

**I. Ear Inspection (8%) – This area assesses the candidate’s ability to visually inspect the external ear to evaluate the physical condition of the client’s ear.**

<i>Job Task</i>	<i>Associated Knowledge</i>
<ul style="list-style-type: none"> <li>• Uses safe techniques to perform otoscopic examination and inspection of client ears as needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of procedures used to inspect client’s external ear.</li> <li>• Knowledge of safe techniques used to conduct an otoscopic examination.</li> <li>• Knowledge of anatomy and characteristics of the ear (normal vs. abnormal).</li> <li>• Knowledge of purposes for performing otoscopic examination.</li> </ul>
<ul style="list-style-type: none"> <li>• Sanitize equipment prior to performing otoscopic examination on client.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of safe techniques used to conduct an otoscopic examination.</li> <li>• Knowledge of methods used to sanitize equipment used during otoscopic examination.</li> </ul>
<ul style="list-style-type: none"> <li>• Assess size, length, and direction of client’s ear canal by performing otoscopic examination.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of procedures used to inspect client’s external ear.</li> <li>• Knowledge of techniques used to assess size, length, and direction of ear canal.</li> <li>• Knowledge of purposes for performing otoscopic examination.</li> </ul>

**II. Audiometric Assessment (11%) - This area assesses the candidate's ability to determine client's hearing acuity using standardized tests.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Tone Stimuli (7%)</b>	<ul style="list-style-type: none"> <li>Perform pure tone air conduction test during audiometric assessment and masking when required.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of operation and function of audiometric equipment (control and use of equipment).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of situations or test results that require masking during audiometric testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of masking techniques that will assist in determining client fitting requirements.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for performing pure tone air conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for masking during pure tone air conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods and procedures used for testing clients with collapsing/collapsed ear canals.</li> </ul>
	<ul style="list-style-type: none"> <li>Perform pure tone bone conduction test during audiometric assessment and masking when required.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of situations or test results that require masking during audiometric testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of masking techniques that will assist in determining client fitting requirements.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for performing pure tone bone conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for masking during pure tone bone conduction testing.</li> </ul>
<ul style="list-style-type: none"> <li>Present stimuli to determine client's threshold of discomfort (TD/UCL/LDL).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client's uncomfortable level (UCL/LDL/TD) for speech.</li> </ul>	
	<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client's UCL/LDL/TD using pure tones.</li> </ul>	
<b>B. Speech Stimuli (0%)</b>	-	-
<b>C. Equipment Check and Client Instructions (4%)</b>	<ul style="list-style-type: none"> <li>Provide client with communication and counseling to facilitate audiometric testing for optimum results.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for performing pure tone air conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for performing pure tone bone conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures used for performing speech testing (SRT/WRS/SDS).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client's uncomfortable level (UCL/LDL/TD) for speech.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client's most comfortable level (MCL) for speech.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client's UCL/LDL/TD using pure tones.</li> </ul>
	<ul style="list-style-type: none"> <li>Perform listening check to verify functioning of equipment prior to performing audiometric tests.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to check function of audiometric equipment (verify/listening check).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of calibration requirements to maintain audiometric equipment.</li> </ul>

**III. Ear Impression (34%) – This area assesses the candidate’s ability to produce an accurate impression of the client’s ear.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Evaluate Ear Canal (13%)</b>	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope to determine whether ear impression can be performed.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of impression material used during an ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope to determine placement of blocking material (i.e., cotton dam) before ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purpose and procedures for evaluating client’s ear canal before an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes for using blocking material (i.e., cotton dam) during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating placement of blocking material (i.e., cotton dam) in client’s ear.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope to determine type and size of blocking material (i.e., cotton dam) to use during ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take ear impressions on clients with mastoid cavities.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purpose and procedures for evaluating client’s ear canal before an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to determine size of blocking material (i.e., cotton dam) needed during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures and implements used to insert blocking material (i.e., cotton dam) into client’s ear during an ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope following an ear impression to determine that client’s ear canal is clear from injury and ear impression material(s).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating placement of blocking material (i.e., cotton dam) in client’s ear.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take ear impressions on clients with mastoid cavities.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear to determine ear irregularities that may need to be indicated on the impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating client’s ear canal following ear impression procedures.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of conditions resulting from impression procedures requiring a medical referral.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating ear impression mold(s).</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of techniques used to determine if ear impression is an accurate representation of the ear.</li> </ul>		
		<ul style="list-style-type: none"> <li>Knowledge of types of anatomical irregularities found on ear impression mold(s).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge and ability to determine characteristics of an adequate impression for manufacturer’s use.</li> </ul>

