

Overview

This standard identifies requirements when you support effective communication for individuals. This includes identifying how best to communicate with individuals and supporting them with communication. It also addresses your own communication skills, and how you contribute to records and reports.

Performance criteria

You must be able to:

1. establish consent and access information on the communication preferences and needs of individuals
2. confirm with individuals their preferred method of communication
3. contribute to identifying the verbal and non-speaking communication styles of individuals
4. contribute to arranging environments and positions to maximise effective communication
5. help individuals to use any support, aids, digital tools and devices for communication
6. use communication styles and methods appropriate to the content and purpose of interactions
7. support the independence of individuals to express their thoughts and emotions
8. use appropriate language level, tone and pace to promote participation and a shared understanding of interactions
9. listen and respond in ways that shows you value and respect individuals
10. adapt your communication styles and methods to meet the preferences and needs of individuals
11. contribute to the exchange of information with others to inform their work and yours
12. contribute to records and reports required for effective communication
13. reflect on how you carried out your role and responsibilities to support effective communication, with feedback from others

Knowledge and understanding

You need to know and understand:

1. how to access information and support to develop your communication
2. how differences and experiences can impact the way individuals communicate
3. the influence of neurodivergence and additional needs on the communication and language needs of individuals and others
4. the influence of culture and background on verbal and non-speaking communication of individuals and others
5. factors that can have a positive or negative effect on communication and language development
6. how communication can impact the identity and self-esteem of individuals
7. what action to take if communication conveys stress or distress
8. the importance of dignity, kindness and compassion in effective communication
9. different types of aids, digital tools and devices to support communication
10. how to arrange environments and positions to maximise effective communication
11. how to apply trauma informed principles to support effective communication
12. how to recognise behaviour as a form of communication
13. how to support emotional regulation during communication
14. the role of interaction in developing and supporting the language and communication of individuals
15. the importance of play or activities in supporting effective communication
16. the principles of active listening
17. how to gain permission to access records and reports
18. the workplace requirements for contributing to records and reports
19. the difference between fact, opinion, and judgement when recording information
20. why professional communication is important in the workplace
21. how to respond to issues and concerns that could impact on the rights of individuals to effective communication
22. the relevant legal requirements, standards of practice, frameworks and guidance for supporting effective communication
23. the workplace requirements on equality, diversity, inclusion, and rights when supporting effective communication
24. how to work in partnership with others to support effective communication

- 25. how your personal experiences and unconscious bias may impact when supporting effective communication, and how to address this
- 26. the role of supervision, reflective practice and learning and development in effective communication

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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