

# HEARING AID DISPENSER

**Reference Number: ST0600**

## Details of standard

### Occupation summary

A Hearing Aid Dispenser (HAD) is someone who works independently to test people's hearing, advise on hearing care and where necessary supplies and fits hearing aids and other communication devices. Hearing Aid Dispensers are registered with the Health and Care Professions Council ([www.hcpc-uk.org](http://www.hcpc-uk.org)). This role requires strict adherence to professional standards which includes the need to maintain accurate records and identify the need for onward referral for a medical opinion. Hearing Aid Dispensers can work in a variety of settings including the NHS, private practice, retail, in employed or self-employed positions. The role is typically performed in either a clinical, community or domiciliary setting. In their daily work, an employee in this occupation interacts with the general public through scheduled appointments, other healthcare professionals and colleagues within their organisation. A Hearing Aid Dispenser will generally act alone and is responsible for seeing adults, including vulnerable members of the community, who have various stages of hearing difficulty or ear health issues, providing a range of services designed to support communication and participation in everyday life.

### Typical job titles

Typical job titles include; Hearing Aid Audiologist, Hearing Aid Dispenser, Audiologist, Hearing Specialist

### Entry requirements

Maths and English Language Education to equivalent of GCSE standard

### Occupation duties

#### Duty

#### Criteria for measuring performance

#### KSBs

<p><b>Duty 1</b> Act in accordance with the ethics, values and legal boundaries of the profession; practicing safely and effectively within the Hearing Aid Dispenser scope of practice as required for continued registration with the Health and Care Professions Council (HCPC)</p>	Adheres to the regulatory Standards of Proficiency and the Standards of Conduct, Performance and Ethics for the Hearing Aid Dispenser role.	K1 K2 S1 S2 S3
	Complies with the regulatory standards of gaining informed consent.	B1 B2 B3 B4
	Compliance with Data Protection, Diversity, Safeguarding, Health and Safety and Escalation Procedures within the context of the role.	
	Accurate record keeping	
<p><b>Duty 2</b> Create and maintain an ongoing portfolio of continuing professional development that uses professional and personal reflection, and research, to systematically demonstrate the ongoing implementation of critical learning that maintains, enhances or extends the scope of personal professional practice..</p>	On completion of the apprenticeship the apprentice must be able to produce a current portfolio of reflective development that meets the Health and Care Professions Council Standard for Continuous Professional Development	K3 K4 K5 S4 S5 B3
	Accurate case history taken and recorded that meets the regulatory requirements and demonstrates that informed consent was given.	K2 K6 K7 K8 K9 K10 S6 S7
		B1 B2 B3 B4
<p><b>Duty 4</b> Examine Ears by conducting otoscopic and physical examination of the ear to establish ear health, any concerns or advisable conditions and explain the results to the end user.</p>	The safe and effective examination of the ear observing British Society of Audiology recommended procedure.	K11 K12 K13 K14 K15 S7 S8 S9 S10 S11
	Ability to identify, explain and recommend next steps based on findings	B1 B2 B3 B4
	Ability to provide a clear explanation of the examination results at a suitable and empathetic level	

to the end user.

**Duty 5** Advice and provide guidance on ear wax management including methods of removal. Perform safe wax removal in line with evidence based practice and identify when onward referral is required in line with available professional or regulatory guidelines.

The correct approach to different situations.

K16 K17 K18 K19

Safe and effective ear wax treatment.

S3 S12 S13 S14

B1 B2 B3 B4

**Duty 6** Test Hearing by performing Pure Tone Audiometry; Air & Bone conduction with masking as appropriate, analyse the results and explain them to end users, their families and carers.

The delivery of an effectively structured consultation, within scope and Health and Care Professions Council standards and British Society of Audiology recommended procedures, that follows the guidelines specific to the employing organisation and specific to the end users position along their hearing pathway, in a way that delivers the required outcome of the specific type of appointment.

K20 K21 K22 K23 K24 K25  
K26

S7, S10, S15 S16 S17 S18  
S19

B1 B2 B3 B4

**Duty 7** Provide a range of hearing instruments, accessories and other devices including those offered for retail sale.

