

Unit of Competency template

Unit code	HLTAUD013	
Unit title	Assist clients with management of hearing devices	
Modification History	Release	Comments
	Release 1.	HLTAUD013 Assist clients with management of hearing devices supersedes and is not equivalent to HLTAUD005 Dispense hearing devices. Change in unit outcome. Major changes in unit application, elements and performance evidence. Foundation skills added.
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 <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. 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 Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.	
Range of conditions N/A	
Unit mapping information	HLTAUD013 <i>supersedes and is not equivalent to</i> HLTAUD005 <i>Dispense hearing devices</i>
Links	https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

Assessment Requirements template

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