



### **10-week accredited BSL program**

Guided learning hours – 30 hours

Learning outcomes (healthcare)

- understand and use a range of simple health related words and sentences in BSL
- take part in simple, everyday conversations in BSL
- give and follow simple directions or instructions in BSL
- give and follow simple familiar healthcare statements or descriptions in BSL

The accredited course is designed to provide a nationally accredited unit of BSL skills for people who work in healthcare services that may come into contact with Deaf people or colleagues. These may be as patients, service users, friends or relatives of patients.

It is well documented that those who are Deaf or experience hard of hearing have worse experiences of accessing health care. COVID-19 has exacerbated the problems faced by this community group, with the charity Sign Health reporting that 74% of those interviewed found it harder to access healthcare during the pandemic, with 89% having worries about being able to communicate with staff if they were hospitalised.

Our work has been designed to contribute to the reduction of health inequalities for those who are deaf and hard of hearing, in line with the Health and Care Act 2022, by providing a good practice intervention that will increase access to healthcare for those who are deaf or hard of hearing, bettering their experience of accessing healthcare, with a hope to promoting health literacy and better outcomes for this community group.

#### **1.1 Meeting People**

- i) Meeting familiar people - Attracting attention, e.g. tapping and waving. Informal ways of greeting familiar people, e.g. Use of gesture; Hi! Alright? How are you? Haven't seen you for a while!
- ii) Meeting unfamiliar people in familiar surroundings (e.g. Hospital or medical centre) - Attracting attention, e.g. tapping and waving. Formal ways of greeting unfamiliar people. Introducing oneself, e.g. Hello/good morning, My name is Sarah. What is your name? Where are you from or where do you live? Are you Deaf/hearing? Can you wait for five minutes? Won't be long. Have you an appointment?
- iii) Asking if they require assistance, e.g. How are you? Are you ill/in pain? What do you want? What would you like me to do? Can I help? I am the doctor/nurse. Do you want coffee/tea/water? Are you hungry? Do you need a BSL interpreter?
- iv) Requesting clarification - When a response or question isn't understood, e.g. Again please. Sorry, I don't understand. What was that sign? Please write it down.

Using facial expressions when asking or responding to questions, or signalling affirmation and negation.

- v) Leave taking - Ending a basic conversation politely, e.g. Thank you. I must go. See you again. See you later. Excuse me. Goodbye.
- vi) Range of vocabulary could include: Hello, good morning, please, thank you, sorry, no, yes, name, first, second, surname, name sign, deaf, hearing, hard of hearing, deafened, not, me, you, us, them, your, my/mine, his, her, theirs, where, who, what, how, help, learn, BSL, sign, lot, little, see, meet, meet again, live where, do/don't understand, write, pen, paper, repeat, slowly, pleased, happy, see you later, excuse me, goodbye, sit, use this chair, drink, wait, arrive, leave, tea, coffee, milk, black, white, sugar, water.

## **1.2 Using Numbers**

- i) Basic numbers - Counting 0-30 according to the learner's area of learning.
- ii) Range of vocabulary could include: Minutes, time, days, weeks, months, people, ward, rooms, first, second, third.

## **1.3 Healthy Lifestyle**

- i) Asking about health - Asking about health: How are you? Do you smoke? Do you exercise? Do you use salt? Do you drink alcohol? Are you on any tablets?

- ii) Range of vocabulary could include - smoking, exercise, swimming, walking, running, cycling, gym. Diet – fruit, vegetables, alcohol, opticians, dentist, tablets.

#### **1.4 Medical terms and procedures**

- i) Describing procedures - Asking for and giving information about treatment, e.g. Can I take your temperature? Can I take some blood? Here are your tablets. The doctor will visit you now. Do you have a pain? Do you want us to contact someone? Who have you come to see?
- ii) Range of vocabulary could include - pain, cut, burn, fever, bite, dizzy, waiting room, asking what the problem is, accident, attacked, collapsed, fit, blood/bleeding, temperature, injection, tablets, pain-killer, medicine, appointment, check up, doctor, nurse, ward, tests, thermometer, blood pressure, operation, visiting hours. Waiting room, seat, time, meeting, late, visitors, ID badge, visitors' book, appointment, interview, receptionist, manager, 999, emergency, dangerous, ladders, alarm, fireman, policeman, law, court, interview, ambulance, hospital, doctor, nurse, diabetes, dementia, mental health.

#### **1.5 Directions**

- i) Giving and describing directions, e.g. The ladies toilet is upstairs, left at the second door. The lift is on the right. Go to the fourth floor. Go upstairs/downstairs. Ash ward is at the end of the corridor.
- ii) Asking for directions - Where is the toilet? Where is the doctor/nurse/waiting room/reception? Where is ward 5?
- iii) Range of vocabulary could include - Toilet, exit, way out, stairs, lift, up, down, left, right, first, second, third, floor, upstairs, downstairs, ask, door, go, waiting room, doctor's/nurse's room, X-ray department.

### **6-week non-accredited BSL program**

Guided learning hours – 18 hours

#### Learning outcomes (healthcare)

- understand and use a limited range of simple health related words and sentences in BSL
- take part in simple, everyday conversations in BSL
- give and follow simple directions or instructions in BSL
- give and follow simple familiar healthcare statements or descriptions in BSL

## **Deaf awareness and sign language workshop**

Guided learning hours – 3 hours

### Learning outcomes

- identify the barriers that deaf and hard of hearing people face
- list the ways in which deaf and hard of hearing people communicate
- understand and demonstrate how to implement positive methods of communication, and offer an equal service to deaf and hard of hearing people
- apply the finger-spelling alphabet
- explore the deaf community and deaf culture

### **Fees**

#### **10-week accredited BSL program**

£4,500 excl. VAT (for a group of up to 18 people)\*

Includes teaching, registration with Signature (accrediting body) as examination centre, examination fees for all participants (up to twenty), assessment arrangements and examiner, and certificates of achievement for everyone who passes their Signature exam.

#### **6-week non-accredited BSL program**

£2,250 excl. VAT (for a group of up to 18 people)\*

Includes teaching and certificate of attendance (no exams). \*The 6-week non-accredited BSL program is a shorter version of the 10-week accredited BSL program.

#### **Deaf awareness and sign language workshop**

£600 excl. VAT (for a group of up to 18 people)\*

Includes teaching and certificate of attendance (no exams).

**\* We run free refresher programs through the year, to help healthcare and non-clinical staff, to continue to practise and maintain their BSL skills and knowledge.**

**\* For each in-house training session, we would add £75 to cover travel. Zoom and MS Teams options are also available.**