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Audiometry

HumanAbility

HLT47415 Certificate IV in Audiometry and HLT57415 Diploma of Audiometry

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Contents

Executive summary

As part of audiometry qualification review project, a '***functional analysis'*** was conducted to systematically define the roles, tasks, and skill requirements within the audiometry profession. This structured approach breaks down the occupation into core and supporting functions, identifying the knowledge and performance outcomes required across different job roles.

Grounding qualifications in functional analysis strengthens their credibility, providing a defensible, evidence-based foundation for decisions on content, structure, and industry relevance.

The purpose of this activity was to ensure that future updates to the HLT47415 Certificate IV in Audiometry and HLT57415 Diploma of Audiometry are driven by real occupational outcomes of roles such as audiometrists, hearing screeners and hearing health support staff, rather than being shaped solely by curriculum content. This proactive, industry-informed approach supports the development of robust qualifications and units of competency that reflect the skills, tasks and responsibilities required in contemporary audiometry retails and clinical environments. It also ensures alignment with current and emerging workforce demands while supporting compliance with national training package policies, which mandate that qualifications are anchored in clearly defined job roles and consistent occupational outcomes.

This research explores the current state and future outlook of the audiometry sector in Australia. The research aims to provide evidence on current workforce requirements, skill gaps, and future training needs to inform updates to the HLT47415 Certificate IV in Audiometry and HLT57415 Diploma of Audiometry. The findings support the alignment of training products with industry practice, emerging technologies, and changing consumer health needs. A mixed methods approach was used, incorporating desktop research, employer interviews and workforce data analysis.

Desktop research and job market analysis indicate a strong demand for fully qualified audiometrists who possess both clinical expertise and client-focused skills. Employers consistently seek candidates with the Certificate IV in Audiometry and the Diploma of Audiometry, alongside Qualified Practitioner (QP) status. In addition to technical proficiency, strong communication, customer service, and problem-solving skills are highly valued. Many employers also support in-house training for motivated staff but report ongoing challenges in recruiting job-ready graduates, particularly in regional areas. These findings highlight the importance of ensuring training products remain current, industry-relevant, and aligned with professional requirements.

The consultation with employers highlighted a range of evolving challenges in the audiometry sector. Rapid advancements in technology, including AI-enabled hearing aids and digital tools, have created a strong need for ongoing upskilling, particularly in small or rural practices. There is growing demand for training in tele-audiology to improve access in underserved areas, and an increasing focus on specialised areas such as tinnitus management, paediatric services, and micro-suction for wax removal. Stakeholders also reported inconsistencies in testing techniques and wax removal practices and identified overlaps in the scopes of practice between audiometrists and audiologists. These insights underscore the importance of reviewing training products to ensure they reflect current technologies, emerging specialisations, and current scope of audiometric practice.

The audiometry qualifications must evolve to meet the changing needs of the workforce. Stakeholder feedback highlights the need for updated content, specialisations, and skill sets that reflect advances in technology, diverse client needs, and professional roles. Strengthening collaboration between industry and training providers, enhancing access to professional development, and aligning qualification outcomes with industry expectations are critical steps in preparing a future ready workforce.

1. Introduction

The urgent need to review the *HLT47415 Certificate IV in Audiometry* and *HLT57415 Diploma of Audiometry* stems from significant changes in the industry since the last update in 2015. Rapid technological advancements, evolving professional standards, and increased demand for specialised hearing care services have emerged, necessitating updates to align audiometry qualifications with current and future industry needs. Currently, the qualifications contain outdated and superseded elective units, leading to skill inconsistencies and shortages in the industry.

A comprehensive functional analysis has been undertaken to critically review and modernise the audiometry qualifications with the aim of:

- ensuring that it is aligned with current industry needs and occupational requirements
- facilitating clear and sustainable career pathways/ specialisations to support existing and future growth in the industry
- enhancing the relevance and applicability of qualifications, thereby increasing the industry's capacity to meet growing demand and evolving challenges.

1.1 Purpose of the functional analysis

The functional analysis is a critical step in pinpointing the precise skills, knowledge and capabilities required to perform job tasks effectively within the audiometry sector. It establishes a robust foundation for the design of training products and targeted workforce development. By directly aligning qualifications and units of competency with real-world occupational outcomes, the analysis ensures that training is industry-relevant, future-focused, and capable of addressing current and emerging skill demands.

This process is designed to achieve the following objectives:

- **Identifying and addressing workforce requirements** to ensure individuals are equipped with the practical skills and knowledge essential for effective performance in real-world roles.
- **Identifying deficiencies in current training products** to ensure qualifications are responsive to the evolving demands of audiometry industry, employer expectations, and future workforce capabilities.
- **Mapping career progression pathways** within the audiometry sector and across related health and other industries to support workforce mobility, upskilling and long-term professional development.
- **Reviewing and refining training design principles** to ensure qualifications remain future-focused, adaptable, and aligned with evolving technologies, industry practices, and changing consumer expectations.

The functional analysis process is presented in *figure 1.*

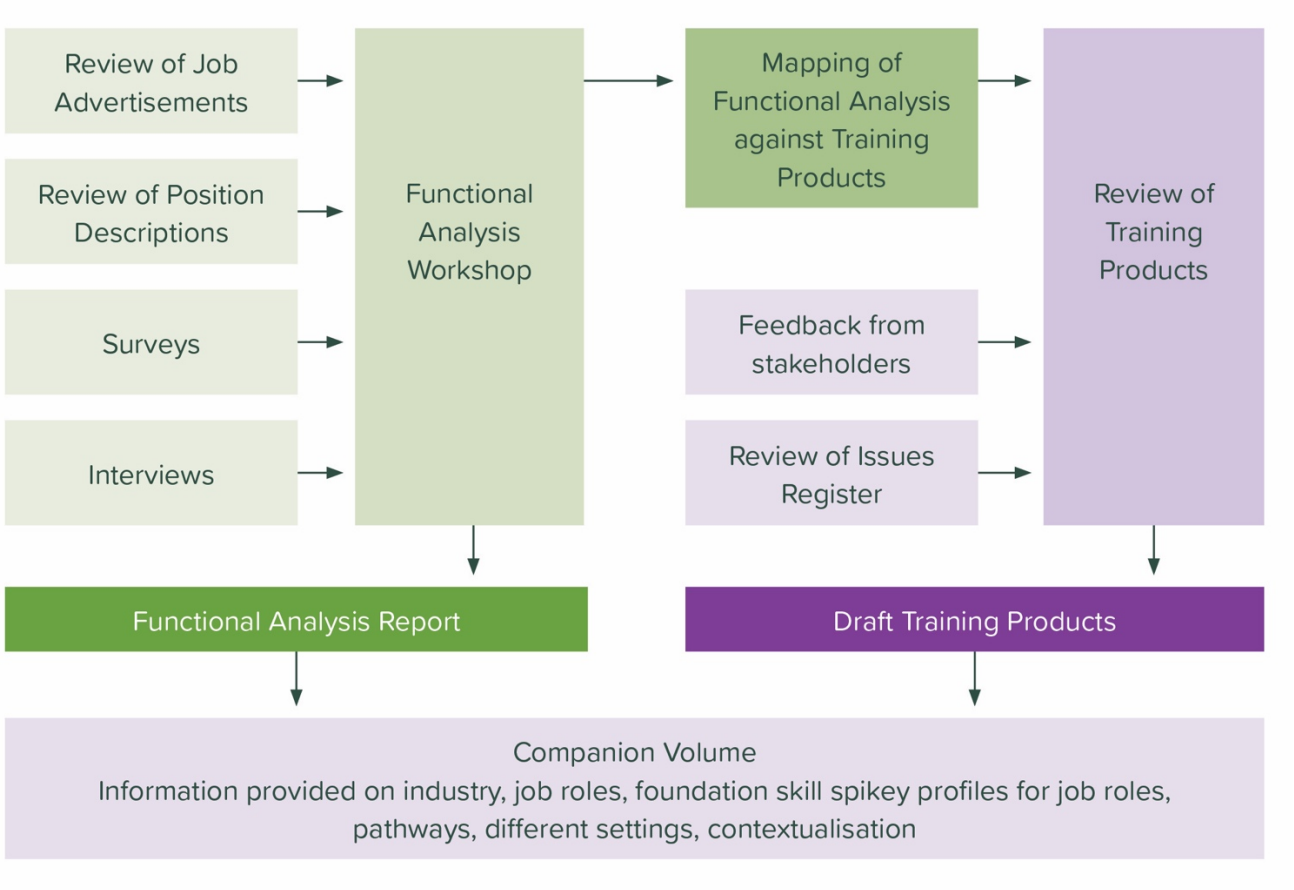


Figure 1: The functional analysis process

To ensure that training and assessment in the field of audiometry align with industry requirements, this analysis will form the basis for reviewing the following:

1.2 Intended audience

This report is designed to inform a broad range of industry stakeholders of the current and emerging skills requirements within the audiometry sector. It delivers evidence-based insights to support strategic training development, workforce planning, and policy formulation, ensuring the sector remains responsive, competitive and future-ready. The intended audience includes, but is not limited to:

- HumanAbility, to build on evidence-based practices and contribute to broader workforce research and training package review.
- Peak bodies, industry associations, and professional networks, to support advocacy, professional standards, and sector-wide coordination.
- Industry stakeholders and employers, to ensure workforce development initiatives are aligned with real-world occupational needs and future directions.
- Registered training organisations (RTOs) and Vocational education and training (VET) professionals, to assist in developing and delivering training programs that are relevant, up to date, and outcomes focused.
- Skills ministers and relevant government representatives, to support informed decision-making on workforce development priorities and training policy.
- The Department of Employment and Workplace Relations (DEWR), to contribute to national skills strategies and program design.

