clear speech movements; repetition of message; production of a lipreadable message; reproduction of speaker’s rhythm, phrasing and stress patterns; varying speed of delivery; maintaining eye contact; facial expressions; gesture; lipreading-appropriate fingerspelling; devoicing; speaker indication; paring down

Processes – Actively listening to the message being delivered; processing the message; delivering the message while continuing to listen to the speaker; recognising potential causes of misunderstanding

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Setting – small group; large group; one-to-one appointment; teleconference

Technology – Telephone headsets used by the lipspeaker; tele/video conferencing equipment used by the service user and other parties; audiovisual equipment used by the speaker for presentations etc; loop systems used by deaf people as specialist assistive technology; personal hearing aids used by deaf people as specialist assistive technology

Values

Lipspeakers provide a service for deaf, deafened and/or deafblind individuals who lipread and for hearing people who wish to communicate with them. Lipspeakers should act in such a way as to support and safeguard the needs and rights of the deaf, deafened and deafblind individuals.

Behaviours

- 1 Lipspeakers should demonstrate deaf awareness during all assignments. Lipspeakers are required to demonstrate awareness and sensitivity to the needs of the person(s) they are lipspeaking for. They should behave respectfully towards all parties.
- 2 Lipspeakers will strive to ensure they are understood by the service user at all times during the assignment, whether conveying their own or the speaker's message.
- 3 Lipspeakers also need to demonstrate an understanding of the different domains and the contexts in which they might work, for example hospitals, courts of law, business meetings, social events/environment etc, and how to correctly function within these and should act in an inclusive manner to deafened, deaf and/or deafblind persons as well as hearing persons.

Skills

Active listening
Lipspeaking
Employing lipspeaking strategies
Paring down
Maintaining a sustained performance
Identifying user requirements or preferences
Clear communication skills
Managing assignments

Glossary

Client – the person or organisation who hires a lipspeaker. This may be, but does not have to be, the same person as the service user. See also 'service user'.

Code of conduct – these are established by the relevant professional and registration bodies and may be referred to by other names such as Code of Practice. A code will also include details of any complaints or disciplinary procedures. For a copy of the current code, please contact the relevant organisations directly: www.als.org.uk (professional body) or www.nrcpd.org.uk (registration body).

Communication professionals - individuals who are trained and qualified to provide language and communication support for deaf, deafened or deaf/blind people, or for individuals speaking a language other than the working

language of the setting.

Context – the type of assignment requiring the services of a lipspeaker e.g. business meeting, medical appointment, court case.

Deafblindness - a visual and hearing impairment. There are many different causes, types and degrees of impairment. They are also known as multi-sensory impairments (MSI). Most deafblind people have some useful vision and/or hearing.

Deafness – inability or impaired ability to hear sounds or noise

Delivery – the act of delivering a speaker's message through lipspeaking, with or without voice.

Devoice – the act of making clear speech movements without voice

Domain - the field or area of work in which you lipspeak e.g. legal, health & social services, community or employment. This is not the same as context e.g. business meeting, medical appointment, court case.

Facial expression – natural facial expressions that can be understood by a deaf person with no knowledge of British Sign Language.

Gesture – a manual indicator that can be understood by a deaf person with no knowledge of British Sign Language.

Hearing loss – impaired ability to hear sounds or noise.

Homophenes – words which when spoken look the same way, e.g. patch, batch, match (homophones such as 'sew' or 'sow' are also homophenes). There are many other words that look distinct when spoken on their own, but that look similar in free flowing speech.

Lipread/Lipreading – the technique of understanding speech by, for example,

- observing a speaker's speech movements (lips, teeth, tongue, facial and sometimes neck/throat movements);
- using knowledge of the speaker's language (e.g. grammar, vocabulary and other linguistic features);
- interpreting the speaker's facial expression and natural gesture;
- remembering what has been seen until the message makes sense;
- using the context (of the message, of the environment) to interpret the message
- putting 'two and two together' to anticipate what the speaker will say;
- hypothesising what the speaker might be saying
- using available clues to fill in missing words, phrases and sentences which cannot be seen because of unclear and/or poorly visible speech movements and/or homophenes.
- using any residual hearing to increase understanding when the speaker uses voice

Lipreading-appropriate fingerspelling – a form of fingerspelling that is delivered at the same time as a word that may be difficult to lipread. It may also be used to indicate the speaker's use of the names of people or places. It is usually delivered on only the first letter of the word and takes place just

above mid-chest so as to be in the sightline of the service user.

Lipspeaker – a lipspeaker is a hearing person who has been professionally trained to speak clearly and deliver a speaker's message in a lipreadable format to deaf, deafened and/or deafblind people, with or without voice. The lipspeaker usually does this silently by producing the shapes of words clearly, reproducing the rhythm and phrasing of the speaker, using natural gesture and facial expressions to support the message. The lipspeaker may use lipreading appropriate fingerspelling to clarify or support the message, where necessary or if requested by the service user. In certain situations, the lipspeaker may also use voice, if the service user wishes to make use of any hearing they may have.

