

The Communication Trust's FAQs

Networks

I want to become a Local Champion – can you send me more information?

That's great news - we'd love to have you on board as a Local Champion!

The Communication Trust relies on local practitioners who are able to spread the word on the importance of speech, language and communication where it is needed most. By becoming a Local Champion, you're helping us to support children's communication to reach the top of the local agenda in your area as well as gain a higher national profile. We have lots of additional information about the network on our Local Champions page and you can view a copy of a sample newsletter [here](#).

If you would like to go ahead with becoming a Local Champion please [send us an email](#) with details about yourself and your work with children and young people.

I want to become a Language Leader – can you send me more information?

We would love to have you on board as a Language Leader!

Language Leaders is The Communication Trust's network for headteachers, deputy heads and other senior leaders who spread the word about speech language and communication within their own schools and across their networks. We have lots of additional information about the network on our [Language Leaders](#) page and you can view a copy of a sample newsletter [here](#).

If you would like to go ahead with becoming a Language Leader please [send us an email](#) with details about yourself and your current role and we'll add you to our mailing list to receive future newsletters.

I've forgotten my Local Champion/ Language Leader login details

We only have one set of login details for the Local Champions and Language Leader intranet, which you can find at the top of your newsletters.

I am interested in finding out more about joining the Communication Consortium

If your organisation is interested in joining the Communication Consortium, please click [here](#) to read our Frequently Asked Questions about the membership and application process, and to access the relevant application forms.

Project/ resources queries

Can you send me a hard copy of your resources/reports?

Many of our resources are only available to download for free from our website. We currently only have a small number of resources available in a hard copy format, you can order 1 free copy of each resource on the [online order form](#). If you would like to request a larger quantity of paper resources for a training event or conference, please [get in touch](#).

Please note that our Communicating the Curriculum resource is only available to download from our website.

I haven't been able to order resources online.

If you're having difficulties placing an order for resources on our website, please [get in touch](#) and we'd be happy to help.

I want to use a Communication Trust video as part of a training session I'm delivering, are these available to download?

We would be happy to send you the files for the videos you require via email as these can then be saved onto a USB rather than a CD which may not be compatible with all computers/ laptops. If this would be helpful please [get in touch](#).

I am based outside of the UK; can I still register and access The Communication Trust resources?

You can still register and access all of our resources if you're based outside of the UK. Please complete the relevant registration form and input the required information.

Could you give me some more information about whether a resource is relevant to my situation/setting?

If you'd like to discuss one of our resources in more detail, please [get in touch](#) and we'd be happy to help.

I have recently placed an order for some resources but I've not received them yet, can you help?

If you've purchased one of the resources listed below, please contact info@ican.org.uk.

- Progression Tools
- Small Talk
- Listen To Us

If you've placed an order for any of our free resources (Universally Speaking, Let's Talk About It, Misunderstood) via the online order form, please [get in touch](#) and we can look into this for you.

I/ my organisation will be delivering training to a group of practitioners/ parents, can we signpost to and incorporate TCT's resources in the training?

It's fantastic to hear that you'd like to incorporate TCT's resources into your training. We would be really happy for you to signpost to these videos and incorporate them into the training but we would appreciate if you could ensure that The Communication Trust are referenced.

Progression Tools

What are the Speech, Language and Communication Progression Tools?

The Progression Tools aim to support teaching staff to identify children who may be struggling to develop their speech, language and communication skills.

The Tools are based on theoretical information on typical language development and also the [Universally Speaking](#) booklets. They aim to provide a relatively quick way of determining where children are against where they should be for their age and provide more information about how these vital skills are progressing.

The Tools are not a diagnostic tool and do not in any way replace the detailed speech, language and communication assessment by a speech and language therapist that some children will need. However, they will give you information to help decide whether children would benefit from a targeted intervention or whether they need specialist assessment and support.

Each individual Progression Tool costs £29.99. The following Tools are currently available to order:

- [Age 3](#)
- [Age 4](#)
- [Age 5-6](#)
- [Age 7-8](#)
- [Age 9-10](#)
- [Age 11-12](#)
- [Age 13-14](#)
- [Age 16-18](#)

Can I purchase the Progression Tools as a set or bundle?

You can order a [set of the Primary Progression Tools](#) which includes the Age 4, 5-6, 7-8 and 9-10 Tools. The cost to purchase the set is £101.97 which includes a 15% discount.