By engaging this diverse stakeholder group, the report aims to foster a shared understanding of workforce challenges and opportunities, and to ensure that training solutions are industry – relevant, practical, and aligned with real-world demands.

2. Methodology applied

This functional analysis draws on diverse data sources and input from stakeholders across the audiometry sector. It focuses on identifying current and emerging job roles, qualification requirements, and skills expectations to guide workforce development and inform future revisions of the HLT47415 Certificate IV in Audiometry and HLT57415 Diploma of Audiometry. The methodology involved:

- reviewing publicly available job advertisements to determine workforce skills in demand
- analysing position descriptions and organisational structures from employer websites and industry sources
- capturing employer insights through employers' interviews and workshop
- identifying trends and gaps in knowledge and practice based on desktop research and stakeholder input.

2.1 Desktop research

Research was conducted using a desktop analysis methodology, with a focus on examining publicly available online sources. Desktop research involved 3 months review of public documents between July 2025 to September 2025, including job advertisements, position descriptions and industry standards.

(Appendix A: Job Advertisements Analysis Spreadsheet). The aim was to identify common qualifications, workforce skills requirements, and job role structures within the audiometry sector. This approach supports evidence-based workforce planning and informs the potential development or revision of HLT47415 Certificate IV in Audiometry and HLT57415 Diploma of Audiometry.

The analysis focused on:

- reviewing position descriptions for roles related to hearing services across a range of employment levels (e.g. screeners, assistants, audiometrists)
- analysing job advertisements to identify recurring technical, interpersonal, and foundational skills in demand
- examining organisational structures and team hierarchies as presented on company websites and industry publications
- identifying emerging trends, future-facing job requirements, and potential gaps in workforce capabilities
- synthesising findings to provide actionable insights for qualification development and sector-specific skills planning.

Job Boards and Advertisements

- Seek, indeed and LinkedIn were used to gather a wide sample of job advertisements for roles across the audiometry workforce.
- Job descriptions were reviewed to extract details on required qualifications, certifications, technical competencies, soft skills, and experience levels.

Company Websites

Audiometry retail and healthcare providers' websites were reviewed for:

- organisational charts and role hierarchies
- career pathway information and training expectations
- insights into in-house training models and workforce development practices.

2.2 Employer interviews

To identify the current and emerging skill needs within the audiometry sector, a series of interviews were conducted with employers and other key stakeholders. These interviews provided valuable first-hand insights into the practical functions, tasks, and workforce requirements across various industry settings, including hearing clinics, retail hearing care providers, community health services, and specialist audiology practices. (Appendix B: List of organisations that participated in the functional analysis interviews)

Employers discussed a range of topics, including current job roles, day-to-day responsibilities, career progression pathways, and the specific competencies they prioritise when recruiting and developing staff. (Appendix C: Employer interview questionnaire) These conversations highlighted both technical and non-technical skill needs, as well as the challenges faced in attracting and retaining a skilled workforce in a sector experiencing rapid technological and service delivery changes.

The qualitative data gathered through these interviews helped clarify the real-world expectations of employers and shed light on the practical application of skills in diverse workplace contexts. The insights were instrumental in defining the core and supporting functions of audiometry roles, and in shaping a more accurate understanding of how the workforce operates at different levels.

Importantly, the findings from these interviews aims to inform workforce development and training strategies, ensuring that qualifications and skill sets are designed in alignment with current and future industry needs. The outcomes contribute directly to the functional analysis process and support evidence-based recommendations for updates to the audiometry qualifications and other training products in this sector.

2.3 Functional analysis workshop

The functional analysis workshop brought together stakeholders, employers, and training providers from the audiometry sector to review, validate, and refine the findings from the research and employer consultations. The workshop aimed to confirm the identified functions, sub-functions, and skill requirements of audiometrists, while also capturing additional insights into emerging trends, new competencies, and evolving role expectations. This collaborative process ensured that the analysis is aligned with both current industry demands and anticipated workforce developments.

3. Functional analysis outcomes: Key findings

The desktop research provided valuable insights into the evolving skills requirements of the workforce, the configuration of job roles, and how these roles are positioned within organisational structures. By systematically analysing position descriptions and company frameworks, the research identified recurring qualifications and core competencies in demand across the sector. It also uncovered emerging trends in job responsibilities and structural models, offering critical evidence to inform strategic workforce planning, role design, and future training development.

3.1. Overview of the audiometry industry

The audiology industry is growing thanks to demographic shifts and habits. With more people at risk of hearing degradation through natural ageing, work environment or lifestyle choices, an increasing number of Australians require the industry's products and services. People aged 65 and older remain the industry’s primary revenue source. Older Australians more commonly encounter hearing difficulties through the natural ageing process. As Australia’s population ages, more people are entering this demographic, expanding its market share. Revenue for the audiology industry is expected to have grown at an annualised 1.7% over the five years through 2024-25, including an anticipated 3.6% jump in 2024-25, to reach $985.5 million.[1]

[1] IBISWorld. (2025, March). Audiologists in Australia - Market Research Report (2015-2030). Nicholas Larter. Melbourne.

Audiometrists in Australia play a vital role in the delivery of hearing health services, particularly in assessing hearing function and prescribing and fitting hearing aids for individuals experiencing hearing loss. Working across diverse clinical and community settings, audiometrists provide services to a broad client base, including older adults, school aged children, and individuals living in regional and remote areas. To practice as an audiometrist in Australia, individuals must have completed at least a diploma-level vocational qualification in audiometry, as recognised within the Australian Qualifications Framework (AQF). In contrast, audiologists are required to hold a university-level postgraduate qualification, typically a master's degree in clinical audiology. The recognised professional bodies such as Audiology Australia (AudA) and the Australian College of Audiology (ACAud) incorporating Hearing Aid Audiometrist Society of Australia (HAASA maintain professional standards and continuing professional development (CPD) obligations, which are critical for ongoing practitioner competency.

To provide services under government-funded schemes, such as the Australian Government's Hearing Services Program (HSP), practitioners must hold a Qualified Practitioner (QP) number in addition to their professional membership. This requirement applies across both public and private sectors and is a key quality assurance mechanism to ensure services are delivered by trained and accountable professionals.

The audiometry workforce is currently experiencing significant change due to rapid technological advancements. These changes require audiometrists to stay abreast of evolving clinical tools and device technologies. Consequently, there is an increasing emphasis on employer-supported professional development, in-house training, and sector-wide upskilling initiatives to ensure the workforce can adapt to current and future service demands. The audiometrists are expected not only to demonstrate technical proficiency, but also to collaborate with general practitioners, allied health professionals, and educators to provide holistic hearing care across the lifespan.

Occupation description

Audiometrists assess and diagnose client hearing loss using a wide range of techniques including audiometric tests, recommend options to those with hearing impairment, fit hearing aids and provide rehabilitation programs.

ANZSCO - Australian and New Zealand Standard Classification of Occupations[2]

- Classified under unit group: 3112 Medical Technicians
- Occupation group: 311299 Medical Technicians nec (This occupation group covers Medical Technicians not elsewhere classified.
- Skill Level: 2

Regulation and Policy

Under national law, audiologists and audiometrists do not require registration with one of the national boards under the Australian Health Practitioner Regulation Agency (Ahpra) and are therefore often referred to as "unregistered" health practitioners. However, this does not mean that they do not need

[2] 3112 Medical Technicians, ANZSCO - Australian and New Zealand Standard Classification of Occupation, (2022)

to comply with relevant codes of conduct, including those of professional bodies such as Audiology Australia and the Australian College of Audiology, and any other State/Territory legislation relating to "unregistered" health practitioners.[3]

Hearing service practitioners (audiologists and audiometrists) are regulated by their professional bodies. Audiology Australia provides clinical certification, regulation and professional support to audiologists. The Australian College of Audiology Inc HAASA provides clinical certification, regulation and professional support for both audiologists and audiometrists.[4]

3.2 Training and education

The audiometry sector offers structured training and educational pathways to prepare individuals for a wide range of roles. The key qualifications, HLT47415 Certificate IV in Audiometry and HLT57415 Diploma of Audiometry, serve as foundational credentials for workforce readiness, equipping candidates with the technical and practical skills required to meet industry demands.

There is currently one privately operated registered training organisation (RTO) and one technical and further education institute (TAFE) that deliver HLT47415 Certificate IV in Audiometry and HLT57415 Diploma of Audiometry. In 2019, there were 25 enrolments in HLT47415 Certificate IV in Audiometry, which decreased to 5 enrolments in 2023. The HLT57415 Diploma of Audiometry is the more popular qualification. In 2019 there were 200 enrolments and 180 enrolments in 2023.[5]

3.3 Key job roles in audiometry

In the Australian audiology industry, a range of professionals work together to deliver comprehensive hearing care services. Audiometrists play a central role in assessing hearing loss, conducting audiometric tests, fitting and programming hearing aids, and providing education, counselling, and follow-up support. Their scope includes managing hearing aid maintenance, offering tinnitus support, and increasingly delivering services via tele-audiology. Audiometrists typically hold a diploma-level qualification and often work in private practices, hearing clinics, and community settings. Functions and sub functions of audiometrists is outlined further in section 4.1.

