

Deaf Awareness Overview

Deaf Awareness Training: a powerful tool that promotes inclusion and improves access for deaf people and those with hearing loss.

Who this course is for:

The course is aimed at **anyone who interacts with deaf people**, or those with a hearing loss, who wishes to have a deeper understanding of the issues they face and Deaf culture.

Course content:

Deafness and hearing loss can occur for a variety of reasons, including age-related causes, accident or disease. It's estimated that around 70 million people in the world currently live with hearing loss (source: [World Federation of the Deaf](#)).

In this course you'll learn about:

the **importance of deaf awareness**, being deaf, different experiences of deafness and hearing loss: you'll experience different perspectives of deafness to enable you to understand how it affects individuals.

a **history of deafness**: we look back through history and consider how attitudes and policies impact on deaf people, then and now.

Deaf culture and sign language: you'll gain an insight into unique communities who identify not as a group with a disability but as cultural minorities with their own languages.

Equal access: we look at why equal access is important, the effectiveness of lipreading, guidance on good communication and adjustments related to deafness.

Some **commonly available communication aids and support** - from qualified communication-support professionals to technology such as real-time speech-to-text.

Course Description:

This Deaf Awareness programme is a general introduction to deafness. Its purpose is to provide information and strategies that will enable individuals to understand a range of deaf issues and use the knowledge gained to communicate more effectively with those from the hard of hearing through to the profoundly deaf.

It is designed for anyone in a work or social capacity who has the potential to come into contact with deaf people, for example banks and retail staff, care workers, education and training bodies, emergency services, hospital and health centre staff, housing associations, legal services, public sector workers, support organisations, theatre and cinema staff, transport bodies and breakdown services, friends, family members and partners, whilst also being a valuable first step for people planning on becoming a communication professional.

The programme will equip the reader with awareness skills that when applied will reduce the barriers arising from the communication difficulties between hearing and deaf people.

Our training covers these core subjects:

- Presentation slides
- Types of Deafness
- Statistics
- Differing Abilities
- Language
- Barriers
- Communication Tactics and Tips (Communication Professionals).
- Communication Support and how to use it.
- Modifying documents and plain English use

- Interpreting
- Technology / Assistive Aids
- Legislation
- Deaf History and Deaf Culture
- Basic British Sign Language (BSL syntax & grammar)
- Gesture & Expression

Areas for discussion:

- understand how to remove communication barriers
- a personal experience; how it is to live with a hearing loss
- strategies for improved communication
- managing your environment and improve accessibility to your services
- understand the current hearing technologies to help you understand how hearing loss impacts 11 million people who are affected in the UK.

Statistics

- 10 million people in the UK with a hearing loss in 2011
- Estimated 14.5 million people in the UK with a hearing loss by 2031
- Roughly 1 in 6 of the UK population currently has a form of hearing loss
- At least 4 million people in the UK would benefit from using hearing aids, but they do not currently use them
- On average, it takes 10 years for people to address their hearing loss

Benefits to employers

If you employ someone who is deaf or has a hearing loss, or you provide services or products to this group of people, providing your staff with this training will mean:

- you'll be better placed to **improve the productivity of deaf staff** by helping them to be integrated and included fully within your workforce
- your staff will have a better understanding and empathy with someone who has a hearing loss and therefore **understand how they can best accommodate their needs**
- your staff may be able to become more understanding and open, so **you'll provide a better service to customers who are deaf or have a hearing loss**, increasing their satisfaction
- you can understand **how to provide more 'deaf friendly' services**, thereby attracting more of these customers and tapping into a huge potential market (Action on Hearing Loss estimates that by 2031 there will be 14.5 million people with hearing loss in the UK alone)
- you'll be meeting the recommendation of the latest **health commission report** if you're a health services provider –
- you'll be meeting some of the requirements of the **Equality Act 2010** and meeting more diversity objective.

Progression Routes

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

- BSL Taster (6 to 12 hours)
- Level 1 Award in British Sign Language
- BSL at Work (up to 12 hours)