You can also order a [set of the Secondary Progression Tools](#) which includes the Age 11-12, 13-14 and 16-18 Tools. The cost to purchase the set is £76.47 which includes a 15% discount.

If you'd like to see an example of the tools before you purchase them, please take a look at the Progression Tools page on our website for some example pdfs.

Is there an electronic version of Progression Tools?

We don't currently have an electronic version of the full Progression Tools set, but we are able to provide electronic versions of the answer and scoring sheets. If you would like these please [get in touch](#) and let us know which age ranges you need.

I wish to order a set of the Progression Tools but have been asked by our finance department to register you as supplier, can you help?

Please [get in touch](#) so we can provide you with the required details.

Is there a Progression Tool for Age 15?

No. The reason there is no Progression Tool for this age group is because there is a lack of research and evidence on expected language and communication development for this age. We would suggest that for your age 15 pupils, if they are 15 years and 6 months or less, use the 13-14 tool, and if they are over that age and nearing age 16, to use the older tool. When scoring and analysing your results, you will just need to be mindful of taking in to account which tool you have used – for example, if an older pupil is struggling with their scores on a tool based on the norms for younger pupils, then this is certainly cause for concern.

How were the Progression Tools developed/ validated?

There was some standardisation completed as part of the development of the Progression Tools, but they have not been through a hugely robust standardisation process.

The tools were developed as part of the Talk of The Town pilot project in Wythenshawe, Manchester (you can find out more information about the pilot study here).

Samples of children were used to test the progression tools against standardised assessments – for Early Years the Preschool Language Scales (PLS) were used, in Key Stage 1 the Renfrew Action Picture Test (RAPT) was used, in Key Stage 2 the Assessment of Comprehension and Expression (ACE), and in Key Stage 3 the Clinical Evaluation of Language Fundamentals (CELF) was used. These were compared with the progression tools for those sampled children and adjustments made.

As part of the process the team developing the tools also asked for feedback from speech and language therapists and teachers, particularly around the wording of questions, and the scoring of the tools.

The Progression Tools are not standardised - they are intended to be used as an initial step in the process in identifying a child or young person with possible SLCN – they're not a diagnostic tool.

Understanding the scores for the Progression Tools

Once you have scored the Progression Tools, we recommend that you plot the child or young person's scores on to the profile chart in order to provide a summary of a child's strengths and weaknesses in different areas of their speech and language development. If a child is 'green', this means that their skills are developing as expected in this area. If their scores come out as 'amber', then it is likely they will benefit from some targeted intervention in the area that they are struggling with. Take a look at our [What Works](#) website for some interventions. Children who score as amber need monitoring to check that they are making progress. If they continue to struggle with an area, they may benefit from a more in depth speech and language therapy assessment.

If a child is scoring as 'red' in a particular area, then we would recommend a referral for a specialist assessment to look in more detail at the child or young person's speech, language and communication skills.

For more information about the progression tools, including how to administer and score the tools, please see our website for videos, top tips and more frequently asked questions about our [age 3](#), [primary](#) and [secondary](#) tools.

What Works

I can't seem to register for What Works - the website won't accept my email/password.

To register for the What Works database you'll first need to complete this [registration form](#). If you're still experiencing difficulties then we would advise using a different browser such as Google Chrome or Firefox, as this can sometimes resolve the issue.

I've forgotten my password for the database, how do I reset it?

If you've forgotten your password for the database, click the [Forgotten password?](#) link under the login box. You will then receive an email with a link to reset your password.

I've previously seen an intervention on the What Works database but now I can't find it, can you help?

We review the interventions on the website in light of new evidence and as a result the evidence rating of interventions can change and some may be removed. If you have a query about a specific intervention please [get in touch](#)

No Pens Day Wednesday

I am planning for the next No Pens Day Wednesday, have you set a date?

We would encourage schools and settings to run their No Pens Day Wednesday this year on the 3rd October 2018. Due to funding constraints, this year we won't be producing new resources, but there will still be plenty available from previous years.

I've registered but can't find the resources- can you help?

Once you've registered, the page you were on will have automatically updated and taken you to the page where all the resources and materials are linked to. This is a hidden page and there's a prompt at the top reminding you to bookmark it so you can return anytime.

If you have registered and can't access the resources, please [get in touch](#) and we can send you a direct link which will need to be bookmarked.

