Course in Aural (Ear) Health
Code 10026NAT
On behalf of The Benchmarque Group, I am delighted to introduce you to our Course in Aural (Ear) Health (Accredited Course Code 10026NAT).

The human auditory system is one of the engineering masterpieces of the human body. At the heart of the system is an array of miniature acoustical detectors packed into a space no larger than a pea. These detectors can faithfully transduce vibrations as small as the diameter of an atom, and they can respond a thousand times faster than visual photoreceptors.

Although humans are highly visual creatures, much human communication is mediated by the auditory system and the loss of hearing can be as socially debilitating as blindness.

Maintaining and promoting good Aural (Ear) Health should be an important foundation in the care of all patients and it is an essential skills for health professionals working in all areas of health.

The Course in Aural (Ear) Health is designed to offer students the opportunity to develop the skills and knowledge to assess and manage aural health in relation to a range of conditions based on detailed knowledge of the anatomy, physiology and pathophysiology of the auditory system.

Assessing the aural health of a patient should be a systematic and structured process. It requires a comprehensive assessment of general client health incorporating all of the key structures of the auditory system. The process should include history taking (asking), physical examination (looking) and hearing assessment (recording).

The course provides successful students with the ability to apply a broad knowledge of management strategies, client centred education and related physical functions to health promotion and provision of basic care and advice in relation to aural health.

If you have any further questions about the Course in Aural (Ear) Health please do not hesitate to contact any one of our team on 1300 855 568.

Kind regards,
The Benchmarque Group Pty Limited

Drew Sutherland
CEO

This activity has been endorsed by the Australian Primary Health Care Nurses Association (APNA) according to approved quality standards criteria.
Course Outline

The Course in Aural (ear) Health is a short course designed to develop the knowledge and skills required for clinicians to safely assess the aural health of individuals and groups.

On the successful completion of the program, students should have:

- The skills and knowledge to assess and manage aural health in relation to a range of conditions, based on detailed knowledge of the anatomy, physiology and pathophysiology of the auditory system
- The ability to apply a broad knowledge of management strategies, client centred education and related physical functions to health promotion and provision of basic care and advice in relation to aural health
- Be able to assess the need for and perform wax removal procedures in a variety of settings as well as educating and assisting in the management of clients with aural health needs.

Rationale

- To provide evidence based guidelines for individuals performing ear health assessments and procedures that will promote and support best clinical practice
- To promote standardised patient care.

Aims

At the successful completion of this course the clinician should:

- Have a good knowledge and understanding of the anatomy and physiology of the ear
- Be able to perform an ear health examination
- Recognise abnormalities of the auditory system
- Assess if wax removal is required and can be performed safely
- Know when to refer to medical staff or specialist
- Give the patient a comprehensive explanation of procedures and examination findings
- Safely perform an wax removal procedure
- Give comprehensive post procedural instructions to the patient including possible adverse complications
- Outline any follow up required and make appropriate specialist referrals as needed
- Document the examination findings, procedure and outcome in the patient’s history.
Course in Aural (Ear) Health

Course Structure

Participants will be required to complete professional reading to ensure a level of base knowledge and understanding of the anatomy and physiology of the ear as well as abnormalities, procedures and outcomes of wax removal.

Participants will be required to attend a one (1) day lecture and workshop setting out clinical procedures required to perform ear health assessments, wax removal techniques and the maintenance of general ear health.

Participants will complete peer observed work experience in a clinical environment.

Assessment

Competency will be assessed on:

- Course assessment questions (a pass mark of 80% is required)
- Practical skills demonstrated during the course clinical skills sessions
- Competent demonstration of a single peer observed workplace procedure

The assessment portfolio does not need to be completed until after you have attended the one (1) day lecture and workshop.

Course Material

Included in this material is:

- Professional reading
- Course workbook
- Assessment workbook
- Checklists and consent for procedure (general templates)
- Flow chart and patient instruction documentation
- Supervisors declaration
- Assessment forms.

Prior to attending the one (1) day lecture and workshop, you will be provided with a Course Guide but your Course Resources and Materials will not be provided until the day of your workshop.

All the information required to successfully complete the assessment workbook are contained within the materials provided by The Benchmarque Group.
Course in Aural (Ear) Health

Course Content

The course consists of three (3) accredited units of competency.