Audiologists, who generally hold a master's degree in clinical audiology, have a broader and more diagnostic scope of practice. Their scope of practice extends beyond that of audiometrists, encompassing complex diagnostic assessments, vestibular evaluations, auditory processing disorder testing, and rehabilitation for a wide range of hearing and communication disorders across all age groups. They are also qualified to work in specialist areas such as paediatric audiology, tinnitus management, cochlear implants, and hearing conservation programs in occupational settings. They are

[3] Audiology Australia & Australian College of Audiology. (March 2019). Ethics Review Committee- The regulation of audiologists and audiometrists in Australia. Accessed at https://audiology.asn.au/Tenant/C0000013/5ii.%20ATT2%20ERC%20text%20regulation%20of%20audiologists%20and%20audiometrists%2020190716.pdf

[4] Hearing Professional Conduct and Complaints Body. (November 2024). The regulation of audiologists and audiometrists in Australia. Accessed at https://hpccb.org.au/wp-content/uploads/2024/11/Regulation-of-audiologists-and-audiometrists-20241127.pdf

[5] NCVER. (2023), Total VET students and courses 2023.Data Builder.

commonly involved in interdisciplinary teams alongside ear, nose and throat (ENT) specialists, speech pathologists, and other health professionals.

Hearing screeners and other hearing health practitioners play a valuable supporting role in the audiology sector, particularly in early detection and referral pathways. Hearing screeners typically work in primary healthcare, community health programs, schools, aged care, and occupational health settings. Their role focuses on conducting basic hearing checks or screenings using established protocols. These screenings help identify individuals, especially school-aged children, and older adults, who may require further assessment by an audiometrist or audiologist. The hearing screeners and allied health assistants (AHAs) may work under the supervision of an audiometrist or audiologist to perform tasks such as:

- conducting routine hearing screenings (for example newborn or school screenings)
- preparing clients for assessments
- managing documentation
- assisting with basic equipment setup
- supporting tele-audiology sessions.

3.4 Core skill categories

An analysis of recent job advertisements across the Australian audiometry and audiology sectors highlights consistent expectations in clinical proficiency, client-focused care, business development, and teamwork. These expectations reflect the dual responsibilities of professionals in the field - as both healthcare providers and active contributors to practice growth and client engagement.

These performance requirements closely align with insights gathered from employer interviews and reflect the evolving demands of the workforce - particularly in relation to professional independence, technological adaptability, and emotional intelligence.

The key skills and attributes have been presented in *Figure 2.*

1. Effective verbal communication and active listening

Verbal communication and listening skills are foundational. Practitioners must be able to explain complex diagnostic outcomes and device functions in language that is easily understood by clients from a wide range of backgrounds, including children, older adults, and culturally diverse populations. Job advertisements from organisations like Sharon King Hearing Centres, Bloom Hearing Specialists, and Audika repeatedly stress the importance of excellent communication skills and the ability to build client trust through clarity, empathy, and responsiveness. This also includes the ability to educate families and carers about hearing solutions and aftercare and adapt communication styles to individual client needs.

2. Technical capability and diagnostic competence

All reviewed advertisements expect audiometrists to independently conduct a variety of hearing assessments, including pure-tone audiometry, speech tests, tympanometry, and otoscopy. Roles with Sonova, Specsavers, and WS Audiology also involve hearing aid fitting, device maintenance, and the customisation of hearing solutions to match the client's lifestyle.

Familiarity with the latest technologies, including Bluetooth-enabled devices, mobile applications, and real-ear measurements, is increasingly essential. Employers also require clinical independence in making diagnostic decisions and recognising when medical referral is necessary.

3. Counselling and client support skills

The ability to offer emotional support is critical, especially for clients adjusting to newly diagnosed hearing loss. Employers value audiometrists who can provide genuine reassurance, guide clients through treatment options, and help them overcome resistance to hearing aids or related interventions.

The job advertisements reference this skill under terms such as patient-centric approach, empathy, delivering compassionate care, and supportive counselling, emphasising the need for emotional intelligence alongside technical skills.

4. Troubleshooting and problem-solving skills

Numerous advertisements, including those from Sonova, Specsavers, and Bloom, stress the need for diagnostic troubleshooting abilities, both technical and clinical. Audiometrists are expected to identify and resolve hearing aid issues (for example feedback, connectivity problems, or discomfort) and make informed, evidence-based decisions about hearing rehabilitation strategies. This includes both device-related problem-solving and broader clinical decision-making where atypical results or complex needs arise.

5. Digital and technological proficiency

Proficiency with digital tools is a consistent requirement. Audiometrists are expected to navigate hearing assessment software, patient record systems, telehealth platforms, and device programming tools with confidence.

Job advertisements frequently mention technological literacy, ability to learn new software, and the use of tools to support both clinical practice and business operations. In some cases, digital skills also support marketing and promotional activities, particularly in independent or franchised clinics.

6. Interpersonal and teamwork skills

Audiometrists often work in multidisciplinary teams or in collaboration with medical professionals, ENT specialists, and other allied health providers. Roles advertised by Bloom, Audika, and Specsavers place strong emphasis on team collaboration, internal communication, and networking with referring professionals.

Practitioners are expected to be both self-directed and cooperative, navigating the balance between clinical autonomy and team alignment.

7. Patience and empathy

This is especially important when working with elderly patients, young children, or clients facing emotional and psychological challenges related to hearing loss. Empathy and patience are mentioned frequently in the job advertisements, with terms like empathetic communicator, delivering personalised care, and prioritising client needs.

Practitioners must remain composed and compassionate, even during challenging consultations or when dealing with client resistance to treatment.

8. Clarity on occupational roles and professional expectations

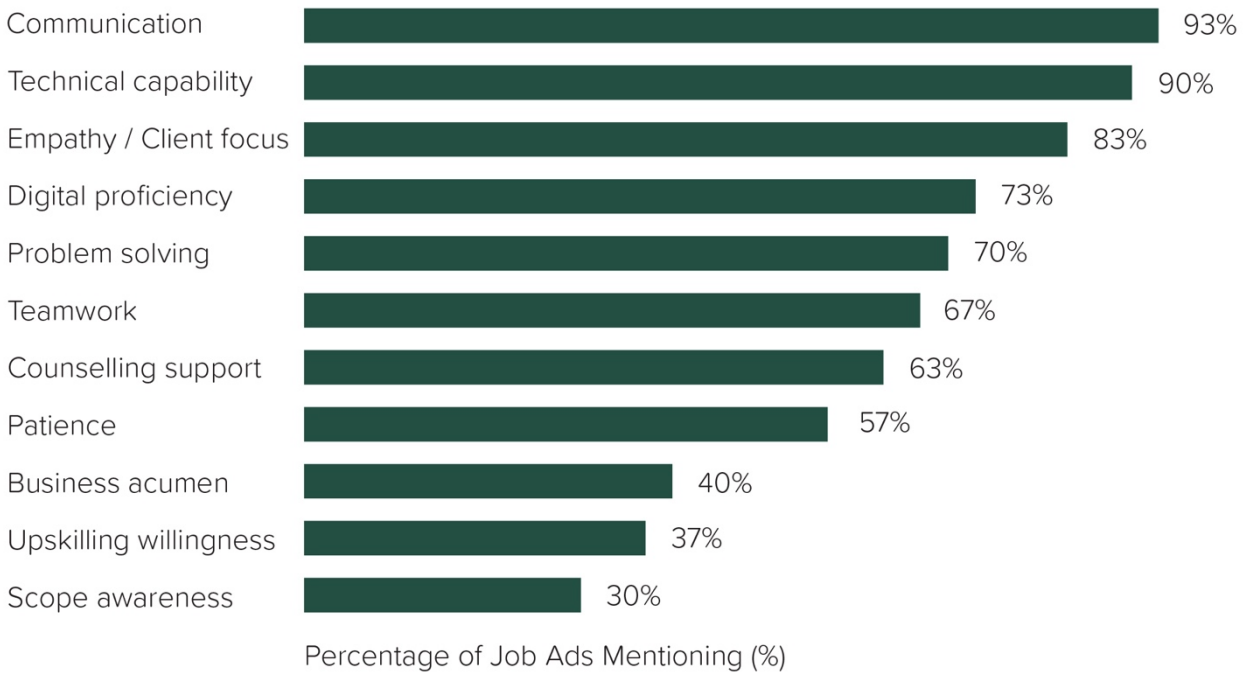
The reviewed job advertisements often reference the need for independent practice, critical decision-making, and full client responsibility, suggesting a blurred line between audiologist and audiometrist roles in practical settings. However, qualification and professional distinctions still apply, with most roles requiring a Qualified Practitioner (QP) number and membership of a professional body such as Audiology Australia (AudA) or ACAud.

There is an apparent need for greater industry-wide clarity around occupational outcomes, particularly for those progressing through certificate IV, diploma, or university-level pathways.

9. Commitment to continuous learning and adaptability

Many employers are seeking candidates who are eager to stay current with hearing aid advancements, clinical protocols, and evolving client expectations. Job advertisements commonly describe desirable attributes such as adaptable, resilient, curious, and committed to professional development. This reflects the increasing complexity of both technology and service delivery models in audiometry.

Figure 2: Key skills and attributes sought in audiometry job advertisements



Employer response: sample statements

You need someone who can build rapport quickly, identify what the client really wants or needs, and motivate them to take up services.

There's a clear difference in the way audiometrists and audiologists approach testing, speech masking, rollover formulas, all that. We need staff who understand those nuances and have strong problem-solving skills.

Technology is always changing. Bluetooth, rechargeability, now even things like Aura Cast. We expect graduates to be fairly tech-savvy and to have a good grasp of direct connectivity features.

Micro-suction skills are really desirable. A lot of our clients have cerumen issues, and having staff trained in safe removal would be a big advantage. Same with tinnitus,

there's definitely a need for more education in how to manage it.

We look for good organisational skills, critical thinking, and the ability to reflect on their own practice.

