



Australian Government

HLTAUD011 Develop and implement individual hearing rehabilitation programs

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Modification History

Release	Comments
1	This unit of competency was first released in HLT Health Release 10.0.

Application

This unit describes the skills and knowledge required to assess client communication needs and to develop, implement and evaluate individual hearing rehabilitation programs. This work is carried out in conjunction with the dispensing of hearing devices.

This unit applies to audiometrists.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

N/A

Unit sector(s)

Audiometry

Elements and Performance Criteria

Element	Performance criteria
<i>Elements define the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine scope of client needs	1.1 Evaluate client communication and lifestyle needs

	1.2 Select and use an appropriate communication assessment tool for client 1.3 Recognise and evaluate factors contributing to communication difficulties 1.4 Assess and document impact of client's hearing impairment on carers, family members and significant others 1.5 Consult with client to evaluate client motivation and commitment to rehabilitation and integrate into rehabilitation planning 1.6 Document effects of communication impairment and the communicative needs of the client 1.7 Identify and liaise with other health professionals and support services based on client needs
2. Formulate hearing rehabilitation program	2.1 Collaborate with client in the planning process, providing opportunities for questions and discussion of concerns 2.2 Determine intervention options to minimise effects of hearing loss 2.3 Select best intervention options through evaluation of available technologies and services 2.4 Develop and discuss hearing rehabilitation program goals, realistic expectations and a plan of action with client 2.5 Explain details of options and cost implications to client 2.6 Select evaluation tools best suited to client and type of rehabilitation program 2.7 Document agreed plan of action and services to be provided
3. Implement the hearing rehabilitation program in collaboration with the client	3.1 Confirm client's understanding of realistic expectations for the hearing rehabilitation program 3.2 Work collaboratively with client and their carers or family members towards achieving the agreed hearing rehabilitation program goals 3.3 Provide support for the duration of the hearing rehabilitation program 3.4 Review and adapt hearing rehabilitation program to meet changing client needs

4. Evaluate hearing program	4.1 Monitor client progress against goals using recognised evaluation tools 4.2 Identify remaining communication needs and establish whether these can be met with additional advice, communication strategies or devices 4.3 Recognise the need for additional support and evaluation and make referral according to organisational procedures
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Foundation skills

The foundation skills essential to performance of this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skill	Description
Reading	· interprets organisational procedures related to developing and implementing rehabilitation programs.
Writing	· writes concise and clear summaries for referrals. · maintains client records in line with documentation standards.
Oral communication	· uses clear, respectful language to explain hearing rehabilitation options. · uses active listening and questioning techniques to clarify client needs and expectations.
Problem solving	· responds to needs of individual client.
Learning	· retrieves and evaluates information sources. · reflects on own practice and modify approach as needed.

Range of conditions

N/A

Assessment Requirements for HLTAUD011 Develop and implement individual hearing rehabilitation programs

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- independently developed and implemented hearing programs for at least 20 different clients (linked to the dispensing of hearing devices)
- supported the clients throughout the implementation process
- engaged with external agencies and health professionals for at least 5 clients

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical requirements, including:
 - codes of conduct of registering bodies
 - policy frameworks including government hearing service programs
 - privacy, confidentiality and disclosure
- work roles, including:
 - responsibilities and limitations of people working with clients experiencing hearing impairment, including:
 - medical practitioners
 - audiometrists
 - audiologists
 - agencies providing services to people with hearing health needs
 - interrelationships between audiometrists and other health professionals
- referral options for complex hearing problems beyond the scope of own practice
- types and features of communication assessment tools
- types of existing rehabilitation programs
- tinnitus, including:
 - questionnaires to determine tinnitus severity and impact
 - screening tools to assess the impact of tinnitus on quality of life
 - hearing aids and tinnitus maskers and their functionalities

- who to refer and when to refer clients to audiologists and other health care professionals for specialised treatment
 - basic information and education for clients regarding tinnitus
- types of hearing disorders that affect different population groups in the community and factors that contribute to complexity of needs
- contributing factors to communication difficulties
- social and psychological implications of communication impairment
- evaluation mechanisms and tools for hearing programs

Assessment Conditions

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - hearing rehabilitation and assessment tools
 - organisational procedures related to developing and implementing rehabilitation programs
- modelling of industry operating conditions, including:
 - integration of problem solving activities
 - provision of services to individuals with varied needs

Assessors must satisfy the current Standards for Registered Training Organisations (RTOs) /AQTF mandatory competency requirements for assessors.

Mandatory Workplace Requirements

Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.

Unit Mapping Information

Previous Code and Title	Equivalence	Comments
HLTAUD004 Develop and implement individual hearing rehabilitation programs	Not equivalent	Performance criteria updated. Major changes in knowledge evidence. Foundation skills added.

Links

Companion volumes, including implementation guides, are found on the national training register - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>.