Pare (paring)/Pare (paring) down – a process by which the lipspeaker systematically removes redundant or inessential elements of the speaker's message without changing its meaning or intent. The lipspeaker usually needs to employ this process when the speaker is speaking too quickly for the verbatim lipspoken message to be clearly lipreadable. The service user should always be made aware that the message may need to be pared down under these circumstances as he or she may prefer to ask the speaker to slow down.

Principles of Professional Practice - the principles of professional practice summarise the common essentials of good practice in lipspeaking. They are distilled from the codes of good practice from professional/registration bodies such as Association of Lipspeakers (ALS) and National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD). They also refer to legislative frameworks, including responsibilities under the Disability and Human Rights legislation, Data Protection rules and Health & Safety legislation.

Register – the term 'register' is used to describe the degree of formality in language use. Register is divided into five categories:

- Frozen, e.g. the Lord's Prayer, the wedding ceremony or the police caution
- Formal, e.g. court sessions, local authority meetings, lectures
- Informal, e.g. small meetings and communications between colleagues who know each other well
- Colloquial, e.g. friends chatting at a party, colleagues gossiping about their boss or dashing off a quick message to each other
- Intimate, e.g. a husband and wife, or parents and children, talking to each other

Register is of particular relevance to lipspeakers if the service user has limited experience of lipreading spoken language in a particular register.

Role shift – indication of change of speaker by slight inclination of the body or change of body language/facial expression; often used when speaker is not present.

Service user(s) – the person(s) who lipread and are participating in a

meeting or presentation where a lipspeaker is required.

Speaker indication – indication of who is the speaker, using an unobtrusive hand gesture and/or head movement, a diagram or seating plan or the name of speaker if on a conference call.

Unlipreadable – a word or phrase that cannot be lipread or is difficult to lipread for any reason.

Use voice – the lipspeaker uses a clear voice and clear speech movements to deliver consecutive speech (i.e. the speaker is asked to break up the message into short repeatable sentences which the lipspeaker relays consecutively).

Occasionally, the lipspeaker uses 'concurrent voicing' (i.e. the lipspeaker delivers the speaker's message with voice at the same time as the message is being delivered).

Links to other NOS

LSA01 Prepare for lipspeaking assignments

LSC03 Develop your performance as a lipspeaker

LSD04 Co-work with other lipspeakers

External Links

<http://www.als.org.uk/www.lipspeaking.co.uk>

www.nrcpd.org.uk

Equality Act 2010

CFALSB02

Deliver lipspeaking services

Developed by Skills CFA

Version number 1.0

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Validity Current

Status Original

Originating organisation Skills CFA

Original URN CFALSB02

Relevant occupations Lipspeaker

Suite Lipspeaking

Key words communication; deaf; deafened; deafblind; lipspeaking; lipreading; communication professionals

Overview

This unit describes how to evaluate and improve the effectiveness of your performance as a lipspeaker. You must be able to acquire the competence and knowledge to identify new developments in lipspeaking and the different domains in which you may work. You must be able to evaluate your own performance and how to set goals for your personal development and further learning.

This unit is for those who are working as a professional lipspeaker or who wish to achieve accreditation as a professional lipspeaker to work with deaf, deafened and/or deafblind people.

Performance criteria

- You must be able to:*
- P1 Evaluate feedback from assignments.
 - P2 Analyse the strengths and weaknesses of your performance as a Lipspeaker.
 - P3 Identify ways in which your preparation for assignments could be improved.
 - P4 Review how accurately you relayed the message being delivered.
 - P5 Evaluate how well you managed the assignment.
 - P6 Identify areas for improvement.
 - P7 Identify opportunities for further learning and development.
 - P8 Develop a personal professional development plan.
 - P9 Monitor and review achievement of professional development plan.
 - P10 Maintain knowledge of code of conduct, regulatory requirements and professional ethics.
 - P11 Maintain knowledge of developments in the domains in which you lipspeak.
 - P12 Maintain knowledge of Disability and Human Rights legislation, Data Protection rules and Health and Safety legislation.

Knowledge and understanding

You must be able to:

- K1 Methods to obtain feedback from clients, service users and any other parties.
- K2 Methods to review and assess your preparation for assignments.
- K3 Methods to review your lipspeaking performance.
- K4 Methods to review your management of lipspeaking assignments.
- K5 Strategies to improve your performance and knowledge.
- K6 How to access information on codes of conduct and regulatory requirements.
- K7 How to access information on new developments in lipspeaking or the domains in which you work.
- K8 How to access continuous professional development available from professional or registration bodies and other sources.