To ensure that end user hearing, cosmetic, dexterity and financial needs are effectively matched with the benefits associated with the employers product range by using product knowledge and the manufacturers specifications.

K27 K28 K29 K30 K31 K32  
K33 K34

S6 S20 S21 S22

B1 B2 B3 B4

**Duty 8** Conduct an appropriate fitting appointment in which the hearing aid dispenser will fit and programme the most appropriate hearing technology and devices from a diverse range, to suit clinical, physical, lifestyle and financial needs of the service user. To train the service user in the use and maintenance of the product to ensure effective rehabilitation and customer satisfaction.

Accurate fitting to an evidence based standard that takes user feedback into account, within scope and the Health and Care Professions Council, British Society of Hearing Aid Audiology standards and British Society of Audiology recommended procedures , that follows the guidelines specific to the employing organisation and specific to the end users position along their hearing pathway, in a way that delivers the required outcome of the appointment type.

K6 K10 K11 K12 K13 K22  
K35 K36 K37 K38

S6 S7 S8 S9 S23 S24

B1 B2 B3 B4

**Duty 9** Construct and implement a patient centred individual management plan which will support the

The development of a patient centred individual management plan and the delivery of a structured

K39 K40 K41 K42 K43 K44

patient with their hearing needs recognizing where assistive listening devices can be used to support the patient and making recommendations on the provision and use of assistive listening devices. Support the patient in their rehabilitation process adding any newly identified needs to the individual management plan as appropriate and counselling the patient regarding expectations.

hearing aid and assistive listening devices rehabilitation plan that is specific to the end user in a way that delivers the required outcomes according to the end user's individual needs. Deliver a structured rehabilitation appointment to support the patient with the adaptation process identifying if there are any outstanding needs and making provisions to manage those as appropriate. Identify patients who would benefit from assistive listening devices and provide the appropriate devices and information to the patient to support them.

S6 S25 S26 S27 S28

B1 B2 B3 B4

**Duty 10** Deliver individually tailored post fitting support to optimise the outcomes for the end user.

The delivery of an effectively structured follow up and aftercare programme which leads to best end user outcomes and reflects employer's model.

K41 K45 K46 K47 K48

S6 S26 S29 S30 S31 S32

B1 B2 B3 B4

**Duty 11** Clean, service and maintain hearing systems, accessories and devices and provide a level of triage to identify faults, conduct simple repairs and where necessary escalate to manufacturers and other specialist agencies.

To be able to return a product fully functioning, and to specification, to the end user whether by cleaning, maintenance or simple repair or by managing the return to manufacturer process in place within the employer organisation.

K32 K41 K49 K50 K51

S33 S34

B1 B2 B3 B4

**Duty 12** Perform reassessments of hearing, analysing results and identification of the need to further fit and/or counsel end users and their families and carers.

The safe and effective examination of the ear, explore experience to date, conduct further testing as appropriate such as pure tone audiometry or speech testing within scope and to Health and Care Professions Council, British Society of Hearing Aid Audiology standards and British Society of Audiology recommended procedures, that follows the guidelines specific to the employing organisation and specific to the end users position along their hearing pathway, in a way that delivers the required outcome of the appointment type.

K9 K11 K12 K13 K20 K21  
K22 K23 K24 K25 K26 K36  
K43 K52S8 S9 S10 S11 S15 S16  
S17 S18 S19 S35 S36 S37

B1 B2 B3 B4

<b>Duty 13</b> Make Ear impressions safely and competently to be able to use ear impressions for a variety of products from which bespoke aural devices can be manufactured.	The delivery of an effectively structured impression appointment within scope and Health and Care Professions Council standards and within British Society of Audiology recommended procedures, that follows the guidelines specific to the employing organisation and specific to the end users requirements.	K11 K53 K54 K55 S8 S9 S38 S39 S40 S41 S42 S43 B1 B2 B3 B4
<b>Duty 14</b> Structure their work, prioritising appointments and managing a diverse caseload to ensure that end users receive the appropriate levels of care and support.	Can the apprentice make judgements regarding the prioritisation of appointments and their caseload, in order to keep appointment schedules to time, allowing sufficient and appropriate time for different types of consultation, while delivering a focussed and professional service to the end user.	K56 K57 S44 B2 B3 B4

## KSBs

### Knowledge

**K1:** You must know and understand The Health and Care professions Council standards of proficiency and code of ethics for the Hearing Aid Dispenser role, including the requirements to obtain informed consent.