3.5 Major sectoral considerations and emerging needs

Analysis of industry job advertisements and in-depth interviews with employers across Australia have revealed several factors currently shaping the audiometry sector. These sectoral dynamics are reshaping service expectations, clinical approaches, and practice models, creating both challenges and opportunities across public and private service environments.

3.5.1. Rapid technological change

The widespread use of digital hearing aids, AI-enhanced features, Bluetooth connectivity, and app-based device management is transforming consumer expectations. Practitioners are increasingly expected to navigate sophisticated technologies that align with users' digital lifestyles. Smaller providers in particular face challenges in keeping up with the pace of change and investing in emerging tools and diagnostic equipment.

3.4.2. Tele-audiology expansion

The use of tele-audiology has grown significantly, especially in rural and remote regions. However, inconsistent adoption, technical limitations, and variable practitioner preparedness have created uneven service delivery. Employers highlighted gaps in confidence and access when it comes to integrating remote models effectively into clinical workflows.

3.5.3. Increasing scope complexity and role overlap

Some employers raised concerns regarding the overlap in clinical functions performed by audiometrists and audiologists, particularly in areas such as otoscopy, tinnitus support, hearing assessments across age groups, and wax removal. This overlap can create confusion regarding responsibilities, service limits, and client expectations.

3.5.4. Growing demand for specialised services

There is a notable rise in demand for services that address complex client needs, including tinnitus support, paediatric hearing services, and hearing care for individuals with chronic conditions such as diabetes or dementia. These clients often require integrated, longer-term support and collaboration with broader health teams.

3.5.5. Consumer expectations and service personalisation

Contemporary consumers are well-informed, comparison-shopping for hearing services, and increasingly expecting high levels of service, stylish hearing devices, and long-term support. Convenience, aesthetics, and trust are now as important as clinical quality in shaping client decisions. This shift challenges traditional service models and compels providers to differentiate through quality and responsiveness.

3.5.6. Challenges in cerumen management

Stakeholders cited inconsistent approaches to earwax removal across clinical settings, with access to micro-suction and other advanced methods varying widely. In some regions, general practitioners are also delivering wax removal services, contributing to fragmentation and competition within the scope of basic hearing care.

3.5.7. Integration with broader health services

As the population ages, hearing loss increasingly coexists with other chronic conditions, requiring hearing care practitioners to operate in more integrated, health-literate environments. Some audiometrists are working alongside GPs, Aboriginal health workers, or allied health teams, requiring broader contextual understanding of client health beyond hearing-specific concerns.

3.5.8. Evolving roles of support personnel

The roles of hearing screeners and allied health assistants (AHAs) are expanding, particularly in early screening, documentation, and tele-audiology support. While often supervised by audiometrists or audiologists, these roles are essential to the efficiency and reach of services, particularly in community and outreach settings. Their contributions are currently under-recognised and inconsistently defined across the sector.

3.5.9. Need for clarity on occupational outcomes

Some of employers expressed a need for clearer distinctions between the occupational outcomes of the Certificate IV and Diploma of Audiometry qualifications. While both produce skilled practitioners, there is a lack of clarity regarding the competencies, scope of responsibilities, and workplace readiness associated with each. This uncertainty can affect hiring decisions and appropriate role allocation within clinical settings.

3.5.10. Growing importance of troubleshooting skills

Modern hearing devices require practitioners to have strong problem-solving and troubleshooting capabilities. Issues such as app pairing, Bluetooth connection failures, software updates, and device-user

mismatch are common. Audiometrists are expected to identify and resolve such issues efficiently to ensure client satisfaction and service continuity.

3.6. Implications for training and workforce development

The findings from the desktop research and interviews with employers have several implications for the design, delivery, and future development of training in the audiometry sector. These insights should inform both national qualifications, such as the Diploma of Audiometry and the Certificate IV in Audiometry and in-house industry training programs. The key implications are summarised below:

3.6.1. Clarity on occupational outcomes and role expectations

Interviews revealed that many employers and learners lack clarity on the distinctions between the occupational roles of audiometrists, audiologists, and hearing screeners. This can lead to confusion regarding role boundaries and appropriate delegation. In particular:

- there is a need for clearer delineation between certificate IV and diploma-level graduate capabilities
- employers noted challenges in identifying which qualification best suits particular roles, such as basic hearing screening versus full hearing assessments and hearing aid fitting
- clarifying the intended occupational outcomes and mapping them to specific scopes of practice will help employers align recruitment and role expectations with training qualifications.

3.6.2. Industry-specific troubleshooting and problem-solving skills

A recurring theme in both job advertisements and employer feedback was the need for stronger training in troubleshooting and critical thinking. Employers expect audiometrists to:

- diagnose and resolve hearing aid faults and connectivity issues quickly and independently
- make critical clinical decisions when presented with atypical or complex hearing conditions, such as comorbidities
- escalate or refer appropriately where issues fall outside their scope of practice.

Embedding structured training in diagnostic reasoning and problem-solving would better prepare graduates for real-world demands and reduce dependency on senior staff.

3.6.3. Inconsistencies in clinical practice and service delivery

Employers highlighted inconsistencies in procedures such as:

- speech testing protocols
- wax removal methods, including access to micro-suction versus irrigation
- use of otoscopy and referral practices

Several employers specifically called for more structured training in safe cerumen removal techniques, with micro-suction highlighted as a preferred and commonly used method in many clinics. Additionally, tinnitus management was identified as a critical skill gap, particularly in diploma-qualified audiometrists expected to manage clients experiencing distress or complex hearing issues. These inconsistencies point to the need for clearer national benchmarks and the inclusion of elective or core content on specialised procedures within qualifications.

3.6.4. Communication, empathy and counselling

Employer feedback and job advertisement analysis consistently emphasised the importance of interpersonal skills in audiometry. Graduates need to:

- clearly explain diagnostic results and treatment plans in plain, empathetic language
- demonstrate patience and cultural sensitivity, especially when supporting First Nations clients or individuals with complex needs
- offer counselling support to clients adjusting to a new diagnosis or experiencing distress related to hearing loss or tinnitus.

These findings reinforce the need to embed communication, empathy, and client-centred care across all core units and simulated scenarios in training.

3.6.5. Evolving industry expectations and technological skills

Rapid advancements in hearing technologies and service delivery models - such as tele-audiology, AI-enhanced hearing aids, and digital remote support tools - are transforming clinical practice. Employers have expressed concern that some staff lack familiarity with telehealth platforms, remote programming capabilities, and cloud-based patient management systems. To address these gaps, training packages must be updated to reflect technological developments and ensure that graduates possess the digital literacy required to meet contemporary client expectations and workplace demands.

3.6.6. Workforce shortages and regional distribution

A recurring theme from employer interviews was the shortage of skilled audiometrists, especially in regional and remote areas. These findings point to the importance of flexible and scalable training options, as well as a potential role for allied health assistants or hearing screeners to support service delivery under appropriate supervision.

3.7. Workplace settings

Audiometrists in Australia work across a diverse range of clinical, retail, and community-based environments. The scope of work varies depending on the service model, client base, and level of practitioner specialisation. Key workplace settings include:

Private hearing clinics

Private audiology and audiometry clinics are a primary employment setting for audiometrists. These practitioners conduct diagnostic hearing assessments, fit and adjust hearing aids, and provide follow-up care and device maintenance. Clinics may be independently owned or operated as part of a group practice, and typically offer more flexibility in service delivery, including personalised client care.

Retail and corporate hearing care chains

Many audiometrists are employed by national or multinational companies such as Specsavers, Audika, or Amplifon, which operate multiple retail clinics across Australia. These settings combine clinical care with customer service, offering hearing assessments, hearing aid sales, and follow-up appointments in a

retail-style environment. Career progression opportunities in these organisations may include team leadership, clinic management, training roles, or regional operations oversight.

Aged care facilities and residential settings

Audiometrists may also work on-site at aged care homes or provide mobile services to support residents with age-related hearing loss. Responsibilities often include conducting hearing tests, maintaining hearing aids and devices, and working closely with nursing and allied health teams to optimise residents' communication abilities and quality of life.

School-based hearing programs

Some audiometrists are engaged through school screening programs, often funded by government or community health services. In this setting, they perform routine hearing checks for children and collaborate with teachers, families, and health professionals to ensure timely intervention for hearing issues, which can significantly impact learning and development.

Hospitals and multidisciplinary health services

In both public and private hospital settings, audiometrists contribute to diagnostic testing as part of a broader medical team. Their work may include hearing screening, adult audiometric assessments, and pre- and post-operative hearing evaluations. These roles often require close collaboration with specialists, audiologists, and other healthcare professionals.

Remote and telehealth-based services

With the growing use of tele-audiology, audiometrists can now deliver services remotely. This includes conducting virtual consultations, adjusting hearing aid settings via software, and supporting clients in rural or remote areas. Telehealth has become especially important in expanding access to hearing services in underserved communities, and many large providers have integrated remote models into their service offerings.

Specialised practice areas

Depending on experience and additional training, audiometrists may work in more specialised areas, including tinnitus education and management support and cerumen management (for example micro-suction, where permitted and appropriately trained)

These roles may be found in tertiary care centres, specialist clinics, or multidisciplinary rehabilitation settings.

3.8. Career pathways

Audiometrists in Australia have access to a wide range of career pathways across clinical, technical, corporate, community, and educational settings. Career progression is influenced by an individual's level of experience, workplace setting, and any additional training or specialisation undertaken. With ongoing advancements in technology, changing models of care, and greater integration into multidisciplinary

teams, audiometrists have increasing opportunities to expand their scope and take on leadership or specialist roles. A visual representation of career path has been given in *figure 3*.