Scope/range

Professional development - study; research; conferences; seminars; training courses; domain-specific knowledge; online forums; email groups; observation; mentoring; reflective journals

Domain - legal; health & social services; community; education; employment

Professional or registration bodies – Association of Lipspeakers; National Registers of Communication Professionals working with Deaf and Deafblind People

CFALSC03

Develop your performance as a lipspeaker

Scope/range related to performance criteria

Professional development - study; research; conferences; seminars; training courses; domain-specific knowledge; online forums; email groups; observation; mentoring; reflective journals

Domain – legal; health & social services; community; education; employment

CFALSC03

Develop your performance as a lipspeaker

**Scope/range
related to
knowledge
understanding**

Domain - legal; health & social services; community; education; employment
Professional or registration bodies – Association of Lipspeakers; National
Registers of Communication Professionals working with Deaf and Deafblind
People

Values

Lipspeakers provide a service for deaf, deafened and/or deafblind individuals who lipread and for hearing people who wish to communicate with them. Lipspeakers should act in such a way as to support and safeguard the needs and rights of the deaf, deafened and deafblind individuals.

Behaviours

- 1 Lipspeakers should demonstrate deaf awareness during all assignments. They should be proactive, analytical about their own performance and maintain their professional knowledge and standards.

Skills

Evaluating feedback
Evaluating own performance
Identifying personal strengths and weaknesses
Analysing personal strengths and weaknesses
Reviewing accuracy
Identifying areas for improvement
Identifying further development and learning
Monitoring personal achievements
Reviewing development plan

Glossary

Client – the person or organisation who hires a lipspeaker. This may be, but does not have to be, the same person as the service user. See also ‘service user’.

Code of conduct – these are established by the relevant professional and registration bodies and may be referred to by other names such as Code of Practice. A code will also include details of any complaints or disciplinary procedures. For a copy of the current code, please contact the relevant organisations directly www.als.org.uk (professional body), www.nrcpd.org.uk (registration body).

Context – the type of assignment requiring the services of a lipspeaker e.g. business meeting, medical appointment, court case.

Continuous professional development - the maintenance, improvement and broadening of knowledge and skills in a profession to ensure a continued professional standard. It may be required as a mandatory part of professional or registration body membership.

Domain - the field or area of work in which you lipspeak e.g. legal, health & social services, community or employment. This is not the same as context e.g. business meeting, medical appointment, court case.

Lipspeaker – a lipspeaker is a hearing person who has been professionally trained to speak clearly and deliver a speaker’s message in a lipreadable format to deaf, deafened and/or deafblind people, with or without voice. The lipspeaker usually does this silently by producing the shapes of words clearly,

CFALSC03

Develop your performance as a lipspeaker

reproducing the rhythm and phrasing of the speaker, using natural gesture and facial expressions to support the message. The lipspeaker may use lipreading appropriate fingerspelling to clarify or support the message, where necessary or if requested by the service user. In certain situations, the lipspeaker may also use voice, if the service user wishes to make use of any hearing they may have.

Service user(s) – the person(s) who lipread and are participating in a meeting or presentation where a lipspeaker is required.

Links to other NOS LSA01 Prepare for lipspeaking assignments
LSB02 Deliver Lipspeaking Services
LSD04 Co-work with other lipspeakers

External Links www.lipspeaking.co.uk
www.nrcpd.org.uk
Equality Act 2010

CFALSC03

Develop your performance as a lipspeaker

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Relevant occupations Lipspeaker

Suite Lipspeaking

Key words deafened; deaf; deafblind; personal performance; personal development; personal improvement

Overview

This unit describes how to co-work with trainee or colleague lipspeakers. You must be able to work with colleagues before, during and after an assignment. You must be able to demonstrate the ability to prepare for and offer support during assignments. You must be able to evaluate the working relationship with colleagues.

This unit is divided into two elements.

4.1 Plan for co-working

4.2 Delivering lipspeaking services as part of a team of lipspeakers.

This unit is for those who are working as a professional lipspeaker or who wish to achieve accreditation as a professional lipspeaker to work with deaf, deafened and/or deafblind people.

**Performance
criteria**

4.1 Plan for co-working

You must be able to:

- P1 Clarify your role and that of your colleague(s).
- P2 Negotiate how you and your colleague(s) will carry out the necessary preparation and research.
- P3 Negotiate with your colleague(s) to agree the order in which you will work during the assignment.
- P4 Negotiate with your colleague(s) where you will sit during the assignment to ensure the requirements of the service user are met.
- P5 Check that the work is allocated in the most effective way, making the most of your skills and those of your colleagues.
- P6 Agree methods of support and intervention for the duration of the assignment.
- P7 Agree appropriate alternative ways of working should the demands of the assignment change unexpectedly.

