



Australian Government

Department of Education, Employment and Workplace Relations

HLTAHW418B Provide information and strategies in hearing and ear health

Release: 1

HLTAHW418B Provide information and strategies in hearing and ear health

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit describes the competencies required to conduct health promotion related to hearing as part of primary health care services for Aboriginal and/or Torres Strait Islander communities
Specific advice provided may be limited by close supervision or established guidelines in line with community needs and health provider guidelines

Application of the Unit

Application

This unit is intended to address skills and knowledge required by those working with Aboriginal or Torres Strait Islander communities to deliver primary health care services at Certificate IV level

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
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| 1. Provide information and support related to hearing and ear health | 1.1 Provide accurate information to the community about hearing and <i>ear health and related risk factors</i>
1.2 Provide information about the importance of regular hearing checks, compliance with treatment regimens and medications, and the need to follow-up and monitor ear problems
1.3 Discuss issues relating to the impact of diet on hearing and ear health
1.4 Provide information on available health care resources and services, including specialist resources |
| 2. Follow-up hearing and ear health care programs | 2.1 Evaluate hearing and ear health programs in line with organisation guidelines and community requirements
2.2 Maintain client confidentiality in line with organisation guidelines
2.3 Regularly update and maintain records of hearing and ear health care programs according to organisational policies and procedures
2.4 Implement <i>strategies to manage and improve hearing and ear health</i> in line with community requirements and organisation guidelines |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Anatomy and physiology of the ear
- Broad knowledge of ear diseases (manifestation, impact and treatment)
- Knowledge of ear-related symptoms and signs that suggest a need for medical or specialist assessment
- Organisation policies and procedures relating to client confidentiality
- Role of the Aboriginal Health Worker in counselling and health education
- Strategies to:
 - improve hearing and ear health in the community
 - address clients presenting with hearing or ear problems
 - coordinate provision of optimum level of ear health service delivery
- Hearing or ear health problems requiring referral
- Relevant evaluation criteria for monitoring effectiveness of hearing or ear health care program

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Communicate effectively in a group and one-on-one environment to promote healthy practices and discuss health issues
- Provide accurate and relevant information and guidance about hearing and ear health care in line with identified individual and community needs

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

REQUIRED SKILLS AND KNOWLEDGE

- Take a case history and assess hearing and middle ear function using age-appropriate screening
- Recognise abnormalities in the appearance of the tympanic membrane and ear canal and identify hearing deficits
- Communicate effectively with client to obtain information and ensure understanding of information provided
- Liaise between service providers, individuals, families and community groups
- Provide community education on hearing and ear health
- Reflect on and improve own level and application of skills and knowledge to achieve desirable outcomes and maintain own capabilities
- Work with a team to deliver effective health promotion and education for Aboriginal and/or Torres Strait Islander communities and clients using appropriate facilitation, problem solving and instructional practices

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects of assessment:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

EVIDENCE GUIDE

Conditions of assessment:

This unit includes skills and knowledge specific to Aboriginal and/or Torres Strait Islander culture. Assessment must therefore be undertaken by a workplace assessor who has expertise in the unit of competency or who has the current qualification being assessed and who is:

- Aboriginal or Torres Strait Islander him/herself

or:

- accompanied and advised by an Aboriginal or Torres Strait Islander person who is a recognised member of the community with experience in primary health care

Context of assessment:

Competence should be demonstrated working individually, under supervision or as part of a primary health care team working with Aboriginal and/or Torres Strait Islander clients.

Assessment should replicate workplace conditions as far as possible.

Related units:

This unit may be assessed independently or in conjunction with other units with associated workplace application.

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

RANGE STATEMENT

Cultural respect

This competency standard supports the recognition, protection and continued advancement of the inherent rights, cultures and traditions of Aboriginal and Torres Strait Islander peoples

It recognises that the improvement of the health status of Aboriginal and Torres Strait Islander people must include attention to physical, spiritual, cultural, emotional and social well-being, community capacity and governance

Its application must be culturally sensitive and supportive of traditional healing and health, knowledge and practices

Community control

Community participation and control in decision-making is essential to all aspects of health work, and the role of the health worker is to support the community in this process

Supervision

Supervision must be conducted in accordance with prevailing state/territory and organisation legislative and regulatory requirements

References to supervision may include either direct or indirect supervision of work by more experienced workers, supervisors, managers or other health professionals

A person at this level should **only** be required to make decisions about clients within the organisation's standard treatment protocols and associated guidelines

RANGE STATEMENT

Legislative requirements

Federal, state or territory legislation may impact on workers' practices and responsibilities. Implementation of the competency standards should reflect the legislative framework in which a health worker operates. It is recognised that this may sometimes reduce the application of the Range of Variables in practice. However, assessment in the workplace or through simulation should address all essential skills and knowledge across the Range of Variables. Aboriginal and/or Torres Strait Islander Health Workers may be required to operate in situations that do not constitute "usual practice" due to lack of resources, remote locations and community needs. As a result, they may need to possess more competencies than described by "usual practice circumstances". Under all circumstances, the employer must enable the worker to function within the prevailing legislative framework.

Risk factors related to hearing and ear health may include but are not limited to:

- Middle ear disease in childhood and its impact on hearing.
- Impact of impaired hearing on child development and education.

Strategies to manage and improve hearing and ear health may include:

- Collection of data as a basis for preventing, containing or eliminating diseases or conditions causing hearing or ear problems.
- The use of amplification equipment in the classroom ('sound-field amplification') to address educational disadvantage in communities with a high burden of middle ear disease.
- Identification of relationships between hearing or ear health and nutrition, demography, culture, socio-economic status and general health.
- Use of a community development approach to devise strategies to improve hearing or ear health.

Unit Sector(s)

Not Applicable