Assess Aural (Ear) Health (Accredited Code AEHAAH001A)
Promote and Manage Aural (Ear) Health (Accredited Code AEHPAH002A)
Perform Wax Removal (Accredited Code AEHPWR003A)

Unit One - Assess Aural (Ear) Health

This unit describes the outcomes required to assess and determine the factors that affect aural health, assess the client’s physical and pathophysiological auditory status and seek advice where appropriate. The major focus of the unit is on physical auditory assessment management.

This unit covers anatomy and physiology of the ear and auditory system including:

- Normal and abnormal structures and function
- Conditions of the external ear
- Congenital abnormalities
- Infections and inflammatory disease
- Cellulitis
- Otitis externa including malignant otitis externa
- Fungal/bacterial/viral infections
- Trauma
- Foreign bodies including bugs/insects
- Neoplasms
- Benign - Exostosis, Osteomas/Papilloma’s/Keloma, Granulomas
- Malignant – Basil and squamous cell carcinomas
- Over production and impacted wax

Conditions of the middle ear including:

- Congenital defects
- Neoplasms
- Traumatic injury - barotrauma, ruptured tympanic membrane
- Infections - oitis media/serious oitis media, adhesive and chronic oitis media
- Glue ear
- Tymanosclerosis
- Cholesteatoma

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Conditions of the inner ear and surrounding structures:

- Labyrinthitis
- Mastoiditis
- Meniere’s syndrome

Unit Two - Promote and Manage Aural (Ear) Health

This unit describes the outcomes required to promote and manage the aural (ear) health status of clients, to maintain, monitor and promote general aural (ear) health. Maintaining good ear health decreases the risk of altered hearing states and possible long term hearing issues, improving general health and well-being.

The major focus of the unit is on education and self-management of aural health/hygiene for individuals and groups.

This unit covers the following topics:

- Promoting Aural Health to individuals and groups
- Developing management plans to meet the needs of individuals
- Co-morbidities, General health and environmental considerations, abnormal aural health issues
- Referral to specialists
- Implementing aural (ear) health programs
- Alternatives to syringing
- Appropriate agents for wax softening, swimmers ear and ear ache
- Legal practice issues
- Scope of practice
- Documentation
- Insurance
- Legal case studies

Unit Three - Perform Wax Removal

This unit describes the outcomes required to apply knowledge and skills to safely provide ear irrigation and wax removal.

The major focus of the unit is on wax removal using appropriate recognised ear irrigation and wax removal devices where there are no contra indications to performing the procedure safely using best practice policies and techniques.
This unit covers the following areas:

- Preparing for ear irrigation or suction removal of wax
- Ear health check list
- Gaining informed consent
- Wax removal procedure/practice
- Post procedure care
- Infection control
- Follow up documentation/appointments and referrals

**Study Day Overview**

To gain competency, participants are required to complete a One (1) Day workshop. During the workshop, participants will have the opportunity to review course notes as well as undertake a range of facilitator observed practical skills assessments.

**Pre-Requisites**

The course is available to Registered Nurses (Division 1), Enrolled Nurses (Division 2), Audiometrists, General Practitioners, Indigenous Health Care Workers (Graduate Certificate Clinical Stream) and Allied Health Care Workers may be eligible on application.

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<thead>
<tr>
<th><strong>Course Title</strong></th>
<th>Course in Aural (Ear) Health</th>
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<tbody>
<tr>
<td><strong>Course Code</strong></td>
<td>10026NAT</td>
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<tr>
<td><strong>Course Cost</strong></td>
<td>$475 per Student</td>
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<tr>
<td><strong>Minimum Onsite</strong></td>
<td>12 Students (Maximum 16 Students)</td>
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<tr>
<td><strong>Course Duration</strong></td>
<td>1 Day</td>
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<tr>
<td><strong>Assessment</strong></td>
<td>Assessment Portfolio + Observed Clinical Practice</td>
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<tr>
<td><strong>CPD Hours</strong></td>
<td>APNA has endorsed this activity and assessed that completion of this activity entitle students to claim up to 30 CPD Hours</td>
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<tr>
<td><strong>Pre Requisites</strong></td>
<td>Registered or Enrolled Nurses, General Practitioners, Audiometrists and ATSI Health Practitioners</td>
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The Benchmarque Group Pty Limited delivers a range of nationally accredited courses and unit of competency programs. These are collectively referred to as our “courses”.

Course Confirmation - Along with this application, you may have received a tax invoice for your course. The tax invoice acts as a confirmation of the receipt of your registration. This invoice will indicate the total cost required for participation, full payment of the tax invoice is required to guarantee your participation in the course.