**K2:** You must know and understand the regulatory and professional body requirements for Data Protection, Diversity, Safeguarding and other legislation relevant to the role.

**K3:** Know and Understand the Health and Care Professions Council 'Standards for Continuous Professional Development and how to reflect on own practice to maintain knowledge, skills and behaviours required for current and future practice.

**K4:** Know the different types of learning and activity that contribute to continuing professional development and how to access and evaluate both structured and unstructured learning opportunities.

**K5:** Know how to share information, findings and ideas through a range of media and to different audiences to allow the implementation of learnings to the benefit of the service user.

**K6:** Know and understand how to use effective communication to explore aural health and hearing related matter with service users, their families and the wider care team.

- K7:** Know and understand the indicators and responses that signal the need for further questioning or onward referral.
- K8:** To know how to document case history findings, within your employers operating system and the process for onward referral. (D3:K3)
- K9:** To understand the role that family members and other communication partners have when conducting a case history, and the importance of their participation.
- K10:** To understand the professional and regulatory requirements for full, accurate and contemporaneous notes in compiling and maintaining case histories.
- K11:** To know and understand the anatomical and physiological workings of the ear and associated systems to a level sufficient to converse with end users and other members of the profession.
- K12:** To know and understand the pathology of the ear and associated systems to a level sufficient to converse with end users and other members of the profession.
- K13:** To know and understand the effects that medical and pharmacological treatments can have on hearing health to a level sufficient to discuss with end users and other members of the profession.
- K14:** To know and understand the British Society of Audiology (BSA) recommended procedure for conducting otoscopy.
- K15:** To know and understand the choice of instruments and methods available with which to conduct otoscopy together with the associated advantages and disadvantages of each.
- K16:** Know and understand what ear wax is and how it is made.
- K17:** Know and understand the advantages and disadvantages of different ear wax removal procedures.
- K18:** Know and understand when to cease or change the procedure in line with professional scope of practice.
- K19:** Know and understand the organisations escalation procedure including onward referral pathways where relevant.
- K20:** To know and understand the choice of instruments and methods available with which to conduct pure tone audiometry together with the knowledge of the associated advantages and disadvantages of each.
- K21:** To know and understand the requirements for equipment calibration and daily checks.
- K22:** To know and understand the difference between; conductive, sensory-neural and mixed hearing loss and how various pathologies result in different types of loss.

- K23:** To know and understand the correct symbols and notation to use for plotting audiometric results.
- K24:** To know and understand the requirements for a suitable testing environment and the effects that ambient noise can have on the results.
- K25:** To know and understand the role of Pre-test patient history questions, and the impact of the answers given on the choice of testing technique used.
- K26:** To know and understand how to interpret audiometric measurement results and what actions to take.
- K27:** Know and understand how to match the specific features and advantages of the employers range of products to the specific hearing and lifestyle needs of the end user in a way that provides them with benefit.
- K28:** Know and understand the financial implications of purchasing hearing instruments and how any available payment plans work.
- K29:** Know and understand the arrangements and considerations of manufacturers warranty and additional insurance.
- K30:** Know and understand the relevant consumer legislation; including statutory regulation and organisational additions in relation to retail sales.
- K31:** Know and understand the impact of mental health and cognitive ability on decision making and informed choice.
- K32:** Know understand how hearing instruments work and how changes in technology and the market impact on benefits to service users.
- K33:** Know and understand how hearing instruments and assistive listening devices are promoted, advertised and market in the UK, including the relevant advertising standards.
- K34:** Know and understand how revenue, cost of sale and other costs affect profitability in relation to the retail sale of hearing instruments and assistive listening devices.
- K35:** To know and understand fitting formulae objectives and the impact of these on the fitting approach taken.
- K36:** To know about the styles, features and specifications of Hearing Instrument and assistive technologies and understand their impact on the fitting objective.
- K37:** To know and understand how to structure and provide content for an Individual management plan (IMP).
- K38:** To know and understand validation measurers and protocols, and verification standards and protocols.
- K39:** To know and understand how to create, update and complete a patient centred individual management plan.

