

Unit 67: Hearing Aid Repair and Maintenance

Level:	4
Unit type:	Optional (Audiology)
Credit value:	15
Guided learning hours:	120

Unit summary

In this unit, you will develop the knowledge, understanding and skills needed to perform hearing aid repairs and maintenance. You will be expected to build your patient-centred professional practice and practise safely in the workplace.

Unit assessment requirements

There are no specific assessment requirements for this unit. Please refer to the assessment strategy in *Annexe B*.

Additional information

All procedures must be undertaken in accordance with the Standard Operating Procedure and Good Manufacturing Practice.

AC1.1 – communication needs of people with a hearing impairment includes:

- lip reading
- communication skills training
- assertiveness training
- hearing tactics
- involvement of significant others.

AC2.3 includes:

- greeting the individual – ‘hello my name is’
- explain own role
- communicating with individuals in a way that respects their dignity, rights, privacy and confidentiality.

AC2.6 includes:

- adherence to quality-control procedures
- adherence to health and safety procedures
- adherence to infection control procedures.

AC3.2 includes routine and specialist aids.

AC3.3 includes associated compatible assistive listening devices.

AC3.5 includes being aware of updated NICE guidance on specialist hearing aid candidacy.

AC6.2 includes like-for-like hearing aid replacement

Learning outcomes and assessment criteria

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements that the learner is expected to meet **in own area of work and in accordance with Standard Operating Procedures (SOPS)** to achieve the learning outcomes and the unit.

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
1	Understand the psychosocial aspects of hearing loss	1.1	Evaluate the communication needs of people with hearing impairment			
		1.2	Explain the impact of hearing impairment on the relationships with significant others			
		1.3	Discuss the implications of hearing impairment on mental health			
		1.4	Discuss different models of disability in relation to employment and equality			
		1.5	Explain own strategies for communicating with people who have hearing impairment			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
2	Be able to take ear mould impressions and modify ear moulds	2.1	Compare the type of ear moulds and open ear fittings available			
		2.2	Explain how the acoustical properties of an ear mould and open ear fitting can impact on a hearing aid's potential to deliver sound to the ear			
		2.3	Explain the impression taking procedure to the patient using effective communication skills			
		2.4	Treat patients in a way that respects their dignity, rights, privacy and confidentiality			
		2.5	Gain and document informed consent for the procedure			
		2.6	Take and process impressions of ears for customised ear moulds following recommended procedures			
		2.7	Order the appropriate ear mould type and additional modifications according to existing specifications			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
3	Understand the role of hearing aid provision within a patient management plan	3.1	Explain the role of hearing aid provision within a patient management plan			
		3.2	Evaluate the different types of hearing aids available for people with hearing impairment			
		3.3	Explain how current hearing aid technology and performance supports people with hearing impairment			
		3.4	Explain how the sound modification features of hearing aids maximise benefit for people with hearing impairment			
		3.5	Explain the process of assessing hearing aid candidacy for people with hearing impairment			
		3.6	Explain the process of hearing aid selection for people with hearing impairment			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
4	Be able to use a hearing aid test box according to Standard Operating Procedures	4.1	Explain the Standard Operating Procedure for the use of a hearing aid test box			
		4.2	Assess the hearing aid performance against a range of agreed parameters			
		4.3	Document the results of the hearing aid test box procedure			
		4.4	Interpret the results of hearing aid performance measures			
		4.5	Compare the hearing aid test box results to the manufacturer's published specifications for the specific digital hearing aid			
5	Be able to undertake like-for-like replacement of hearing aids in the repair clinic	5.1	Discuss the reasons a patient may require like-for-like replacement of hearing aids			
		5.2	Undertake like-for-like replacement of hearing aids in the repair clinic following standard operation procedures			
		5.3	Complete the required documentation in line with standard operation procedures			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
6	Be able to perform routine hearing aid maintenance and checks	6.1	Perform listening checks of hearing aids as part of routine maintenance			
		6.2	Perform hearing aid repairs as part of routine maintenance			
		6.3	Replace slim domes, wax filters and slim tubes, changing length to fit the ear			
		6.4	Re-tube an ear mould, adjusting length to fit the ear			
		6.5	Use specialist ear mould modification machinery to finish and polish ear moulds for patient comfort			
		6.6	Follow procedures for referral for identified referable conditions			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)