



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

Guided learning hours – 30 hours

Learning outcomes (frontline)

- understand and use a limited range of simple 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 statements or descriptions in BSL

The accredited course is designed to provide a nationally accredited unit of BSL skills for people who work in frontline services and who may come into contact with people with hearing impairments. These may be as Deaf colleagues, customers, clients, service users, or any member of the general public.

Deaf people's experience of communication when they interface with service providers is often disappointing. Staff need to be aware of the isolation and frustration many Deaf people experience in their dealings with the various services that make up the private, voluntary, and public sector.

N.B this unit will provide frontline staff with basic BSL skills only. In a more complicated situation it is essential that a Registered Sign Language Interpreter is booked.

#### **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. housing or social care departments) - 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? What do you want? What would you like me to do? Can I help? I am the police officer/social worker. 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 Weather**

- i) Asking about the weather, e.g. What's the weather like?
- ii) Describing the weather, e.g. It's not nice today; it's raining and cold. It is lovely today, nice and sunny and hot.
- iii) Range of vocabulary could include – Hot, cold, warm, wet, dry, nice, rain, sun(ny), lovely, snow, wind(y), lightning, freezing, cloudy.

## **1.4 Transport**

- i) Asking for and giving information about travel, e.g. How did you get here? Did you walk? I drove here. Where can I catch the bus? I came by train.

- ii) Range of vocabulary could include – Travel, walk, cycle, bike, car, drive, run, bus, train, aeroplane, how, arrive, leave, time, meet, when, where.

### **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.
- ii) Asking for directions - Where is the toilet? Where is David? How do I get to the café? Where is the drinks machine?
- 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, fire escape.

### **Some suggested additional vocabulary for frontline staff**

#### **Employment and workers (Choose frontline staff and appropriate area a-e)**

General - Waiting room, seat, time, meeting, late, visitors, ID badge, visitors' book, appointment, interview, receptionist, manager.

- a) Retail – changing room, till, returns/exchange, how much, food, receipt, trolley, basket, sale, pay.
- b) Office/banks – bank, post office, paper, pen, pencil, computer, cheque, printer, expenses, cash machine.
- c) Hotels/restaurants – meals, menu, waiter, checkout, key/card, dining room, restaurant, bedrooms.
- d) Leisure – gym, weights, treadmill, bike, rowing machine, swimming pool, changing room, induction, gym instructor.

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

Guided learning hours – 18 hours

Learning outcomes (frontline)

- understand and use a limited range of simple 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 statements or descriptions in BSL

Outline: shorter version of 10-week accredited BSL program, less vocabulary covered.

## **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 up to eighteen participants)\*

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 up to eighteen participants)\*

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 £450 excl. VAT (for up to eighteen participants)\*

Includes teaching and certificate of attendance (no exams).

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