



Australian Government

HLTAUD013 Assist client with management of hearing devices

HLTAUD013 Assist client with management of hearing devices

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 assist clients with correct use, connectivity and maintenance of hearing device. It also includes evaluating device function and undertaking minor repairs and maintenance.

This unit applies to workers who assists clients in managing hearing devices. This may include audiometrists, allied health assistants supporting audiometrists and audiologists in health care organisations, nurses and Aboriginal and Torres Strait Islander health workers

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. Provide advice and resources to the client	1.1 Instruct client on using and maintaining hearing devices according to manufacturer instructions

	1.2 Invite client feedback about hearing device management and respond according to their needs 1.3 Provide relevant materials to client about their hearing device and services available 1.4 Assess client's ability to manage the hearing device and provide further assistance to improve hearing device management 1.5 Use questions and observations to assess the client's understanding of connectivity features and provide further assistance based on client needs 1.6 Determine the need for referral and refer the client in line with organisational procedures for further assessment, treatment, or support
2. Maintain and repair hearing aids	2.1 Check hearing aid and its components manually 2.2 Conduct acoustic listening check of hearing aid 2.3 Complete minor hearing aid repairs in accordance with industry standards 2.4 Determine the need for and arrange major hearing aid repairs according to organisation procedures 2.5 Inform client of the cause of and solution to the hearing device problem and possible ways to overcome the problem 2.6 Make minor modifications to hearing devices to improve comfort and acoustic performance
3. Assist with hearing device connectivity	3.1 Identify the client's connectivity needs and preferences 3.2 Identify and assess client's hearing devices, accessories and personal sound amplification products to assist with hearing device connectivity 3.3 Identify types of connections used in client's hearing device technology 3.4 Install hearing device applications and connect hearing devices to other electronic devices and accessories according to manufacturer instructions 3.5 Check devices and their components for faults and connectivity 3.6 Troubleshoot and resolve connectivity difficulties according to manufacturer instructions
4. Complete and manage documentation	4.1 Complete and store client documentation according to organisational procedures

	4.2 Document expected short and long term outcomes related to hearing device use and management
--	---

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 the management of hearing devices. · Interprets manufacturer instructions for hearing devices.
Writing	· writes concise and clear summaries for referrals and reports. · maintains client records in line with documentation standards.
Oral communication	· uses clear, respectful language to explain management of hearing devices. · uses active listening and questioning techniques to clarify client concerns.
Numeracy	· interprets acoustic output and connectivity settings.
Learning	· retrieves and evaluates information sources. · operates and monitors equipment safely and efficiently. · reflects on own practice and modifies approach as needed

Digital literacy outcomes are included in the Companion Volume Implementation Guide.

Range of conditions

N/A

Assessment Requirements for HLTAUD013 Assist client with management of hearing devices

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:

- followed established procedures and protocols to independently and appropriately assist clients with management of hearing devices including:
 - provided advice and resources to at least 5 clients
 - maintained and repaired hearing aids for at least 5 clients
 - assisted at least 5 clients with hearing device connectivity

While performing above, ensured the following:

- instructed clients on how to manage device settings, connectivity, and maintenance post-fitting
- followed industry standards for completing minor hearing aid repairs
- installed hearing device applications and connecting devices to other electronic devices or accessories

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:

- national and state/territory legal and ethical requirements for assisting clients with hearing device management, including:
 - duty of care when assisting clients with hearing devices
 - informed consent
 - privacy, confidentiality and disclosure
 - policy frameworks and government programs
 - work role boundaries, criteria for referral
- current range of available hearing devices, their performance features, accessories and suitability for different client needs
- linear and non-linear amplification systems and the principles of the recognised prescription formula for both linear and non-linear hearing devices
- features of digitally programmable and digital hearing devices and their effect on the amplification provided, including:
 - compression ratio

- compression threshold and knee point
 - multi-channel compression
 - directional and omni-directional microphones
 - feedback management and cancellation systems
 - noise suppression systems
 - wireless and Bluetooth features and devices
 - automatic sound adjustments
 - using apps to control hearing aids
 - other emerging technologies
- ear mould acoustics, including venting and tubing, mould materials and their effect on hearing device prescription
- how electro-acoustic properties and features interact with each other and the human ear
- visual and listening checks for hearing device performance
- common hearing aid faults and troubleshooting solutions
- modifying earmoulds and tubing for improved comfort and acoustic performance
- different connectivity options used in hearing aid technology
- common connectivity issues and troubleshooting solutions
- types of minor and major repairs
- organisational procedures for arranging major repairs

Assessment Conditions

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - hearing device repair and modification equipment
 - manufacturer instructions
 - visual inspection tools
 - cleaning and maintenance tools
 - functional testing equipment
 - organisational procedures relevant to assisting client management of hearing devices
- 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
HLTAUD005 Dispense hearing devices	Not-Equivalent	Change in unit outcome. Major changes in unit application, elements, performance criteria, performance evidence and 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>.