

Regulation on the vocational training for Hearing Aid Professionals

(Hörakustikerausbildungsverordnung – HörAkAusbV)



Federal Ministry
for Economic Affairs and Energy
Bundesministerium
for Education and Research

Publication
of the educational regulations for
Hearing aid professionals
including framework curriculum

Dated 30th May, 2016

In the following

- a) the educational regulations for Hearing aid professionals, dated 28th April, 2016 are published,
- b) the framework curriculum for the vocation of hearing aid professionals – resolution of the Standing Conference of Ministers of Education and Cultural Affairs of the Federal Republic of Germany on 5th December 1997 - in the version of 29th January 2016 – is promulgated.

The regulation and the framework curriculum were coordinated between the Federal government and the Länder on the basis of the agreed upon procedures stipulated in the joint result protocol of 30th May 1972.

Together with the regulation and the framework curriculum, certificate supplements in German, English and French were prepared and coordinated with the umbrella organizations of the parties involved in the vocational training. These will be published at a later date on the website of the Federal Institute of vocational education and training (http://www2.bibb.de/tools/aab/aabzliste_de.php). It is recommended that the relevant bodies hand out the certificate supplements as an attachment to the graduation certificate.

The list of correspondences between vocational training regulation and framework curriculum is published by the information system vocational education and training (A.WE.B) of the Federal Institute of vocational education and training (BiBB) under: <http://www.bibb.de/berufssuche>.

Bonn, 30th May 2016
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Federal Ministry
for Economic Affairs and
Energy

On behalf of
J. Bittner-Kelber

Federal Ministry
for Education and
Research

On behalf of
L. Wieland



Regulation on the vocational training for Hearing Aid Professionals (Hörakustikerausbildungsverordnung – HörAkAusvV)

Date: 28 April, 2016

On the basis of § 25 para 1 sentence 1 of the Craft Code, which was last amended through article 283 of the regulation on August 2015 (BGBl. I S. 1474), the Federal Ministry of Economic Affairs and Energy in agreement with the Federal Ministry of Education and Research decree:

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Section 1

Content, Duration and Organization of the vocational training

§ 1

State recognition of the training occupation

The training occupation hearing aid professional is recognized by the state according to § 25 of the Craft Code on the vocational training for the trade in line with attachment A number 34.

§ 2

Duration of the vocational training

The vocational training extends over a three-year period.

§ 3

Content of the vocational training and framework curriculum

Content of the vocational training are at least the competencies, knowledge and skills listed in the framework curriculum (attachment). In case there are practical in-company grounds or reasons related to the trainee, it is permitted to deviate from the organization of the vocational training as outlined in the curriculum framework.

The competencies, knowledge and skills laid down in the training framework curriculum are to be imparted in a way, that the trainee attains the professional abilities according to § 1 para 3 of the Vocational Training Act. The professional ability particularly includes independent planning, implementing and quality control.

§ 4

Structure of the vocational training, professional image of the training

(1) The vocational training is sub-divided in:

1. Competencies, skills and knowledge, which are related to the professional profile
2. Competencies, skills and knowledge to be taught in an integrative manner.

The competencies, skills and knowledge are compiled as occupational profile requirements as part of the vocational training program.

(2) Competencies, skills and knowledge according to the occupational profile requirements are:

1. Determine and evaluate individual hearing profiles,
2. Collect and analyze audiological and otoscopic findings,
3. Advise patients regarding the use of hearing systems, hearing aid systems and special equipment considering individual hearing expectations,
4. Create 3-dimensional images of the outer ear,
5. Produce otoplastics, customized hearing protection and special otoplastics,
6. Preset and adjust hearing systems, hearing aid systems and special equipment in accordance with the individual hearing profile,
7. Care of patients and performance of rehabilitation measures,
8. Performance of service and maintenance measures for hearing systems, hearing aid systems, special equipment and accessories
9. Organize und administer business and account processes.