Cancellation, Refund and Transfer - If a student cancels their registration; they will need to provide notice in writing prior to the commencement of the course. Should notification be received 14 days or more prior to the course commencing, The Benchmarque Group Pty Limited will refund 90% of your course fee. Should notification be received less than 14 days prior to the course commencing, no refund will be provided.

If a student is unable to attend a course a substitute student may take their place at no additional cost. Enrolled students who fail to attend without notification will not be entitled to a refund. Transfers to other course can be organised. Please provide notice in writing at least 14 days prior to the commencement of the course to allow time for transfer. A $10.00 course transfer fee may be incurred.

The Benchmarque Group Pty Limited will make appropriate financial arrangements to guarantee the refund of course fees when:

- The course is cancelled or discontinued; or
- The customer has a acceptable reason for discontinuing the course (e.g. medical).

Alternatively, a substitute course or date may be offered and mutually agreed on.

Record Keeping and Access to Records - The Benchmarque Group Pty Limited will keep a record of your participation in secure, confidential storage, including copies of any relevant qualification, statement of attainment or certificate of Attendance you have obtained.

As the student you are able to access this information at any time on request. When you contact The Benchmarque Group Pty Limited, you will be required to establish your identity by answering some questions regarding your original registration. Please allow up to five (5) working days for The Benchmarque Group Pty Limited to retrieve your documents from our archive system.

Certificates - On the successful completion of your course, The Benchmarque Group Pty Limited will issue you with a qualification, statement of attainment, or certificate of attendance depending on the course you have completed. This will include your name, completion date, and the name of the qualification, unit of competency/s or course achieved.

Should you fail to meet the minimum requirements of a course, you will be provided with two (2) additional opportunities to re-submit course/program work, submit additional evidence, or demonstrate competence as part of your course/program fee. Additional opportunities remain at the discretion of the individual facilitator.

Nationally recognised qualifications are issued when you are assessed as competent in a nationally recognised qualification. Nationally recognised statements of attainment are issued when you are competent in units of competency, but less than the amount for a full qualification. Certificates of attendance are issued for industry training that is useful for your employment, but not part of the nationally recognised training system. Qualifications and statements of attainment issued by The Benchmarque Group Pty Limited are recognised throughout Australia by other Registered Training Organisations; so, if you choose to undertake further course, your training with us may give you recognised prior learning into other course.

Revocation of a Qualification or Statement of Attainment - The Benchmarque Group Pty Limited may revoke a qualification or statement of attainment should it be deemed that it was obtained as a result of misleading or deceptive conduct, issued in error by The Benchmarque Group Pty Limited, or as directed by ASQA. Qualifications or statements of attainment may also be revoked if the participant is unable to provide full payment for the completed course, on the basis that all reasonable efforts have been made to receipt payment. A final notice of revocation will be issued, providing a period of fourteen (14) days to remit payment for the full amount.

Complaints and Assessment Appeals - Students who undertake courses offered by The Benchmarque Group Pty Limited retain the right to lodge complaints about the service received and to lodge appeals against decisions made regarding competency. The Benchmarque Group Pty Limited will respond personally to any written complaint made by a customer within five (5) working days of receipt. The complaint will then be investigated and resolved in a timely manner and the outcome will be advised appropriately. A full copy of our Complaints and Assessment Appeals Policy is available on request.

Access and Equity - The Benchmarque Group Pty Limited will ensure every attempt is made to allow access to our courses for every individual regardless of disability and in accordance with equal opportunity legislation. The Benchmarque Group Pty Limited also ensures that at all times customers are treated in an ethical and responsible manner that is consistent with the principles of social justice. If you have any concerns or particular requirements, for example assistance with disability, numeracy, or literacy, please contact The Benchmarque Group Pty Limited directly.

Feedback - As part of our continuous improvement program, we are constantly seeking ways to gain feedback about the courses, training and services we provide. Evaluation Forms will be provided for you to complete at the conclusion of your course. In addition, you may be randomly requested to provide feedback at any stage during or after your participation. The aim of these evaluations is to allow you, the student to have an input into the workings of The Benchmarque Group Pty Limited and to help us achieve a better and more efficient service.

Acceptance - By submitting this form and/or commencing your study with The Benchmarque Group Pty Limited, you are accepting the terms and conditions as detailed above. Should you have any questions or queries related to these terms and conditions, please contact us on Ph: 1300 855 568.