Clinical and specialised roles

School audiometrist

In this role, audiometrists conduct routine hearing screenings in schools and special education settings. They help identify early hearing issues, collaborate with teachers and support staff, and contribute to individualised plans. These audiometrists may also work in early childhood programs to support language development and early intervention.

Tele-audiometrist

With the expansion of telehealth, audiometrists can deliver services remotely, particularly to clients in rural and remote regions. Responsibilities may include remote hearing assessments, virtual counselling, real-time hearing aid adjustments, and device troubleshooting. Tele-audiometry offers a flexible career path and plays a key role in improving accessibility and continuity of care.

Hearing aid consultant or technical specialist

Audiometrists with an interest in technology and product knowledge may work closely with hearing aid manufacturers, supporting product development, testing, or training for clinicians. These roles may involve working as clinical advisors or sales support specialists, especially in large companies with R&D or training divisions.

Leadership and management roles

Clinic manager

Audiometrists with experience in operations and team leadership may move into clinic management roles. These positions involve overseeing clinical workflows, supervising staff, ensuring compliance with professional standards, and managing client care quality and clinic performance.

Regional manager / area supervisor

In large retail hearing care organisations, audiometrists may advance to regional management roles, where they supervise multiple clinics, support business performance, oversee training, and maintain consistency in service standards across sites.

Business owner / independent practitioner

Some audiometrists choose to establish their own independent hearing clinics or mobile services. This pathway offers autonomy, a more personalised client experience, and the ability to tailor service delivery models. Business ownership also requires skills in financial management, marketing, compliance, and customer service.

Training, supervision, and advocacy roles

Clinical educator or mentor

Experienced audiometrists may transition into training roles, delivering in-house clinical education, supervising students on placement, or supporting the onboarding of new staff. They may also be involved in developing protocols and ensuring quality standards in service delivery.

Trainer and assessor (VET Sector)

Audiometrists with a Certificate IV in Training and Assessment may work in the vocational education and training (VET) sector, delivering accredited training in audiometry programs.

Hearing health advocate or community educator

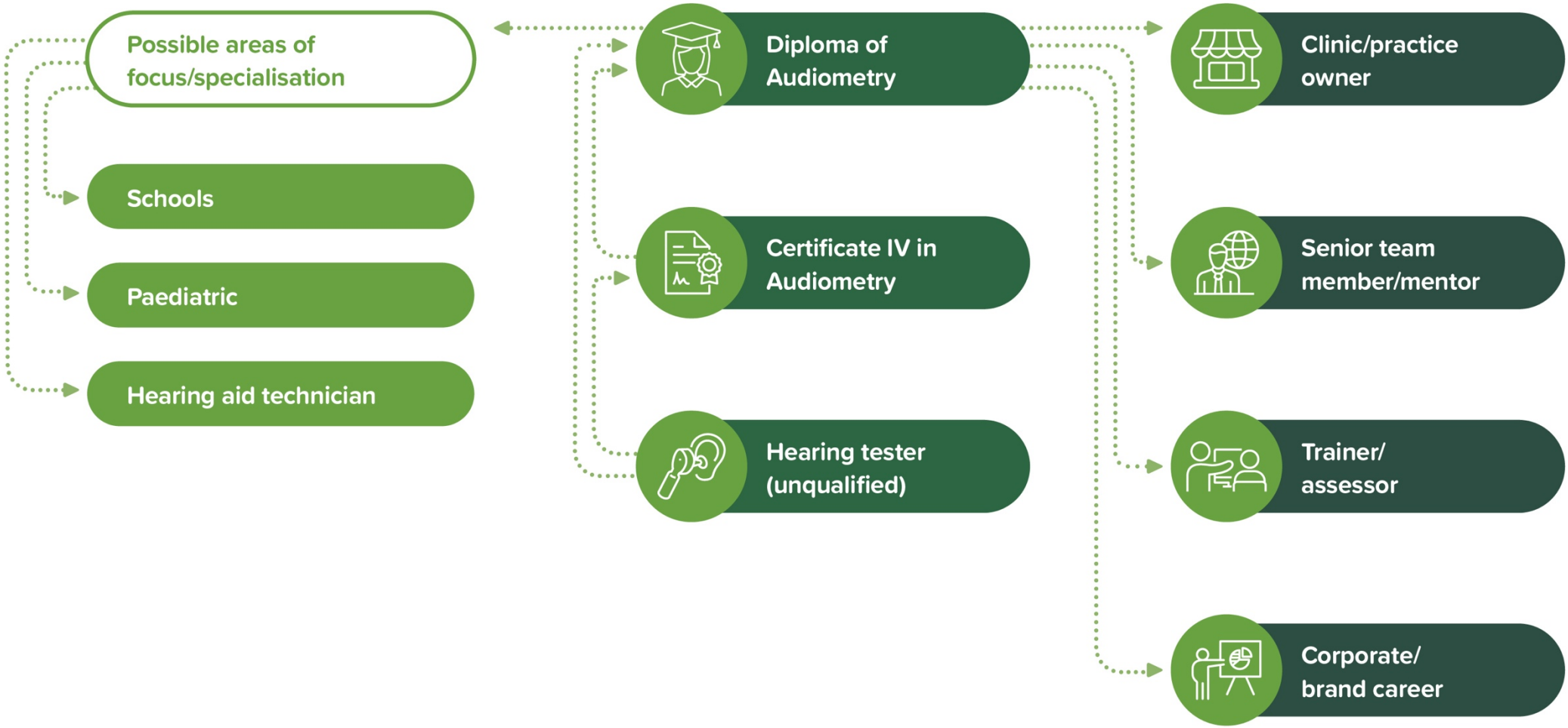
Some audiometrists participate in community awareness programs, hearing health promotion, or advocacy for better access to hearing services, particularly in First Nations communities, aged care settings, and remote regions.

Research and innovation

Hearing research assistant or associate

Audiometrists may contribute to clinical research in areas such as hearing device innovation, diagnostic methods, tinnitus management, or tele-audiology. These roles may be based in universities, research institutes, or within large healthcare organisations developing new hearing health solutions.

Figure 3: Audiometry career path



3.9 Industry preference for qualifications

In Australia, most employers across the audiometry sector, ranging from private retail chains to independent clinics and government-funded providers, prefer audiometrists who hold formal qualifications and meet professional recognition standards. These expectations are consistently reflected in job advertisements reviewed as part of this analysis.

1. Entry-level qualifications

Certificate IV in Audiometry

This is generally considered the minimum qualification for entry into the profession. It prepares audiometrists to assist with basic hearing screening, device handling, and communication under supervision. Several job advertisements noted this as the baseline for entry-level roles, often with the expectation of progressing to Diploma-level qualifications over time.

Diploma of Audiometry

The Diploma is preferred for roles involving independent practice, including conducting full hearing assessments, managing client caseloads, and providing hearing aid fitting and follow-up. Many job postings across both corporate and private employers (for example Amplifon, Specsavers, and regional clinics) listed the diploma as a required or highly desirable qualification.

2. Qualified practitioner (QP) status

A QP number is essential for audiometrists working under the Australian Government's Hearing Services Program (HSP). It is a common requirement in job advertisements for roles involving government-funded services, particularly for aged pensioners, veterans, and remote clients. To gain QP status, candidates must:

- hold a Diploma of Audiometry from an accredited Australian RTO
- complete supervised clinical practice
- be a member of an approved body, such as HAASA, ACAud, or Audiology Australia

Job advertisements consistently identified QP status as essential for autonomous clinical roles and as a condition of employment in both public and private sector roles.

3. Continuing professional development (CPD)

Many job listings emphasised the need for audiometrists to stay updated through CPD, especially in:

tinnitus education and counselling, reflected in job advertisements that noted "additional training in tinnitus management is desirable"

- micro-suction and wax removal techniques, described as a "highly regarded skill" in several listings
- new hearing aid technologies, including Bluetooth, rechargeable aids, and direct streaming features
- tele-audiology, emerging in listings as a valuable skill for regional or hybrid service models.

- Employers, particularly in retail chains, also offered internal development pathways aligned with these expectations.

4. Additional desirable skills and certifications

While not always essential, job advertisements highlighted several desirable skills and qualifications:

- basic First Aid/CPR certification
- digital and data literacy, including proficiency in clinical management systems, online ordering, and documentation
- cultural competence and communication skills, including the ability to work with diverse populations and deliver empathetic, person-centred care.

These findings underscore the importance of embedding both clinical competencies and workplace readiness skills within qualifications, to ensure that graduates are equipped to meet the diverse and evolving demands of the audiometry sector.

3.10. On the job training

The audiometry sector places significant emphasis on practical, workplace-based learning as a means of developing and sustaining its workforce. Given the hands-on nature of the role and the need for audiometers to stay current with evolving product lines, technologies, and customer expectations, on-the-job training is a critical component of workforce development. This includes both formal traineeships and in-house training models that support staff from entry-level positions through to advanced or specialised roles. Employers across the sector consistently highlighted the importance of ongoing, contextualised training to ensure staff are equipped with the skills and confidence required to deliver high-quality service.

Traineeship provision

In Australia, traineeship opportunities within the audiometry sector are limited and not uniformly available across all states and territories. Furthermore, the availability of traineeships is influenced by changes to training package qualifications, funding arrangements, and jurisdictional vocational education and training (VET) priorities.

Employers identified several factors contributing to the limited uptake of traineeships, including a shortage of structured supervisory resources and a strong preference for hiring already-qualified personnel. Many employers also reported that their internal onboarding and professional development processes are adequate to meet workplace training needs, particularly when new recruits possess the requisite qualifications upon entry

In-house and contextualised training

Across the sector, in-house training plays a central role in the induction, upskilling, and ongoing support of audiometrists to ensure the delivery of high-quality hearing care. This training typically complements nationally recognised qualifications by offering workplace-specific knowledge and preparation aligned with organisational procedures and compliance requirements.