(3) Occupational profile requirements to be taught in an integrative manner are:

1. Vocational training, labor and collective bargaining law,
 2. Structure and organization of the training company,
 3. Safety and health protection at work,
 4. Environmental protection,
 5. In-company and technical communication, as well as patient data protection,
 6. Planning and organizing of work processes and
 7. Performing quality-control procedures.
-



§ 5

Training Plan

The training company must set up a training plan based on the training framework curriculum for each apprentice at the latest by the beginning of the vocational training.

§ 6

Formal written qualification report

- (1) The apprentices must keep a written log of the training received. Time for this will be granted during their training hours.
- (2) The vocational trainers must check the training log regularly.

Section 2

Intermediate Examination

§ 7

Objective and Timing

- (1) To assess the vocational training level, an intermediate examination shall take place.
- (2) The intermediate examination should take place at the end of the second year of the vocational training.

§ 8

Content

The intermediate examination covers:

1. All competencies, skills and knowledge as per training framework curriculum for the first 18 months, as well as
2. the syllabus of the vocational school as far as it corresponds to the abilities, skills and knowledge of the vocational training framework curriculum.

§ 9

Examination Areas

The intermediate examination will cover the following examination areas:

1. Three-dimensional images and
2. Audiological profiles.

§ 10

Examination area Three Dimensional Depictions

- (1) In the examination area three dimensional images, the examinee shall demonstrate that he/she is able to,
 1. perform an otoscopy of the outer ear,
 2. assess auricle, hearing canal and ear drum,
 3. take precautionary measures to protect the ear during the process,
 4. produce three-dimensional images of the outer ear including the second curve of the auditory canal and
 5. assess the result of his/her own work on the basis of given written criteria.
- (2) The examinee is to produce a work sample.
- (3) The duration of the examination is 15 minutes.

§ 11

Examination Area Audiological Profiles

- (1) The examination in the field of audiological profiles consists of two parts.
 - (2) In the first part the examinee shall demonstrate that he/she is able to,
 1. Instruct and explain audiometric measuring procedures to patients and
 2. to perform audiometric measuring procedures.

The examinee shall perform a work sample. The duration of the examination is 15 minutes.



(3) In the second part, the examinee shall demonstrate that he/she is able to,

1. Apply masking procedures,
2. select measuring procedures and
3. classify audiometric measuring results.

The examinee shall work on these assignments in writing. The duration of the examination is 60 minutes.

Section 3

Journeyman's Examination

§ 12

Objective and Timing

- (1) Objective of the journeyman's examination is to determine, whether the examinee has attained the capacity to act as a hearing aid professional.
- (2) The journeyman's examination shall be held at the end of the vocational training.

§ 13

Content

The journeyman's examination covers

1. The competencies, skills and knowledge of the vocational training curriculum as well
-



2. the syllabus of the vocational school as far as it corresponds to the abilities, skills and knowledge of the vocational training framework curriculum.

§ 14

Examination Areas

The journeyman's examination covers the following examination areas:

1. Audiological profiles of patients,
2. three dimensional images of the outer ear and otoplastics,
3. pre-set and adjust hearing systems and advice of patients,
4. service measures as well as
5. Economic and social studies.

§ 15

Examination Area

Individual hearing profile of patients

The examination area individual hearing profiles of patients consists of two parts.

(1) In the first part the examinee shall demonstrate that he/she is able,

1. To analyze audiograms,
2. Describe audiological measuring and test procedures and
3. to describe structure and function of the hearing organ using technical terms.

The examinee shall work on these assignments in writing. The duration of the examination is 90 minutes.

(2) In the second part of the examination, the examinee shall demonstrate that he/she is able,

1. to instruct and explain audiometric measuring procedures to patients,
2. perform audiometric and psycho-acoustic measuring procedures,
3. respect safety and health protection rules during the work processes.

The examinee shall produce a work sample. The examination time is 15 minutes.

