



Australian Government

HLTAUD014 Manage and remove cerumen

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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 covers the skills and knowledge required to check for and remove cerumen in adult clients.

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. Prepare for cerumen removal	1.1 Review client case history and case management plan to determine client needs

	1.2 Identify contraindications to cerumen removal from the medical history and refer to appropriate health professionals for further assessment and treatment 1.3 Explain cerumen removal procedure and encourage client to ask questions 1.4 Gain client consent for cerumen removal procedure 1.5 Set up equipment according to organisational and infection control procedures
2. Conduct otoscopy	2.1 Follow personal hygiene and infection control, including hand hygiene, correct use of personal protective equipment (PPE), and safe handling of materials, in accordance with organisational procedures 2.2 Conduct otoscopy and maintain client comfort according to organisational procedures 2.3 Identify contraindications and precautions to cerumen removal 2.4 Identify most appropriate method for cerumen removal based on otoscopy findings 2.5 Soften cerumen according to cerumen softening procedures 2.6 Make referrals to an appropriate agency for further assessment and treatment according to organisational procedures, when cerumen removal cannot be completed safely
3. Remove cerumen	3.1 Select speculum size that meet client needs 3.2 Extract cerumen using equipment according to infection control procedures 3.3 Monitor client to identify and manage risks throughout the cerumen removal procedure
4. Follow post-cerumen removal procedures	4.1 Complete post-cerumen removal otoscopic inspection to review status of ear canal 4.2 Address post removal requirements according to organisational procedures 4.3 Educate and counsel clients about external ear care 4.4 Document treatment according to organisational procedures 4.5 Identify the need for referral and refer client to other health professionals 4.6 Clean and store equipment according to organisational procedures

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 managing and removing cerumen. · interprets equipment manufacturer instructions.
Writing	· writes concise and clear summaries for referrals. · maintains client records in line with documentation standards.
Oral communication	· uses clear, respectful language to explain cerumen removal and obtain informed consent. · uses active listening and questioning techniques to clarify client expectations and concerns.
Learning	· retrieves and evaluates information sources. · operates and monitors equipment safely and efficiently. · reflects on own practice and modify approach as needed.

Range of conditions

N/A

Assessment Requirements for HLTAUD014 Manage and remove cerumen

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 standard clinical procedures to independently remove cerumen for at least 30 clients, including:
 - used cerumenolytic agents to soften cerumen, taking into account any client allergies
 - provided post procedure care as required
 - referred at least 5 clients to other health professionals for further assessment and treatment
 - educated clients about external ear care

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 considerations for cerumen removal, including:
 - duty of care
 - informed consent
 - privacy, confidentiality and disclosure
 - records management
 - work role boundaries, responsibilities and limitations
 - contraindications and indicators for referral
- anatomy, physiology and common disorders of the outer and middle ear, including:
 - medical and post-surgical conditions of the outer and middle ear that alter the appearance and/or function of the external ear canal or tympanic membrane
 - client positioning for safe and optimal cerumen removal
 - how to adjust headlamp for optimal view
 - selecting a speculum for cerumen removal
- clinically safe technique for cerumen curettage
- micro-suction technology and types of equipment used

- contraindications and precautions for micro-suction and curettage
- infection control protocols in micro-suction and curettage
- strategies used to educate and counsel clients regarding cerumen management, including:
 - common causes and symptoms of cerumen build-up
 - safe practices for cerumen management
 - available methods for cerumen removal
 - communication techniques for explaining procedures in plain language

Assessment Conditions

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - sterilisation equipment
 - otoscope
 - cerumenolytic agents
 - means of disposing blood products
 - cerumen extraction equipment
 - organisational procedures relevant to managing and removing cerumen
 - manufacturer instructions
- modelling of industry operating conditions, including:
 - integration of problem solving activities
 - time constraints for completion of 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
HLTAUD006 Remove cerumen	Not equivalent	Performance criteria added. Performance evidence updated. Additions to

		knowledge evidence. Foundation skills added.
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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>.