Key insights from employer interviews and job advertisement analysis indicate that contextualised retraining is prevalent, particularly in specialised practice settings. For instance, audiometrists employed in paediatric environments are frequently provided with additional training in age-appropriate pure-tone audiometry techniques. Employers emphasised the necessity of adapting to service protocols and standards specific to child-centred care.

Foundational workplace skills are also covered through in-house programs, especially for new graduates or those transitioning from other sectors. This includes training in:

- customer service and client communication
- office procedures and administrative systems
- regulatory compliance, including privacy, consent, and data security
- online ordering and documentation platforms.

Ongoing training is critical for maintaining clinical currency with employers across both public and private sectors consistently highlighting the importance of continuous professional development (CPD). Common areas of in-house CPD include device troubleshooting and fitting techniques, new hearing aid technologies, including Bluetooth and direct connectivity features and micro-suction for wax removal and tele-audiology platforms and service models, which are becoming relevant in both metro and regional settings.

Organisational size influences training structure. Larger corporate hearing providers (for example Specsavers, Amplifon, Audika) often have formalised training pathways and internal certifications, while smaller clinics may offer informal mentoring and one-on-one supervision. Regardless of size, employers confirmed a preference to train staff internally in line with their values, protocols, and client base.

4. Functional mapping

This section outlines the outcomes of the functional analysis undertaken as part of the research into the audiometry workforce. Functional mapping is a systematic process used to identify and deconstruct the core functions and sub-functions associated with key occupational roles within the sector. By defining the tasks performed in real-world settings, this approach provides robust, evidence-based foundation for aligning qualifications and units of competency with actual workplace requirements.

4.1 Functions and subfunctions

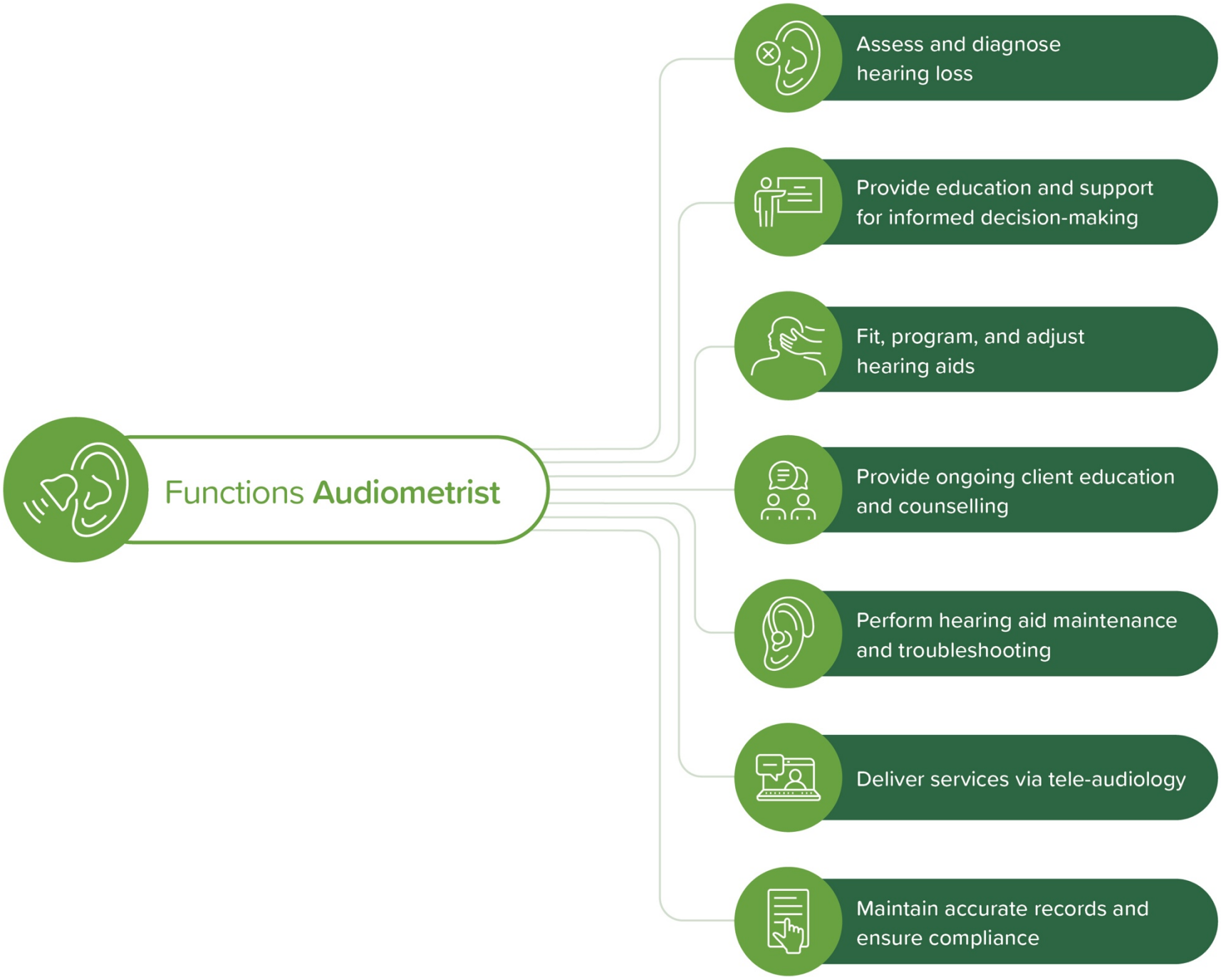
To support the functional mapping process, this section defines the primary role of the audiometrist within the audiometry sector. Drawing from desktop research and employer interviews, the role is described in terms of its primary purpose and associated functions and tasks.

Table 1: Functions and subfunctions

Function performed	Sub functions
Assess and diagnose hearing loss	• Perform audiometric tests (for example pure-tone audiometry, speech audiometry, tympanometry) • Conduct hearing screenings for specific populations (for example school-aged children, older adults) • Carry out pre-fitting consultations to understand hearing needs, lifestyle, and client preferences • Perform real-ear measurements to fine-tune hearing aid settings • Maintain client files and audiometric records in line with privacy regulations.
Provide education and support for informed decision-making	• Explain hearing test results in plain language, including type and degree of hearing loss • Educate clients and families about hearing health and hearing solution options • Gather information on clients' daily lives to tailor recommendations • Support clients in choosing appropriate hearing solutions (for example hearing aids, cochlear implants, assistive devices) • Refer to medical practitioners when required.
Fit, program and adjust hearing aids	• Use clinical software to program hearing aids based on audiograms • Ensure proper physical fitting and comfort of devices • Customise settings to match different listening environments (for example work, home, social) • Make physical modifications to improve comfort • Educate clients on insertion, removal, and basic use of devices.
Provide ongoing client education and counselling	• Offer education on hearing loss and hearing aid use • Support clients with hearing conservation strategies and noise protection • Provide counselling to clients and families as part of hearing care • Recommend solutions including amplification devices, implantable, or aural rehab programs • Educate clients on tinnitus causes and management options

	• Emphasise the importance of regular check-ups and hearing aid maintenance
Perform hearing aid maintenance and troubleshooting	• Inspect hearing aids for earwax, damage, or battery issues • Clean and replace parts (for example domes, earmolds, microphones, receivers) • Use diagnostic software to identify and fix device issues • Teach clients how to troubleshoot common problems and care for their devices • Ensure assistive tech is properly synced with hearing aids
Deliver services via tele-audiology	• Set up and operate tele-audiology platforms • Conduct client consultations remotely to gather case histories and explain test results • Perform remote fittings and real-time programming of hearing aids • Share education materials through digital platforms • Troubleshoot and adjust devices remotely using compatible software.
Maintain accurate records and ensure compliance	• Document hearing assessments, treatment plans, and device changes • Track client progress, issues, and outcomes during follow-ups • Record all tinnitus assessment results • Keep secure records of all communications, consent forms, and consultation notes in line with privacy and professional standards.

A visual functional map has been presented below for Audiometry in *Figure 4*.


Functions Audiometrist
Assess and diagnose hearing loss
Provide education and support for informed decision-making
Fit, program, and adjust hearing aids
Provide ongoing client education and counselling
Perform hearing aid maintenance and troubleshooting
Deliver services via tele-audiology
Maintain accurate records and ensure compliance

4.2 Mapping to qualifications

A mapping exercise was undertaken to align identified functions and sub-functions with the training products under review, highlighting the extent to which current qualifications reflect industry requirements. This process aims to ensure that units of competency adequately cover both foundational skills essential for core tasks and specialised capabilities required for advanced or niche roles.

Findings from the recent functional analysis have identified several areas where additions or enhancements could strengthen the qualification. These insights reveal opportunities to improve the relevance, currency, and alignment of training products with contemporary industry needs and emerging practices. The following key observations and findings underpin these proposed improvements.

Table *2:* Key Gaps and Opportunities for Enhancement

Workforce requirements	Current coverage in training products	Functional analysis outcomes indicating opportunities for improvement
Clear qualification boundaries		A stronger distinction between Certificate IV and Diploma of Audiometry was requested. Stakeholders suggested the Certificate IV should focus on screening, referral, and basic client support.
Entry-level hearing screening and support roles to meet workforce demand	HLTAUD001 Assess hearing	Stakeholder feedback highlighted workforce needs in primary health care settings, with a clear distinction recommended between foundational hearing screening and full audiometric assessments to better prepare support workers. Several stakeholders also suggested incorporating school hearing screening protocols and troubleshooting skills into training.
Tinnitus awareness and client management	Not covered	Stakeholders suggested that tinnitus is a high-demand skill area these days. Audiometrists must confidently handle tinnitus clients
Micro suction and cerumen removal	Micro suction is not covered specifically cerumen removal is covered in HLTAUD006 Remove cerumen	Several employers called for increased focus on safety protocols, micro suction techniques and clear referral procedures.