(3) For the grading of this examination area, the results are to be weighed as follows:

1. The first part with 60 percent,
2. the second part with 40 percent.

§ 16

Examination Area

Three dimensional depictions of the outer ear and otoplastics

In the examination area three dimensional depictions of the outer ear and otoplastics, the examinee shall demonstrate that he/she is able,

1. To plan work processes,
2. take precautionary measures to protect the ear during the creation of the image based on the otoscopy,
3. create and model three-dimensional images of the outer ear including the second curve of the auditory canal,
4. assess and document the usability of the images,
5. prepare a given image for the next production step and
6. produce otoplastics based on a given image taking into consideration the patient-specific characteristics.

(1) The examinee shall perform a work sample.

(2) The duration of the examination time is 70 minutes.



§ 17

Examination Area Fitting of hearing systems and consultation of patients

The examination in the examination fitting of hearing systems and consultation of patients consists of two parts.

(1) In the first part, the examinee shall demonstrate that he/she is able,

1. to implement and document supply processes, considering legal requirements and frameworks,
2. differentiate communication psychological strategies and apply them suited to the addressee,
3. describe patho-physiological processes in the hearing organ, considering these in the fitting process
4. pre-select hearing systems and hearing assistance systems for comparative fitting based on the determined hearing needs of the patients.

The examinee shall work on these assignments in writing. The duration of the examination is 90 minutes.

(2) In the second part the examinee shall demonstrate that he/she is able to

1. Explain supply procedures, legal requirements and frameworks to patients,
2. Advise patients based on their individual hearing needs on the selection of hearing system, hearing aids and special orders,
3. Recognize and consider the psycho-social situation of patients, considering it in the consultation process,
4. select hearing systems and hearing assistance systems for comparative fitting considering the audiological profile and circumstances as well as the patients' wishes,
5. Select fitting procedures and pre-set hearing systems,
6. Modify hearing system settings during the fine-adjustment and
7. Select and pre-set hearing aids and accessories according to the patient's specific needs.

The examinee shall perform a work sample during which a situational expert talk will take place with the examinee. The duration of the examination is 30 minutes. The situational expert talk takes a maximum of 15 minutes.

(3) For the grading of this examination area, the results are to be weighed as follows:

- | | |
|-------------------------|-------------|
| 1. The first part with | 40 percent, |
| 2. The second part with | 60 percent. |

§ 18

Examination Area Service measures

(1) The examination on service measures consists of two parts.

(2) In the first part of the examination, the examinee shall demonstrate, that he/she is able,

1. To detect malfunctions in hearing systems and hearing aids used by patients,
2. Perform failure diagnostics,
3. Identify the causes,
4. Initiate measures to correct malfunctions, as well as
5. Acoustically measure and modify hearing systems.

The examinee shall perform a work sample and document it with practice-related documents. The duration of the examination is 60 minutes.

(3) In the second part of the examination, the examinee shall demonstrate that he/she is able,

1. Rectify bill of sales disturbances,
2. Handle complaints considering legal requirements and frameworks and
3. Handle business the business correspondence.

The examinee shall work on these tasks in writing. The duration of the examination is 40 minutes.

(4) For the grading of this examination area, the results are to be weighed as follows:

- | | |
|-------------------------|-------------|
| 1. The first part with | 50 percent, |
| 2. The second part with | 50 percent. |



§ 19

Examination Area Economic and Social Studies

- (1) In the examination area economic and social studies, the examinee shall demonstrate that he/she is able to present and evaluate general economic and social aspects regarding business and working life.
- (2) The examination tasks must be practice related. The examinee shall work on these tasks in writing.
- (3) The duration of the examination is 60 minutes.

§ 20

Weighting of the examination areas and requirements for passing the journeyman's examination

(1) The weighting of the individual examination areas is as follows:

- | | |
|--|-------------|
| 1. Audiological profiles of patients | 20 percent, |
| 2. Three-dimensional images of the outer ear and otoplastics | 20 percent, |
| 3. Fitting of hearing systems and advise of patients | 40 percent, |
| 4. Service measures | 10 percent, |
| 5. Economic and social studies | 10 percent. |

(2) In order to pass the journeyman's examination, the following exam performances are required:

1. Total result of at least „sufficient“
2. „sufficient“ in at least four examination areas and
3. no failing grade in any examination area.