Communication Commitment/ Early Years Commitment

I can't seem to register for Communication Commitment/ Early Years Commitment - the website won't accept my email/password.

To register for the [Communication Commitment/ Early Years Commitment](#) you'll first need to complete the relevant registration form. If you're still experiencing difficulties then we would advise using a different browser such as Google Chrome or Firefox, as this can sometimes resolve the issue.

I've forgotten my password for the Communication Commitment/ Early Years Commitment, how do I reset it?

If you've forgotten your password for the database, click the *Forgotten password?* link under the login box. You will then receive an email with a link to reset your password.

If nurseries sign up to the Early Years Commitment and implement the action plans, is there any sort of accreditation that the setting receives upon completion?

Although settings that complete the Early Years Commitment do not receive accreditation, they do receive a pdf of a certificate that they are able to display in their setting. Step 3 of the Commitment also points them in the direction of accredited packages.

We would also be very happy for settings taking part to include the Early Years Commitment logo in their email signature! A jpeg version of the logo can be downloaded from the Commitment site.

We have completed the Communication Commitment, what are the next steps?

It's fantastic to hear that you've completed the Commitment – please [get in touch](#) if you've not been able to download a certificate of achievement. Although we're not able to provide a formal visit to the school, we have pages on the website regarding celebrating your achievement [here](#) and advice on how you might want to take your commitment further [here](#).

Early Voices

I am interested in the Early Voices Programme, can you provide me with more information?

Early Voices is a national professional development and training programme for Health Visitors to increase their knowledge in early speech language and communication development in order to achieve higher impact with the families that they work with. Health visitors can have an extremely positive impact on young children's speech, language and communication development and we are thrilled to be able to work directly with this crucial workforce.

To find out more information about the Early Voices programme/ Communication Leader role please [visit our website](#).

There will be a second opportunity to apply for this programme later in the year. We will be promoting when this will be in our newsletter, which you can sign up to receive [here](#).

Information about Professional Development Opportunities

Level 3 Award

I am interested in finding out more about the Level 3 Award

The Level 3 accredited Award: *Supporting Children and Young People's Speech, Language and Communication* supports the continuing professional development of those working with children and young people.

The course aims to boost your knowledge and skills in observing and recognising stages of development in speech, language and communication and helping you to identify children who are experiencing difficulties as well as an opportunity to develop your confidence in working with parents to support their child's speech, language and communication development.

The Award is relevant for practitioners in a wide range of settings, including early years, health, social care and schools. It is particularly relevant to those working directly with children and young people (aged 0-19) in learning and development roles such as early years practitioners, teachers and teaching assistants.

To find out more information about more information about the Award and how it is structured, visit the [Platform 3 website](#).

There are currently three different routes (face-to-face, online and a blended approach) available to undertaking the Level 3 Award, further information about these routes can be found [here](#).

Do you have any training materials that I can use to deliver training around speech, language and communication?

We offer free materials for trainers and learners to support the delivery of the Level 3 Award in *Supporting Children and Young People's Speech, Language and Communication* so you may find it helpful to look through these materials and see if they are relevant to the training you are delivering. To access the materials please click [here](#).

Platform 3

What is Platform 3?

Platform 3 is an online route to completing the Level 3 accredited qualification: *Supporting Children and Young People's Speech, Language and Communication*.

It allows practitioners, from a wide range of backgrounds, to gain a qualification in a vitally important area through an online route of learning, assessment and accreditation. As well

as studying online, practitioners can also complete their assessment online, so learners can study and achieve their accreditation at their own pace, in their own time. To find out more information about the duration of the course, costs, details about the training providers delivering the Award please visit the [Platform 3 website](#) and [FAQs document](#).

I am interested in completing the Level 3 Award online, what are the next steps?

The Communication Trust are not a training provider but we currently have five training providers offering the Level 3 Award via Platform 3. You can find a list of all the training providers on the [Platform 3 website](#).

Please have a look at the information about the different training providers offering Platform 3, and contact the training providers directly to enquire about next steps.

I am interested in delivering the Level 3 Award via Platform 3, how do I go about this?

It's fantastic to hear that you're interested in using Platform 3 as a delivery method. In order to deliver the Level 3 Award: *Supporting Children and Young People's Speech, Language and Communication* through Platform 3, you would need to be an approved centre with either CACHE or Ascentis. Alternatively you could link up with an existing Platform 3 approved centre.