Hearing device fitting and trouble shooting	Partially addressed in HLTAUD005 Dispense hearing devices	Employers highlighted the need for greater emphasis on clinical decision-making and product knowledge to match hearing aids to client needs. Troubleshooting and counselling skills were also commonly requested noting the emerging technologies.
Tele-audiology service coordination	Not covered	Stakeholders identified increasing demand for tele-audiology services and requested training on remote consultation procedures, client support, and digital tools used in remote programming and assessments.
Alignment with evolving scope	All AUD units of competency	Stakeholders noted that the scope of practice for audiometrists continues to evolve, especially in areas such as tele-audiology, paediatric screening, and first-line tinnitus support. Training products need to reflect this scope.
New and emerging technologies		Employers consistently highlighted the need for audiometrists to be trained in the use of new hearing aid technologies, emerging fitting tools, Bluetooth technologies and assistive listening devices. Incorporating emerging technology competencies into units is essential.
Effective communication skills	CHCCOM006 Establish and manage client relationships (Core unit), BSBCUS301 Deliver and monitor a service to customers (elective, superseded)	There is an opportunity to review the existing qualification structure to replace superseded units with current equivalents and to add relevant electives, such as those focused on enhancing communication skills, including the use of Auslan.

5. Recommendations and next steps

5.1 Recommendations for updates in qualifications and units

Drawing on the outcomes of the functional analysis and the accompanying mapping table, the following recommendations are proposed for updates to the qualification and units within the audiometry training package. These recommendations are intended to align training products with contemporary industry requirements, address identified workforce gaps, and reflect feedback from key stakeholders:

- targeted focus on entry-level skills, and full audiometric assessment, device selection and fitting, complex client needs, and clinical decision-making
- consider the development of a skill set to prepare support workers for hearing screening roles, particularly in primary health care and school settings
- update or enhance units to include:
  - troubleshooting skills for common equipment and hearing aid issues
  - client preparation and education
- introduce new content or units on tinnitus awareness, assessment techniques, and first-line management strategies.
- include micro-suction techniques of cerumen removal.
- review and update practice management and business support units
- provide exposure to emerging hearing aid technologies, software updates, and Bluetooth connectivity.
- introduce new tele-audiology unit(s) or embed content on:
  - teleaudiology platforms and digital service delivery
  - remote assessments, consultations, and hearing aid programming.
- ensure training covers assistive listening devices, smartphone connectivity, and real-time remote programming.
- add electives focusing on advanced communication skills and working with diverse populations, including use of Auslan and cultural competence.

5.2 Next steps

Following the outcomes of the functional analysis and supporting research, the qualifications and units within the audiometry training package will now progress to the review phase, in consultation with members of the technical committee. Draft training products incorporating the proposed updates will be released for public feedback. A subsequent national consultation process will engage a broad range of stakeholders, including training providers, industry peak bodies, employers, subject matter experts, and other key representatives. This collaborative approach is designed to ensure that the revised training products are industry-informed, practical, and fit for purpose in addressing the current and emerging needs of the audiometry sector.

Appendices

Appendix A: Job Advertisements Analysis Spreadsheet

Job Advertisements/ Position Descriptions Review

Key Job Role	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/organisation name	Source/date
Audiometrist	• Consult with Hearing Services Program clients - Pensioners and Department of Veterans Affairs as well as Private - Self Funded Clients, Children's Hearing assessments and much more. • Conduct hearing assessments and consultations that make a difference in our clients' lives. • Create personalised hearing care plans, from selecting the perfect hearing aids to providing ongoing support. • -Educate and empower clients and their families about hearing health and solutions.	A **fully qualified Audiometrist** with a passion for delivering exceptional care. • A great communicator • A team player • Resilient and adaptable— • Eager to learn and grow, staying ahead of the curve in hearing care advancements.	A fully qualified audiometrist (Qualifications not mentioned)	Sharon King Hearing Centres Tamworth, Tamworth & Northwest NSW	Seek/20-09-24

Clinical Audiologist / Audiometrist	• Assessing and diagnosing the extent of a client's hearing loss using a range of bloom approved audiological techniques • Providing education and involve clients in making an informed decision about the best hearing solution for their needs, including the use of a range of devices to achieve successful hearing outcomes • Engaging in promotional activities within your region to instigate new business and generate increased awareness of the bloom brand and our services • Developing and maintaining professional relationships with various doctors, ENTs and related medical practitioners to ensure bloom is recommended as the hearing provider of choice	• To be successful in this role you will hold a current QP number and full membership of a professional body - Audiology Australia (ASA) or AcAud (or on your way to achieving QP) • Your strong attention to detail, organisational skills, and interpersonal skills will see you succeed in this role.	QP number is required (relevant qualification is required)	Bloom Hearing Specialists Burwood, Sydney NSW	Seek/20-09-24

QP Clinical Audiologist | Audiometrist	• Assessing and diagnosing the extent of client hearing loss using a wide range of techniques, including audiometric tests • Reporting results of assessments and tests in writing and making referrals to medical practitioners • Recommending solutions to those with hearing impairment including amplification, implantable devices, medical interventions and assistive listening devices and providing aural rehabilitation programs • Providing counselling, advice and information to clients and families as a part of overall treatment • Assisting with the development and management of noise control and hearing conservation strategies • Providing treatment and management of hearing and communication disorders that may be age related, part of a	• Solid audiological skills and knowledge • Excellent levels of customer care and service, and a passion for delivering an amazing client experience • Ability to learn and understand new software with training • Proven ability to achieve KPI's • Well-developed interpersonal, negotiation and problem-solving skills • Commitment to continued professional development • Good team working skills • Ability to network with GP's and other allied health professionals	• University audiology qualification or TAFE audiometry qualification • Current membership (CCP) or eligibility for membership (CCP) of AudA or ACAud. • Current QP number	Sonova Cairns QLD	indeed/24-09-24

	disability, or acquired as a result of injury or disease				
Clinical Audiologist | Audiometrist	• Assessing and diagnosing the extent of client hearing loss using a wide range of techniques, including audiometric tests • Reporting results of assessments and tests in writing and making referrals to medical practitioners • Recommending solutions to those with hearing impairment including amplification, implantable devices, medical interventions and assistive listening devices and providing aural rehabilitation programs • Providing counselling, advice and information to clients and families as a part of overall treatment • Assisting with the development and management of noise control and hearing conservation strategies	• University Audiology qualification or TAFE Audiometry Qualification • Current membership (CCP) or eligibility for membership (CCP) of AudA or ACAud. • Current QP number • Solid audiological skills and knowledge • Excellent levels of customer care and service, and a passion for delivering an amazing client experience • Ability to learn and understand new software with training • Proven ability to achieve KPI's • Well-developed interpersonal, negotiation and problem-solving skills • Commitment to continued professional development • Good team working skills	University audiology qualification or TAFE audiometry qualification	Sonova Esperance WA	Indeed/2/10/24

	• Providing treatment and management of hearing and communication disorders that may be age related, part of a disability, or acquired as a result of injury or disease	• Ability to network with GP's and other allied health professionals			
Product Specialist & Sales Support	In this role you will own the customer relationship with our independent business partners. You will be providing them with audiological, sales and local marketing support, with the help of our specialist teams in Australia and worldwide.	A passionate audiologist/audiometrist, with at least two years of clinical experience Commercially knowledgeable, with a track record of achieving targets, meeting KPIs, and implementing growth strategies Able to build strong productive relationships with business partners A great communicator, able to represent Starkey at workshops, seminars, conferences and other events		Starkey Australia P/L WA/ACT	Seek/1/10/24
Clinical Audiologist/ Audiometrist	• Assessing and diagnosing the extent of a client's hearing loss using a range of bloom approved audiological techniques • Providing education and involve clients in making an informed	• To be successful in this role you will hold a current QP number and full membership of a professional body - Audiology Australia (ASA) or AcAud (or on your way to achieving QP)	A current QP number and full membership of a professional	WS Audiology West Lakes SA	Seek/18-09-24

	decision about the best hearing solution for their needs, including the use of a range of devices to achieve successful hearing outcomes • Engaging in promotional activities within your region to instigate new business and generate increased awareness of the bloom brand and our services • Developing and maintaining professional relationships with various doctors, ENTs and related medical practitioners to ensure bloom is recommended as the hearing provider of choice	• Your strong attention to detail, organisational skills, and interpersonal skills will see you succeed in this role. • Competently manage your day around your main responsibilities as stated above	body - Audiology Australia (ASA) or AcAud (or on your way to achieving QP)		
Partner – Audiometrist – Parabanks, SA	• Lead from the front, driving the highest standards of clinical care as we embrace new technology and take on new challenges • Be responsible for providing audiology services, including hearing aid fitting and aftercare, to a consistently high clinical and customer service standard	• Lead from the front, driving the highest standards of clinical care as we embrace new technology and take on new challenges • Be responsible for providing audiology services, including hearing aid fitting and aftercare, to a consistently high clinical and customer service standard	Certificate IV in Audiometry (pre 2008) of Certificate IV in Audiometric Assessment and a	Specsavers Audiology Salisbury, Adelaide SA	Seek/18-09-24