(3) The examinee can request an oral examination in one examination area of about 15 minutes according to § 19 or in one of sub-areas according to § 15 para 2, § 17 para 2 or § 18 para A 3, if

1. The examination area or the sub-area was graded as „failing“ and
2. An additional oral exam may be decisive for the passing of the journeyman's examination..

To assess the result of this examination area or this sub-area, the result of the exams and the result of the additional oral examination are to weighted in a 2:1 ratio.

Section 4

Final provisions

§ 21

Existing vocational training contracts

Vocational training contracts, which already exist when this regulation enters into force, can be continued under the provisions of this regulation crediting the periods of training already covered, if the contractual parties agree on this and the apprentice has not taken the intermediate examination.

§ 22

Entry into force, expiration

This regulation enters into force on 01 August 2016. At the same time the regulation on the vocational training for hearing aid professionals dated 12 May 1997 (BGBl. I S. 1019) will expire.

Berlin, 28 April 2016

The Federal Minister
for Economic Affairs and
Energy
As representative
Machnig



Attachment
(see § 3 paraA 1)

Framework Curriculum
For the vocational training of hearing aid professionals

Section A: Skills, knowledge and abilities based on the occupational profile

No	Part of the vocational training requirements	Skills, knowledge and competencies	Timing in weeks	
			1 st -18 th month	19 th to 36 th month
1	2	3	4	
1	Determine and evaluate individual audiological profiles (§ 4 para 2 No 1)	a) Evaluate medical prescriptions and examine indications for a hearing system supply from professional point of view b) Prepare profession-specific anamnesis regarding type, degree and development of the hearing impairment, considering the medical development, especially allergies, medication, fine motor abilities and visual impairments	5	
		d) Classify medical diagnoses and own findings, especially regarding a hearing system supply, e) Assess the impact of the patients' psycho-social situation, as well as their hearing and communication situation considering perceptual psychological aspects f) Determine, evaluate and document hearing needs considering the situation as well as wishes and expectations of patients g) Differentiate findings impairing the hearing, especially tinnitus, recognize contraindications for a hearing system supply and inform patients about indications and contraindications for a hearing system supply		8
2	Compile and evaluate profession specific audiologic and otoscopic findings (§ 4 para 2 No.2)	a) Prepare work tools for an otoscopy and instruct patients on the procedure b) Recognize and consider anatomical and pathological characteristics of patients by means of an otoscopy c) Determine and assess acoustic characteristics of measuring rooms d) Select and apply measuring procedures to determine audiological data e) Explain the audiometric measuring procedures to patients and instruct them accordingly f) Determine hearing thresholds by means of pure tone audiometry by air and bone conduction, determine discomfort threshold through pure tone audiometry by air conduction and determine the frequency specific level of comfortable hearing metrologically	11	



No.	Part of the vocational training requirements	Skills, knowledge and competencies	Timing in weeks	
			1st-18th month	19 th - 36th month
1	2	3	4	
		<ul style="list-style-type: none"> g) Determine speech comprehension and discomfort threshold as well as the level of comfortable hearing in silence h) Apply masking rules for the pure tone and speech audiometry i) Classify audiometric measuring results according to sound conduction, sound feeling and combined hearing impairment as well as central disfunctions 		
		<ul style="list-style-type: none"> j) Determine audiological and psychologically relevant tinnitus parameter and conduct further measurements on the concealability k) Evaluate the connection between hearing impairment and speech development l) Performing an otoscopy of the outer ear including the ear drum regarding anatomic characteristics and pathological changes, observing hygienic rules m) Recognize, evaluate, document pathological findings and explain these to the patients n) Prepare audiometric tools, check their function and set these considering relevant regulations, if necessary undertake measures to initiate trouble shooting procedures and document results o) Check if audiometric measuring results are plausible and present these adequately, evaluate and explain to patients p) Select speech-audiometric test material regarding the phonetic structure and indication as well as interfering noise q) Differentiate objective audiological measuring procedures, especially impedance measuring, stapedius reflex thresholds and oto-acoustic emissions and consider medial documentations r) Carry out and interpret impedance measurements, determine stapedius reflex thresholds, in case of anomalies decide on further procedures s) Determine and assess additional audiological data through psycho-acoustic tests, especially using scaling procedures, explain results to patients t) Determine speech audiometric data with interfering sounds u) Evaluate measuring results considering the anatomy and physiology of the middle and inner ear as well as central hearing pathways, especially regarding frequency, time and amplitude resolution v) Combine audiological data and hearing device key facts 		16