Please [get in touch](#) and a member of the team will explain how Platform 3 works and send you some follow up information.

CPD Online Short Course

What is the CPD Online Short Course and how do I access it?

Our online short course is free and a great place to start learning about children and young people's speech, language and communication development. It looks at how you can support the development of these skills on a day-to-day basis in your setting, and how to spot children and young people who might be struggling to develop these important skills.

In November 2017, we re-developed this course so it is now tailored for the needs of practitioners working across all the different education phases. You have the option to access four different pathways – early years, primary, secondary or further education so you can choose which pathway is most relevant to your area of work.

If you work across more than one educational phase, you will only need to complete the phase which you predominately work in as the key principles are transferable across all the age ranges. The course takes approximately half a day to complete. To access the course please complete the short [registration form](#).

I closed my browser and now I can't get back to the CPD Online Short Course.

Once you have completed the registration form and gone through to the next page, we would recommend bookmarking this page so that you don't have to complete the registration form each time you come back to the course.

I haven't received my Online Short Course certificate.

The CPD Online Short Course certificate can be downloaded from the webpage once you've completed the course. If you are unable to download the certificate, you can [get in touch](#) and we'll email you a copy of the certificate to complete.

What software do I need to access the CPD Online Short Course?

In order to access the CPD online short course, you would need to have access to Flash Player installed on your desktop/ laptop or iPad.

Speech, Language and Communication Framework (SLCF)

What is the Speech, Language and Communication Framework (SLCF)?

The SLCF is a free professional development tool, accessible to all, which sets out the key skills needed to support the speech, language and communication (SLC) development of all children and young people.

It is a self-assessment tool which enables individuals to map out their skills, knowledge and confidence in supporting the development of these essential skills in the children and young people they work with.

The SLCF provides users with a personalised analysis of their current confidence levels and offers suggestions for next steps in continuing professional development (CPD) including training courses, reading and resources. In addition, at the Universal level, there are opportunities for practitioners to develop their learning through short interactive online activities.

Do I need a group number to set up a group on the SLCF?

A group number was required on the old version of the SLCF, however on the current version you can set up a group and invite all those you're training to see their results. You can find out more information about the group function and how to set up a group in the [SLCF Handbook](#).

Is it possible to add an additional group lead?

You can have up to two group leaders on a group at any one time. Please [get in touch](#) with The Communication Trust team and provide them with the name and email address of the

group member you'd like to become a leader. Please note that this person will need to be registered on the SLCF and be part of the group before they can be added as a group lead.

I have created a group on the SLCF but I can't see all of the people I have added to the group within the 'Manage Group' area

In order for people to appear on the 'Manage Group' area, they would need to have individually registered to the SLCF. Once you have added people to the group, your invite will then be sent out via e-mail. They will then need to follow the instructions on this email to set up an account on the SLCF. If the individual has registered and is still not appearing on the group, please [get in touch](#).

I have invited members of staff to a group but they have not received the invite email

It could be that any spam filters which people have on their e-mail accounts are blocking the e-mail from coming through. We would suggest asking the staff who have not received the e-mails to sign up by going to www.slcframework.org.uk rather than waiting for the link to come through on e-mail.

Once it has come through they can then click the link to become part of the group.

Press and partnership working opportunities

Press/ publications

Would The Communication Trust be interested in writing an editorial piece around speech, language and communication for our publication?

We are always keen to spread the word about the importance of speech, language and communication so please [get in touch](#) and provide additional information about what you would like the piece to cover, any costs involved and the copy for deadline. Once we've received this information we will be able to look at capacity within the team and let you know if we are able to commit to this.

Attendance at conferences/ events/ forums

We would like a member of The Communication Trust team to speak/ run/exhibit at a workshop at our upcoming event, is this possible?

Thank you for considering TCT as a speaker or exhibitor at your event. Due to limited capacity within the team at this time, we are limited to the number of events we are able to attend. Please and provide us with some information about the event, the target audience, location and a brief summary of what you would like us to speak about or exhibit if we were able to attend.

If we are unable to attend the event, we would be happy to arrange for some of The Communication Trust's resources to be sent to the event.

Partnership working

We've recently launched a new resource/ service, can The Communication Trust promote it on your website?

Unfortunately we are only able to promote the work and services of our Consortium members and partners; therefore we would be unable to promote any external organisations on our website.

If you are a member of our [Consortium](#) or a partner, please [get in touch](#).

