

### **About this Unit**

This standard covers undertaking hearing tests in a variety of care settings under the direction of a health care professional.

The designated health professional, prior to the procedure, will undertake ear assessment and then delegate the hearing test to the appropriate person. This person might be you or another health professional depending upon the needs of the individual concerned.

The standard covers the administration of the test but not the evaluation of the results; this will be done by the requesting health care professional.

Users of this standard will need to ensure that practice reflects up-to-date information and policies.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

**Specific Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit**

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> <li>◆ <b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. <b>For example</b>, how you apply standard precautions for infection control and any other health and safety checks required.</li> <li>◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, your responsibilities and accountability in relation to the current European and National legislation, national guidelines and local policies and protocols and Clinical/Corporate Governance.</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.</li> <li>◆ <b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.</li> <li>◆ <b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.</li> <li>◆ <b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.</li> <li>◆ <b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.</li> <li>◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.</li> <li>◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1 The current European and National legislation, national guidelines, organisational policies and protocols in accordance with Clinical/Corporate Governance which affect your work practice in relation to undertaking assessment of an individual's hearing.	
2 Your responsibilities and accountability in relation to the current European and National legislation, national guidelines and local policies and protocols and Clinical/Corporate Governance.	
3 The duty to report any acts or omissions in care that could be detrimental to yourself, other individuals or your employer.	
4 The importance of applying standard precautions to undertaking an assessment of an individual's hearing and the potential consequences of poor practice.	
5 The importance of working within your own sphere of competence when and seeking advice when faced with situations outside your sphere of competence.	
6 Any reasons why you would not perform the test.	
7 Possible adverse reactions to the test and which members of the health care team you would report these to.	
8 Health and safety requirements in relation to the equipment being used.	
9 The importance of correct manual handling of the equipment according to legislation and local policy.	
10 The anatomy of the normal ear and the physiology hearing.	
11 Problems encountered by people with hearing difficulties.	
12 The different reasons/causes of hearing impairment.	
13 The various levels of hearing loss.	
14 The implications of any language, sensory deficits or levels of understanding that the individual may have, on performing the test.	
15 How hearing difficulties may affect communication.	
16 The different methods of communication you may have to use.	
17 Good practice in obtaining consent, the different methods of obtaining consent and what you would do if consent was refused.	
18 The materials and equipment required to undertake assessment of an individual's hearing.	

**FP8R 04 (CHS21) Undertake assessment of an individual's hearing**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
19 How to maintain the equipment according to manufacturer's instructions.	
20 How to obtain supplies for the equipment.	
21 The procedures and recommended timescales for calibration of the equipment according to manufacturers instructions.	
22 How to prepare and administer hearing test as directed by a clinician.	
23 What follow up advice you would give to individuals after the procedure.	
24 What you would record and where you would record this information.	
25 The importance of keeping accurate and up to date records.	
26 The importance of immediately reporting any issues which are outside your own sphere of competence without delay to the relevant member of staff.	

**FP8R 04 (CHS21) Undertake assessment of an individual's hearing**

<b>Performance Criteria</b>		<b>DO</b>	<b>RA</b>	<b>EW</b>	<b>Q</b>	<b>P</b>	<b>WT</b>	<b>PD</b>
1	Apply standard precautions for infection prevention and control any other relevant health and safety measures.							
2	Check the individual's identity and confirm the planned activity.							
3	Give the individual relevant information, support and reassurance in a manner which is sensitive to their needs and concerns.							
4	Gain valid consent to carry out the planned activity.							
5	Inform the individual of the start of test and give clear instructions throughout.							
6	Help the individual to put on the earphones at the start of the procedure and to remove them at the end.							
7	Commence the test using the procedure guidelines or protocol.							
8	Monitor the individual for adverse reactions and halt the test if any occur.							
9	Tell the supervising health professional of any adverse reactions without delay.							
10	Tell the individual when the test has ended.							
11	Answer questions within your responsibility and refer any questions outside of your responsibility to the appropriate health care professional.							
12	Give follow up advice and instructions following the procedure, adhering to guidelines, protocols and local policy, at a level and manner that the individual can understand.							
13	Complete the audiology report as instructed in the procedure guidelines/protocol.							
14	Record results accurately and legibly in the individuals file and report your results to the referring clinician.							
15	Undertake any post procedural instructions from the referring clinician.							

DO = Direct Observation  
 EW = Expert Witness  
 PD = Professional Discussion

RA = Reflective Account  
 P = Product (Work)

Q = Questions  
 WT = Witness Testimony

*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....