No.	Part of the vocational training requirements	Skills, knowledge and competencies	Timing in weeks	
			1st-18th month	19th-36th
1	2	3	4	
3	Advice patients regarding options of a supply with hearing systems, hearing assistance systems and special orders as well as accessories, considering individual hearing expectations (§ 4 para 2 No. 3)	<p>a) Advice patients on the individual supply process of a hearing system fitting, considering the relevant funding as well as contractual and normative regulations</p> <p>b) Inform patients about findings, applying the knowledge on the anatomy and physiology of the ear</p> <p>c) Observe cultural identities of patients</p>	4	
		<p>d) Explain indications and contraindications for a hearing system supply, pointing out possibilities and limits of the hearing system, motivate to wear a hearing system</p> <p>e) Advice patients based on the determined hearing need on the selection of hearing systems, hearing assistance systems, special orders and accessories</p> <p>f) Differentiate between hearing system supply for adults and children</p> <p>g) Differentiate text procedures to determine hearing impairments for adults and children</p> <p>h) Observe differences in the development between hearing impaired children and children with a normal hearing and inform parents/legal guardians</p> <p>i) Inform parents/legal guardians on specifics regarding the supply of hearing systems for children</p> <p>j) Inform parents/legal guardians about the legal framework regarding the supply of hearing systems to children and explain rehabilitation possibilities for hearing impaired children, considering all involved institutions</p> <p>k) Offer tinnitus counselling, especially regarding technical rehabilitative options, based on the determined measuring results and further data</p> <p>l) Inform patients about the possibility of a supply with implants and inform them about the relevant advantages and disadvantages</p> <p>m) Inform patients about risks of being exposed to noise and motivate them to wear hearing protection</p> <p>n) Advise patients on hearing tactics and possibilities of hearing trainings</p>		9
4	Prepare three-dimensional images of the outer ear (§ 4 para 2 No. 4)	<p>a) Prepare workplace and check tools to be used</p> <p>b) Establish a relationship of trust to patients and instruct them on the procedure, considering psychological aspects, especially regarding the personal distance zone</p>		



No.	Part of the vocational training requirements	Skills, knowledge and competencies	Timing in weeks	
			1 st – 18 th month	19 th -36 th month
1	2	3	4	
		<ul style="list-style-type: none"> c) Perform an otoscopy of the outer ear respecting hygienic rules, evaluate auricle, hearing canal and ear drum and document the findings d) Recognize need for cleaning or other reasons preventing the creation of an image e) Take measures to protect the ear f) Prepare images of the outer ear inclusive the second curve of the hearing canal while respecting hygienic rules g) Check if image can be used 	10	
		<ul style="list-style-type: none"> h) In case of need for cleaning or other reasons preventing the creation of an image, decide on further proceedings and initiate accordingly i) Process images, considering anatomical, pathological acoustical, and hearing system technology related as well as cosmetic aspects 		4
5	Produce otoplastics, individual hearing protection and special otoplastics (§ 4 para 2 No. 5)	<ul style="list-style-type: none"> a) Selection of procedure and material for the production of otoplastics b) Select and produce type and form of otoplastics, considering patient-specific characteristics c) Modify otoplastics through drilling, milling and grinding according to the patient-specific characteristics 	10	
		<ul style="list-style-type: none"> d) Produce and process hollow molds, in which the components can be assembled e) Produce and modify special forms of otoplastics f) Produce and modify otoplastics as protection against dust or liquids g) Measure sound level in order to evaluate a noise situation and evaluate the results h) Select, produce and modify individual hearing protection depending on noise level, frequency spectrum and duration of exposure 		8
6	Adapt hearing systems and hearing aids depending on the individual hearing profile (§ 4 para 2 No. 6)	<ul style="list-style-type: none"> a) Select measuring procedure for the adaption of hearing systems b) Advise patients on hearing aids and their fields of application c) Inform patients about available accessories d) Instruct patients on the handling and maintenance of the fitted systems and the accessories and explain how to handle hearing system and accessories by themselves 	12	
		<ul style="list-style-type: none"> e) Select hearing system considering the individual hearing profile, wishes of patients and audiological characteristics while also taking into account the model, sound transmission, digital signal processing, limit and control type, handling options, interfaces for hearing assistance as well as special provisions, specifically CROS 		