We would be interested in partnering with The Communication Trust on a funding opportunity/ research project

We are always keen to hear about these types of opportunities so please [get in touch](#).

Professional queries

My child has a particular need/ difficulty, can you provide advice?

Depending on your child's specific needs, there are a number of organisations who support a wide range of different speech, language and communication needs. Take a look at the information about our [Consortium](#) members on our website to see if there is a specific organisation that can provide you with some advice about your child's specific needs.

If you would like some more general information or advice, or would like to speak to somebody about your child's speech, language and communication, there are free helplines available to support families of children with speech, language and communication needs:

[ICAN helpline](#) – 020 7843 2544

[Afacic helpline](#) - 0300 666 9410

If you're concerned about your child's speech, language and communication development and would like to know more about what to expect in terms of your child's speech, language and communication development, you can have a look at the [Progress Checker](#) on the [Talking Point website](#).

Where can I find statistics about SLCN and DLD (Developmental Language Disorder)?

Some useful statistics about the prevalence of children and young people with DLD/SLCN can be found in The Communication Trust's 2017 report [Talking About A Generation](#)

Additionally, each year, the Department for Education release statistics regarding the prevalence of different types of Special Educational Needs and Disabilities from EYFS to Key Stage 4. These can be found on the gov.uk website. However, it should be noted that these statistics are a reflection of the number of children identified as having SLCN, and does not take in to account the children and young people who have SLCN, but whose needs have yet to be identified.

Can you recommend an intervention that I can use in my school/ setting?

If you are interested in implementing an intervention in your school or setting, we would recommend finding something that has a good evidence base, in order to support positive outcomes for your pupils and ensure value for money.

Take a look at our [What Works](#) website - a free database of evidenced interventions and approaches for supporting pupils with SLCN. You can search for different interventions through search criteria such as age group, or type of SLCN, to find evidenced interventions that might be suitable for what you're looking for.

Useful signposts

For more information about the Reception Baseline assessment, please see the Trust's publication [Beyond Measure](#)

For more information about the Phonics Screening check, please see the Trust's publication [Communicating Phonics](#)

For more information about the SEND Code of Practice please see the Trust's publications:

- [Communicating the Code](#)
- [Communicating the Curriculum](#)
- [Cracking the Code posters](#)

Please note: The information in the resources listed above is based on the current government's policies at the time of publication of the resource. Further information about government policy can be found on the gov.uk website. Use the search function to find the specific policy you are interested in finding out more about.

Other

I would like to sign up to receive your newsletters, how do I do this?

It's fantastic that you would like to receive updates from us, please register your details using [this link](#) and you will receive all future updates and monthly newsletters.

I'd like to unsubscribe from your emails.

To unsubscribe from our mailings, please click 'unsubscribe' at the bottom of our newsletters or [send us an email](#) and let us know which mailing list(s) you would like to unsubscribe from.

I would like to update my email address on a TCT mailing list, can you help?

We would be happy to update your contact details on our mailing lists so [get in touch](#) and let us know the email address you are currently subscribed as well as the updated email address.

How do I bookmark a page so I can return to it without needing to re-register?

- Using Google Chrome, go to the address bar at the top of the page and click on the 'star' icon and follow the prompts. To access bookmarked pages, open Google Chrome and click on the menu icon to the right of the star and select 'bookmarks' and then 'bookmark manager' and select the page from the appropriate folder.
- Using Mozilla Firefox, click on the 'star' icon to the right of the address bar and follow the prompts. To access bookmarked pages, click on the list icon next to the star and then click on 'show all bookmarks' and select the page from the appropriate folder.
- Using Internet Explorer, click 'Favourites' from the drop down menu underneath the address bar. Select 'add to favourites' and follow the prompts. To access the favourited page, open Internet Explorer and select 'Favourites' and select from the page from drop down menu.

I'd like to quote one of your references. Can you provide the publication date/details?

Please click [here](#) to download some reference information. If you are looking for the details of any references which are not included within this document please [get in touch](#).

I would be interested in volunteering or gaining some work experience at The Communication Trust, is this possible?

If you have any HR related queries, please contact our HR team at hr@ican.org.uk

I am interested in going into speech and language as a career, what routes are available?

We would recommend getting in touch with the Royal College of Speech and Language

Therapists (RCSLT) as they should be able to provide you with some information regarding [courses and training](#).