- K40:** To know and understand how the acclimatization and adaptation process effects the rehabilitation process and the steps taken to give the best outcomes to the patient.
- K41:** To know and understand how different hearing aids and assistive listening devices are maintained, used and controlled.
- K42:** To know and understand how to construct and complete an outcome questionnaire to validate hearing aid fitting.
- K43:** To know and understand the employers range of assistive listening devices and how they work.
- K44:** To know and understand the British Society of Audiology Practice Guidance on Rehabilitation.
- K45:** To understand the psychology of a person accepting a hearing loss, and hearing aids, and the impact of this on their family, friends and colleagues.
- K46:** Have knowledge and understanding of different rehabilitation and auditory training tools, their benefits and limitations.
- K47:** Have knowledge and understand of different communication strategies and differing approaches to improving listening abilities.
- K48:** To understand the long term average speech spectrum and the impact on intelligibility with various hearing losses and the amplification strategy used.
- K49:** Know and understand how to fault find and identify component failure.
- K50:** Know and understand which aspects of repair need to be returned to the manufacturer and the employers process for completing this.
- K51:** Know and understand the combinations of consumable parts and the products they work with for the employers designated product range.
- K52:** To understand the role of history and lifestyle questions and how this will differ from initial assessments.
- K53:** To know and understand the current version of British Society of Audiology Recommended Procedures for taking aural impressions including open jaw impressions.
- K54:** To know and understand the variety and the properties of different impression materials and otostops for suitability of different end products and patients.
- K55:** To know the contra-indications to taking impressions.
- K56:** Know and understand the principles of time management and prioritisation differentiating between Important and Urgent tasks to achieve an appropriate work life balance.

**K57:** Know and understand the criteria and measurers that will be used to judge the effectiveness and success of the HAD in their role.

## Skills

**S1** To be able to interpret, apply and evidence the practical application of all relevant Health and Care professions Council Standards into actions and behaviours.

**S2** To be able to exercise a professional duty of care.

**S3** To maintain objective, professional and comprehensive records that clearly evidences gaining informed consent, activities delivered and accurately reflects all discussions and supports the continuity of end user care.

**S4** To be able to use a structured approach to building a Continuous Professional Development portfolio that meets regulatory requirements and follows Professional Body guidance.

**S5** To be able to engage in reflective practice appropriate to the role.

**S6** Effective communication skills; including questioning, active listening, observation and rapport with end users, carers, their families and the wider care team.

**S7** To be able to confidently navigate and seamlessly use the employers selected patient/customer record system.

**S8** Safely conduct otoscopy to British Society of Audiology standards and safely conduct physical ear examinations.

**S9** Identify, report and advise on observed abnormalities for onward referral to another healthcare practitioner.

**S10** Explain the results of the examination to the end user in a professional and empathetic manner advising on the most appropriate action to take and using the findings to inform the next stages of assessment.

**S11** To respect physical and cultural barriers that may prevent the examination to be effectively conducted and make adjustments where practical and necessary.

**S12** Conduct safe, effective and appropriate ear wax removal.

**S13** To take a relevant case history and record findings, specific to wax management, including; the nature and position of wax and the relevant case history and contra indicators to influence the selected removal approach.

**S14** To safely and effectively dispose of clinical waste.

**S15** To be able to conduct air conduction and bone conduction audiometry to British Society of Audiology recommended procedure.

