

Unit of Competency template

Unit code	HLTAUD011	
Unit title	Develop and implement individual hearing rehabilitation programs	
Modification History	Release	Comment
	Release 1.	HLTAUD011 Develop and implement individual hearing rehabilitation programs supersedes and is not equivalent to HLTAUD004 Develop and implement individual hearing rehabilitation programs. Performance evidence updated. Major changes in Knowledge evidence. Foundation skills added.
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. <i>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.</i> <i>No licensing or certification requirements apply to this qualification at the time of publication</i>	
Pre-requisite unit	N/A	
Competency field	N/A	
Unit sector	Audiometry	
Elements	Performance criteria	
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.
Foundation skills Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.	

Range of conditions	N/A
Unit mapping information	HLTAUD011 <i>supersedes and is not equivalent to HLTAUD004 Develop and implement individual hearing rehabilitation programs</i>
Links	https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

Assessment Requirements template

Title	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	Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace. 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.
Links	https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

DRAFT NOV 24