No.	Part of the vocational training requirements	Skills, knowledge and competencies	Timing in weeks	
			1 st -18 th month	19 th -36 th month
1	2	3	4	
		<ul style="list-style-type: none"> f) Select otoplastics according to audiological requirements, ease of handling and patients' wishes g) Select fitting procedure and pre-set hearing systems h) Consider patho-physiological processes in the hearing organ during the supply process as well as findings which impact the hearing, especially tinnitus i) Evaluate and present acoustic response curves, key data of hearing systems including control, limit and adaptative parameters in the measuring box through in-situ measurings j) Influence the frequency response of hearing systems by means of acoustic, electronic and mechanical measures as well as setting the dynamic response through control and limitations k) Carry out and evaluate comparative fittings by means of speech test with interfering noise and in silence l) Setting of inductive transmission characteristics of hearing systems m) Assess selected settings by means of in-situ measurings n) Check hearing system settings during the fine-adjustment using psycho-acoustic data, especially loudness, tone, frequency dependence and dynamic of hearing and review through hearing success control measurings o) Select hearing assistance systems depending on the usefulness for patients and compatibility of interfaces p) Fitting of hearing assistance systems and instruct patients on handling q) Adapt hearing systems, combi devices as well as tinnitus r) Document final hearing system settings 		18
7	Care of patients and rehabilitation measures (§ 4 para 2 No. 7)	<ul style="list-style-type: none"> a) Motivate patients to make regular follow-up appointments and checks with their ENT b) Inform patients about self-help groups and counselling centers c) Inform relatives about psycho-social behavior of patients and the function of the hearing system as well on how to support the hearing impaired 	3	
		<ul style="list-style-type: none"> d) Fine-tune hearing systems based on the changed hearing, hearing expectations and familiarization, modify otoplastics and dynamic response, practice handling with patients e) Advice patients on hearing assistance systems and accessories and instruct them on the use, adapt hearing assistance systems and accessories 		5



No.	Part of the vocational training requirements	Skills, knowledge and competencies	Timing in weeks	
			1 st -18 th month	19 th -36 th month
1	2	3	4	
		<ul style="list-style-type: none"> f) Inform patients about methods and options of hearing training g) Advise patients on tinnitus rehabilitation measures 		
8	Carry out service and maintenance works on hearing systems, hearing aids and special order as well as accessories (§ 4 para 2 No. 8)	<ul style="list-style-type: none"> a) Clean and repair otoplastics as well as sound tubes b) Check function of hearing systems, hearing aids, special orders and accessories visually, Abhören und messtechnische Erfassung der Kenndaten prüfen und dokumentieren sowie Service- und Instandhaltungsmaßnahmen durchführen c) Evaluate inductive transfer characteristics of hearing systems d) Check and clean electrical contacts e) Measure power consumption of hearing systems f) Explain pros and cons of various energy sources to patients 	6	
		<ul style="list-style-type: none"> g) Differentiate sound converters based on key data, construction and mode of action, exchange and renew components 		2
9	Organize und administer business and account processes (§ 4 para 2 No. 9)	<ul style="list-style-type: none"> a) Assist with the company's marketing b) Pricing and presentation of goods c) Plan, administer and check order processes d) Evaluate product information from suppliers considering economic and professional aspects, request and compare quotations e) Check goods received regarding condition, type, amount and price based on the order; document, assess and initiate complain process, store and maintain goods properly f) Sell products g) Record, recognize and process complaints, considering legal framework h) Explain products and services offered to patients, demonstrate products and offer advise i) Process incoming and outgoing mail j) Handle correspondance with patients and companies 	8	
		<ul style="list-style-type: none"> k) Correspondence with doctors and health insurances l) Administer, document and evaluate supply processes in line with legal frameworks 		