- S16** To be able to interpret air conduction and bone conduction results to determine if masking rules apply and where necessary perform the masking procedure.
- S17** To be able to interpret the results obtained and make onward referral or determine service user care plan actions.
- S18** To be able to adapt testing procedure and explanations to suit different responses and avoid erroneous results, including where tinnitus is present.
- S19** To be able to explain the audiogram, results and any identified hearing loss to the person being tested.
- S20** To analyse audiometric results to select the most suitable technology to assist an end users hearing.
- S21** To program and set up a hearing product in a way that provides the best experience for the end user, their families or carers.
- S22** To communicate with end users and their families or carers in a way that motivates them to want to take action, while respecting their individuality and competence in making informed choice.
- S23** The ability to evaluate service user feedback on amplification and how this will be incorporated into the fitting and Individual Management Plan.
- S24** To be able to use objective outcome verification and outcome validation methods and interpret the results to determine appropriate amplification objective and strategy.
- S25** To be able to construct and write up a individual management plan centred on patient needs with a joint decision making and goal setting approach.
- S26** To be able to explain and demonstrate hearing aid maintenance and use to the service user.
- S27** To be able to set up assistive listening devices.
- S28** To be able to adjust or reprogram hearing aids as appropriate to the patient's feedback provided at the rehabilitation appointment.
- S29** To be able to use an array of hearing satisfaction outcome questionnaires. and objective verification methods.
- S30** To be able to access and interpret hearing aid data from built in usage log systems.
- S31** To be able to fine tune the programming of hearing aids to improve the end user experience.
- S32** To be able to design a task orientated programme to support the improvement in communication skills of the end user and their support network.

- S33** Be able to conduct a systematic fault find of a hearing instrument using visual and electronic tests.
- S34** Perform hearing aid triage - Cleaning, maintaining and making simple repairs of hearing instruments.
- S35** To communicate with end users resulting in identifying their end goals with relation to their current hearing aids and hearing needs.
- S36** To be able update and record findings alongside reviewing any previous records to highlight any changes that may have occurred for the end user.
- S37** To communicate with end users and their families and/or carers in a way that will allow them to make an informed joint decision about their management plan.
- S38** To be able to explain the impression taking procedure to patient professionally and calmly.
- S39** To be able to insert a variety of otostops at the correct position for the required product and to seal ear canal.
- S40** To be able to take an impression compliant to British Society of Audiology recommended procedures using a variety of impression materials and syringes.
- S41** To be able to identify when the impression is ready for removal and safely remove it without trauma to the ear.
- S42** To be able to advise and escalate actions, calmly, if an issue arises during the impression taking or removal procedure.
- S43** To be able to inspect, examine and review the completed impression to assess it's viability for the supplier to use to manufacture the desired product.
- S44** Time management and prioritisation skills.

## Behaviour

- B1:** Treat people with dignity, respecting individual's diversity, beliefs, culture, needs, values, privacy and preferences in an inclusive, person-centric approach that validates the Health and Care Professions Council's requirements for the role.
- B2:** Show respect and empathy for those you work with, have the courage to challenge areas of concern and work to evidence based best practice.
- B3:** Be adaptable, reflective, reliable and consistent, show discretion, resilience, self-awareness and demonstrate leadership.
- B4:** Be professional, confident, knowledgeable, caring, compassionate and sensitive to the needs and feelings of others, conscientious, honest and trustworthy.

## Qualifications

## English and Maths qualifications

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

## Other qualifications

- Foundation Degree in Hearing Aid Audiology, BSc healthcare science (audiology), Certificate or Diploma in Audiology, Award in Hearing Aid Dispensing Competence, L5

## Professional recognition

Health and Care Professions Council / Level 5 award

British Society of Hearing Aid Audiologists / 5  
Additional details

## Occupational Level:>

5

## Duration (months):

24

## Review

This standard will be reviewed after three years.

## Regulated Standard

This is a Regulated occupation.

## Regulator Body:

Health and Care Professions Council

Training provider must be approved by regulator body

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## Version log

VERSION	DATE UPDATED	CHANGE	PREVIOUS VERSION
1	15/03/2019	Assessment plan and funding first published	Not available
1	12/09/2018	Standard first published	Not available