4.2 Deliver lipspeaking services as part of a team of lipspeakers

You must be able to:

- P8 Organise your own activities effectively.
- P9 Be an effective member of a team.
- P10 Make efficient use of resources.
- P11 Inform colleagues promptly of any difficulties in meeting your responsibilities.
- P12 Give and receive support in various ways.
- P13 Ensure behaviour throughout the assignment is consistent with the code of conduct.

Knowledge and understanding

4.1 Plan for co-working

You must be able to:

- K1 How to communicate constructively within a team.
- K2 How to make constructive suggestions to improve the effectiveness of the team.
- K3 Techniques and accepted conventions of working as part of a team of lipspeakers.
- K4 Various methods of support and intervention.
- K5 The principles of professional practice.

4.2 Deliver lipspeaking services as part of a team of lipspeakers

You must be able to:

- K6 How to communicate constructively within a team.
- K7 How to make constructive suggestions to improve the effectiveness of the team.
- K8 Techniques and accepted conventions of working as part of a team of lipspeakers.
- K9 Various methods of support and intervention.
- K10 The principles of professional practice for lipspeakers.

Scope/range

Methods of support and intervention – timings; positioning; signals; preparation materials; handouts; taking notes; taking over; supplying missed information; using diagrams

Resources – equipment; preparatory materials; documents distributed during the assignment; information presented during the assignment

Principles of professional practice – disclosure of any information, including conflict of interest which may make you unsuitable for an assignment; deaf awareness; impartiality; integrity; professionalism; confidentiality; ethics of lipspeaking professions; ethics of other professions; respect working practices of other professions; knowledge of legal requirements

**Scope/range
related to
performance
criteria**

Methods of support and intervention – timings; positioning; signals; preparation materials; handouts; taking notes; taking over; supplying missed information; using diagrams

Resources – equipment; preparatory materials; documents distributed during the assignment; information presented during the assignment

**Scope/range
related to
knowledge and
understanding**

Methods of support and intervention – timings; positioning; signals; preparation materials; handouts; taking notes; taking over; supplying missed information; using diagrams

Principles of professional practice – disclosure of any information, including conflict of interest which may make you unsuitable for an assignment; deaf awareness; impartiality; integrity; professionalism; confidentiality; ethics of lipspeaking professions; ethics of other professions; respect working practices of other professions; knowledge of legal requirements

Values

Lipspeakers provide a service for deaf, deafened and/or deafblind individuals who lipread and for hearing people who wish to communicate with them. Lipspeakers should act in such a way as to support and safeguard the needs and rights of the deaf, deafened and deafblind individuals.

Behaviours

- 1 Lipspeakers should demonstrate deaf awareness during all assignments. Lipspeakers are required to demonstrate tolerance and sensitivity to their colleagues, while ensuring the needs of the person(s) they are lipspeaking for are met. They should give encouragement and support to colleague lipspeakers. They should act responsibly at all times.

Skills

Identifying personal strengths and weaknesses
 Planning co-working strategies
 Team working
 Evaluating performance
 Giving and receiving constructive feedback

Glossary

Client – The person or organisation who hires a lipspeaker. This may be, but does not have to be, the same person as the service user. See also ‘service user’.

Code of conduct – these are established by the relevant professional and registration bodies and may be referred to by other names such as Code of Practice. A code will also include details of any complaints or disciplinary procedures. For a copy of the current code, please contact the relevant organisations directly: www.als.org.uk (professional body) or www.nrcpd.org.uk (registration body).

Co-working – a lipspeaker may work in a pair or in a team to cover assignments longer than two hours, assignments that require more intensive working or where there are multiple users of lipspeaking services.

Lipspeaker – a lipspeaker is a hearing person who has been professionally trained to speak clearly and deliver a speaker’s message in a lipreadable format to deaf, deafened and/or deafblind people, with or without voice. The lipspeaker usually does this silently by producing the shapes of words clearly, reproducing the rhythm and phrasing of the speaker, using natural gesture and facial expressions to support the message. The lipspeaker may use lipreading appropriate fingerspelling to clarify or support the message, where necessary or if requested by the service user. In certain situations, the lipspeaker may also use voice, if the service user wishes to make use of any hearing they may have.

Principles of Professional Practice - the principles of professional practice summarise the common essentials of good practice in lipspeaking. They are

distilled from the codes of good practice from professional/registration bodies such as Association of Lipspeakers (ALS) and the National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD). They also refer to legislative frameworks, including responsibilities under the Disability and Human Rights legislation, Data Protection rules and Health & Safety legislation.

Service user(s) – the person(s) who lipread and are participating in a meeting or presentation where a lipspeaker is required.

Links to other NOS

LSA01 Prepare for Lipspeaking assignments
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