No.	Part of the vocational training requirements	Skills, knowledge and competencies	Timing in weeks	
			1 st -18 th month	19 th -36 th month
1	2	3	4	
		<ul style="list-style-type: none"> m) Compile offers and cost estimates for the hearing system supply after assessing costs, taking into consideration the various benefits of health, accident and pension insurances, social benefits and public employers n) Apply basic principles of cost performance calculations o) Administer billing processes according to the contractual and legal regulations p) Initiate dunning procedures 		4

Section B: Skills, knowledge and competencies to be taught in an integrative manner

No.	Part of the vocational training requirements	Skills, knowledge and competencies	Timing in weeks	
			1 st -18 th month	19 th to 36 th month
1	2	3	4	
1	Vocational training, labor and collective bargaining law (§ 4 para 3 No 1)	<ul style="list-style-type: none"> a) Explain significance of vocational training contract, especially completion, duration and termination b) Explain mutual rights and responsibilities arising from the vocational training contract c) Information on career advancement options d) name essential parts of the work contract e) name relevant regulations of the applicable collective agreements 		During the entire vocational training period
2	safety	<ul style="list-style-type: none"> a) Explain structure and tasks of the training company b) Explain basic functions of the training company, e.g. procurement, sales and administration c) Name relations of the training company and its employees to economic organizations, trade associations, and trade unions d) Describe basic tasks and operation of work constitutional and personnel representative organs of the training company 		
3	Safety and health protection at the workplace (§ 4 para 3 No. 3)	<ul style="list-style-type: none"> a) Assess safety and health risks at the workplace and take preventive measures b) Apply profession-related work place protection and accident prevention regulations c) Describe and initiate first response in case of accidents d) Apply regulations of preventive fire protection; describe actions in case of fires, undertake measures to fight fires 		



No.	Part of the vocational training requirements	Skills, knowledge and competencies	Timing in weeks	
			1 st -18 th month	19 th to 36 th month
1	2	3	4	
4	Environmental protection (§ 4 para 3 No. 4)	Contribute to prevent company-related environmental pollution at the workplace, especially a) by explaining potential environmental pollution through the training company and options to protect the environment by means of examples b) by applying environmental protection regulations relevant for the training company c) by using possibilities of economic and environmentally friendly energy and materials, avoid waste and ensure waste is disposed of environmentally safe		
5	Commercial and technical communication as well as protection of patient data (§ 4 para 3 No. 5)	a) Use of information and communication systems b) Gather, prepare and assess information, also in a foreign language c) Apply technical terms d) Observe data protection regulations e) Document patient data in line with legal requirements f) Observe confidentiality and discretion regarding patient data g) Reconcile, evaluate and present team results	4	
		h) Conduct talks with superiors, colleagues and within the team according to the relevant situation and present facts		2
6	Planning and organization of work processes (§ 4 para 3 No. 6)	a) Plan work processes considering organizational and informational necessities b) Plan and perform work in a team	3	
7	Quality control measures (§ 4 para 3 No. 7)	a) Differentiate goals and tasks from quality control measures b) Check work processes regarding the adherence to quality guidelines and standards c) Carry out intermediate and final checks based on work assignments d) Determine and document reasons for variations in quality and take measures to resolve detected deficiencies e) Contribute to a continuous improvement of work processes and apply quality improvement measures and techniques	2	
		f) Awareness of the importance of continued further education and qualification for quality assurance		2

**Bundesinnung der Hörakustiker
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