



Australian Government

HLTAUD005 Dispense hearing devices

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Merged HLTAU505/507. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence.

Application

This unit describes the skills and knowledge required to prescribe and fit hearing devices, evaluate device function and undertake minor repairs and maintenance. It also involves providing instruction and follow up services to 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.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Confirm hearing device requirements

1.1 Interpret outcomes of hearing assessment documentation

1.2 Select style and performance requirements of hearing device(s) based on hearing assessment, client communication and physical needs

1.3 Select appropriate additional device requirements for optimal acoustic performance and client management needs

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

2. Take ear impressions

- 2.1 Follow personal hygiene and infection control procedures
- 2.2 Recognise and respond to contraindications to taking ear impressions with otoscopy
- 2.3 Make referral to other facilities for assessment and treatment
- 2.4 Select correct sized otoblocks
- 2.5 Prepare mould material in accordance with manufacturer's instructions
- 2.6 Follow correct and safe impression taking procedure
- 2.7 Examine ear impressions for defects and take new impression if defects found
- 2.8 Determine any modifications that may be required to ensure a comfortable insertion and fit
- 2.9 Examine ear condition post impression
- 2.10 Package ear impressions suitably and send to ear mould manufacturer
- 2.11 Adapt ear impression processes in line with emerging technologies

3. Prepare for fitting

- 3.1 Prepare information and required documentation
- 3.2 Prepare the environment for hearing aid fitting
- 3.3 Check and calibrate equipment ready for use
- 3.4 Check availability of required personal protective equipment as required

4. Fit hearing aids

- 4.1 Follow manufacturer's recommended fitting procedures and industry best practice including recognised fitting formulae
- 4.2 Assess occlusion effect and make appropriate modifications to minimise its effects
- 4.3 Determine acceptable power output and evaluate in consultation with the client

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

4.4 Assess hearing device for acoustic feedback and take action to minimise its effects if needed

4.5 Evaluate objective and subjective performance and comfort factors and make modifications as required

4.6 Clean and store equipment and attachments in accordance with manufacturers' requirements and infection control procedures

5. Provide advice and resources to the client

5.1 Instruct client/carer clearly on correct use and maintenance arrangements

5.2 Give client the opportunity to voice concerns in relation to hearing aid fitting and address client's concerns

5.3 Provide relevant materials to client about their device and services available

5.4 Make informed judgment from client responses about client ability to manage use of device

5.5 Make recommendations for further assessment or treatment in accordance with industry standards

6. Complete and manage documentation

6.1 Complete, present and store accurate documentation in accordance with relevant policies and procedures

6.2 Document expected short and long term outcomes

7. Follow up client

7.1 Organise client follow up in accordance with industry standards

7.2 Verify and validate success of fitting and modify electroacoustic parameters where appropriate

8. Maintain and repair hearing aids

8.1 Check hearing aid and its components manually

8.2 Conduct acoustic listening check of hearing aid

8.3 Complete test box measurements as required or

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

interpret 2cc coupler data

8.4 Complete minor hearing aid repairs in accordance with industry standards

8.5 Arrange major hearing aid repairs when required

8.6 Inform client of the cause of and solution to the device problem and possible ways to overcome this

8.7 Make minor modifications to improve comfort or acoustic performance

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTAUD005 Dispense hearing devices

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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 dispense a diverse range of hearing devices to at least 20 people:
 - performed real ear measurements including real ear insertion gain (REIG) and speech mapping to accurately analyse acoustic performance against prescriptive targets,
 - analysed noise reduction, directionality, feedback mechanism and feature performance
 - modified acoustic features of ear moulds and tubing to achieve real ear prescription targets and or improve listening comfort
 - varied characteristics of devices to achieve real ear prescription targets or improve listening comfort
 - assessed subjective comfort, sound clarity and quality, occlusion, feedback, loudness comfort, and take into consideration acclimatisation requirements
- used both linear and non-linear prescription techniques

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 considerations (national and state/territory) for hearing aid dispensing:
 - duty of care

- informed consent
- privacy, confidentiality and disclosure
- codes of conduct of registering bodies
- policy frameworks, Australian Government Office of Hearing Services requirements
- work role boundaries, criteria for referral
- current range of available hearing devices, their performance features and suitability for different client needs
- linear and non-linear amplification systems and the principles of at least one of the recognised prescription techniques for both linear and non-linear hearing devices
- electronic features of digitally programmable and digital hearing devices and their effect on the amplification provided, including:
 - compression ratio
 - compression threshold/knee point
 - multi-channel compression
 - directional and omni-directional microphones
 - feedback management and cancellation systems
 - noise suppression systems
 - wireless/Bluetooth features and devices
 - other emerging technologies
- ear mould acoustics, including venting and tubing, mould materials and its effect on hearing device prescription
- how electro-acoustic properties and features interact with each other and the human ear
- strategies to resolve problems encountered in hearing device fitting according to industry best practice
- broader context knowledge in reference to other devices, including:
 - cochlear implants
 - bone anchored devices
 - other emerging devices

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - real ear measurement equipment and software
 - programming interfaces
 - manufacturer's software
 - Noah or equivalent
 - suitable fitting environment
 - repair and modification equipment
- modelling of industry operating conditions, including:

- integration of problem solving activities
- provision of services to general public

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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