	• Have clinical independence to make critical day-to-day decisions in the best interests of your customers, whilst having support and experience of Specsavers behind you – a renowned and constantly-expanding brand with over 450 retail outlets nationwide.	• Have clinical independence to make critical day-to-day decisions in the best interests of your customers, whilst having support and experience of Specsavers behind you – a renowned and constantly-expanding brand with over 450 retail outlets nationwide.	Diploma of Hearing Device Prescription and Evaluation or an equivalent qualification		
Clinical Audiologist or Audiometrist	• Assessing and diagnosing the extent of a client's hearing loss using a range of bloom approved audiological techniques • Providing education and involve clients in making an informed decision about the best hearing solution for their needs, including the use of a range of devices to achieve successful hearing outcomes • Engaging in promotional activities within your region to instigate new business and generate increased awareness of the bloom brand and our services	• To be successful in this role you will hold a current QP number and full membership of a professional body - Audiology Australia (ASA) or AcAud (or on your way to achieving QP) • Your strong attention to detail, organisational skills, and interpersonal skills will see you succeed in this role.	hold a current QP number and full membership of a professional body - Audiology Australia (ASA) or AcAud (or on your way to achieving QP)	Bloom Hearing Specialists Salisbury, Adelaide SA	Seek/18-09-24

	• Developing and maintaining professional relationships with various doctors, ENTs and related medical practitioners to ensure bloom is recommended as the hearing provider of choice				
Clinical Audiologist/ Audiometrist		• In addition to your Qualified Practitioner number, the successful candidate will possess; • Strong clinical background with experience in adult rehabilitation • Patient centric approach, demonstrating empathy and delivering compassionate hearing care • Excellent communication skills, both written and verbal • Demonstrated ability to work collaboratively within a team • Commitment towards continuous growth and career development	Qualified Practitioner number	Belmont, Victoria, Australia	LinkedIn/2/10 /24
Clinician, Cannington	• Conducting comprehensive adult hearing services tailored to a diverse clientele including HSP, DVA, private, and insurance clients.	• Experienced Audiologist/Audiometrist: Bring your wealth of experience in audiology and profound familiarity	Audika Cann ington, WA	Newcastle Eye Centre Newcastle,	Organisationa l website /3/10/24

	• Utilizing your expertise to perform precise and insightful hearing assessments, ensuring accurate diagnostics. • Prescribing suitable hearing aids and skillfully fitting them, personalized to individual needs. • Enthusiastically participating in local area marketing events aimed at raising awareness and promoting our top-tier hearing services.	with hearing device products to our team. • Qualified Professional (QP) with Membership: Hold a QP qualification and maintain an active membership with a recognized audiological peak body, showcasing your commitment to the field. • Demonstrating an unwavering dedication to the growth and dissemination of hearing health knowledge, contributing to our mission. • Have proven Commercial Acumen: Showcase your commercial awareness with a track record of meeting and surpassing KPIs, underscoring your ability to thrive in a dynamic market. • Empathetic Communicator: Leverage your strong interpersonal communication skills and innate empathy to foster meaningful connections with our valued customers.		Newcastle, Maitland & Hunter NSW	

Newborn Hearing Screener/Administrative Assistant	• Carrying out hearing screens on newborn babies following VIHSP protocols and procedures • Communicating accurately and sensitively with parents • Preparing and maintaining both paper and electronic documentation, including navigation across a number of IT platforms • Keeping accurate records of screen results including computer data entry • Travel to other VIHSP locations	• Excellent interpersonal, oral and written communication skills, and professional demeanour • High attention to detail • Excellent organisational, time management and prioritising skills • Computer skills, including capacity to navigate a number of IT programs • Capacity to achieve excellent newborn hearing screening competence during the in-person onsite training program	N/A	The Royal Children's Hospital, Geelong	11/10 Seek
Researcher in Paediatrics and Aboriginal and Torres Strait Islander hearing health	• Leading and participating in initiating, designing, planning and executing research projects involving Aboriginal and Torres Strait Islander communities on paediatric hearing loss in accordance with NAL project procedures • Analysing and interpreting data, and supporting other staff in data analysis and interpretation	• Must be recognised and identify as an Aboriginal and/or Torres Strait Islander person and accepted by the Aboriginal and Torres Strait Islander Community • Previous experience in representing Aboriginal and Torres Strait Islander paediatric communities • Knowledge in one or more of language, psychology, hearing, child	N/A Relevant knowledge and experience required	National Acoustic Laboratories -Based in our Macquarie University location	Organisational website 13/10/2024

	• Disseminating research findings through high-quality publication in international peer-reviewed journals and trade journals, and presenting at relevant conferences, as both lead author and co-author • Identifying, developing and/or maintaining relationships and collaborations within paediatric audiology • Maintaining research expertise and keeping abreast of new developments relevant to NAL's objectives and develop opportunities for integrating new scientific ideas into NAL. • Serve as a manager for staff in the department, depending on experience	development, public health research literature and methodologies • Understanding of hearing loss, audiological service provision, and the hearing rehabilitation industry • Knowledge of speech and language development, influence of hearing loss in childhood, early intervention and clinical practice • Co-design methodologies for product development or service improvement with communities and stakeholders • Experience conducting research related to communication development in Aboriginal and Torres Strait Islander communities • Understanding of hearing loss, audiological service provision, and the hearing rehabilitation industry, particularly early intervention • Skills in data management and manipulation and statistical approaches • Experience in managing team members or supervising student			

Appendix B: List of organisations that participated in the functional analysis interviews

Interview Attendees	State	Number of attendees
Specsavers	VIC	1
QLD Health	QLD	2
Time 2 Hear	QLD	1
ACOD	NSW	1
Amplify Hearing & Diagnostics	NSW	1
Broadway Audiology	NSW	1
Advanced Hearing Solutions	NSW	1
Sonova	QLD	1
Total Participants		9

Appendix C: Employer interview questionnaire

Your organisation	
1. How big is your organisation?	
a. How many collection sites do you have?	
b. In which states and territories do you operate?	
How many staff do you have that are:	
a. Audiometrists	
b. Audiologists	
c. General support staff admin	
1. Hearing aid technicians	
2. Do your employees work in each of the following areas?	
• Standalone practice	
• Health services	
• Doctor's offices	
• Other? (people's homes, aged care homes etc)	
3. Do you work with diverse groups of people? Such as people with disability, children, older people, people experiencing mental health issues etc?	

4. Do you prefer experienced employees in this area?	
5. Do you only employ people that are already qualified, or do you train on the job? Or a combination – prefer trained, but may employ untrained due to skill shortages?	
6. If people train on the job, how do they receive that training?	
7. Are you an in-house RTO?	
8. Do you offer traineeships and are these completed?	
9. Do your audiometrists under the following tests?	
• Pure Tone Audiometry (PTA)	
• Speech Audiometry	
• Impedance Audiometry	
• Otoacoustic Emissions (OAEs)	
• Auditory Brainstem Response (ABR)	
• Bone Conduction Testing	
• Tympanometry	

Job Roles and Functions	
1. What does a typical day look like for an audiometrist? Are there steps/procedures they must complete daily?	
2. What functions do each of the roles perform – what would a typical day look like for the person?	
3. How long do people generally work as audiometrists? Do they follow any particular career path? (audiologist/ sales assistant)	
4. Which 5 skills and qualities do you think are most valuable or critical to be an audiometrist? (These can be general work place skills not just hearing related skills)	
5. If audiometrists travel to the homes of those who are housebound or to onsite workplaces such as construction sites, aged care facilities and more, are there specific skills required?	
6. Do your employees work and interact with children at work? If yes, in what way? Do they receive special/specific training?	
7. Do audiometrists work remotely and alone? (for example teleaudiology) Are there provisions (such as special training) for these environments?	
8. Do audiometrists extend into other roles, for example audiologist, hearing aid dispenser or quality assurance roles?	
9. What are the latest technologies or tools / hearing aid fitting software you are currently using or considering in your practice?	
10. How do you visualise the next 5 years in this industry? Emerging trends/technologies/any specialisations required Digital devices/ Bluetooth connectivity/AI driven devices Hearing aid technology specialisation/ tinnitus management/pediatric audiometry	
11. What skills /knowledge do you think are necessary for audiometrists to effectively manage and educate patients about (include other emerging health issues)? (Employer specific)	
12. How important are sustainability practices in your audiometry business?	

Attracting and Retaining Staff	
1. Who is your typical candidate/applicant ?	
Male	
Female	
Approx. Age group	
Culturally and linguistically diverse people	
Aboriginal and Torres Strait Islander people	
2. What are the key skills and experience you look for in candidates?	
3. Are you familiar with the audiometrist qualifications that are available?	
4. Are there qualifications, other than audiometry, that you consider so people have the skills you are looking for? o you look for?	
5. Would you be willing to share your audiometrists roles position descriptions with us? (or other roles for unqualified staff that may do some hearing tests	
6. If qualification not required or you employ an unqualified person, what are the first skills you teach them so they can commence work?	
7. Is training offered for working with people with special needs?	
8. If so, what training is offered in this area?	
9. If so, what training is offered in this area?	
10. Is there a clear career pathway for people with audiometry qualifications?	
What are the pathways available?	

Do people tend to move through the pathways?	
Do people move into audiologist roles? E.g., undertake a higher qualification	
What type of training is provided to support pathways and retention of staff?	

Is the industry affected by and what might they be:	
Political influences (e.g., changes in policies/Medicare updates)	
Technological changes (e.g., smart hearing aids with Bluetooth)	
Socio-economic changes, higher demand for services (e.g. Aging population)	
More engagement with other services or more referrals (e.g. ENT specialists and general practitioners)	
Competitive market space, new entrants and providers (e.g. online hearing aid retailers)	