**III. Ear Impression (34%) – This area assesses the candidate’s ability to produce an accurate impression of the client’s ear.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>B. Procedures (13%)</b>	<ul style="list-style-type: none"> <li>Insert blocking material (i.e., cotton dam) into client’s ear canal to protect client’s ear during ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of and ability to recognize signs of client discomfort during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to determine size of blocking material (i.e., cotton dam) needed during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes for using blocking material (i.e., cotton dam) during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures and implements used to insert blocking material (i.e., cotton dam) into client’s ear during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take ear impressions on clients with mastoid cavities.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate placement of blocking material (i.e., cotton dam) with otoscope to verify accurate placement in client’s ear.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes for using blocking material (i.e., cotton dam) during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating placement of blocking material (i.e., cotton dam) in client’s ear.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take ear impressions on clients with mastoid cavities.</li> </ul>
	<ul style="list-style-type: none"> <li>Insert ear impression material into client’s ear to make/produce an ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of impression material used during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of equipment and tools used during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to insert ear impression material to make ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Sanitize equipment prior to performing ear impression on client.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take ear impressions on clients with mastoid cavities.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of hygienic procedures to be followed when making ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Inform client about ear impression procedures to make client aware of sensations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to inform client about ear impression procedures (expectations, sensations, or effects).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of and ability to recognize signs of client discomfort during an ear impression.</li> </ul>		

**III. Ear Impression (34%) – This area assesses the candidate’s ability to produce an accurate impression of the client’s ear.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>C. Remove and Evaluate Ear Impression (8%)</b>	<ul style="list-style-type: none"> <li>Break seal between client’s ear and impression prior to removing impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for verifying curing of ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to remove ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Verify curing of ear impression material prior to removing from client’s ear.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for verifying curing of ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear impression to determine whether ear impression needs to be retaken.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of impression material used during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes for developing an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to determine if ear impression is an accurate representation of the ear.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of modifications that need to be made to ear impression mold(s).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to make modifications on ear impression mold(s).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of anatomical irregularities found on ear impression mold(s).</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of procedures used to identify desired shell modifications on ear impression mold(s).</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge and ability to determine characteristics of an adequate impression for manufacturer's use.</li> </ul>		

**IV. Evaluating Hearing Instruments (9%) – This area assesses the candidate’s ability to determine whether hearing instruments meet manufacturer and dispenser specifications.**

<i>Job Task</i>	<i>Associated Knowledge</i>
<ul style="list-style-type: none"> <li>Evaluate physical characteristics of custom products and earmold to determine whether product is damaged or needs repair.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating physical characteristics of earmold.</li> <li>Knowledge of physical characteristics of earmold that need modification.</li> <li>Knowledge of purposes and methods for evaluating whether internal feedback is present in hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating physical characteristics of hearing instrument.</li> <li>Knowledge of types of hearing instrument physical characteristics that need repair.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate hearing instrument to verify function(s) of the hearing instrument.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for verifying function(s) of the hearing instrument.</li> <li>Knowledge of listening check procedures used when evaluating hearing instrument performance.</li> <li>Knowledge of purposes and methods for evaluating gain of hearing instrument.</li> <li>Knowledge of procedures used to assess electroacoustic (e.g., THD, SSPL) performance of hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating frequency response of hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating volume control of hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating circuit noise of hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating whether internal feedback is present in hearing instrument.</li> <li>Knowledge of procedures used to identify causes of feedback in a hearing instrument.</li> <li>Knowledge of standards for hearing instrument performance of the American National Standards Institute (ANSI).</li> <li>Knowledge of manufacturer’s specifications when evaluating hearing instrument.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate hearing instrument controls to verify functionality (volume control, push button, switch or remote).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for verifying function(s) of the hearing instrument.</li> <li>Knowledge of listening check procedures used when evaluating hearing instrument performance.</li> <li>Knowledge of purposes and methods for evaluating function of telecoil of hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating volume control of hearing instrument.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate earmold to verify that manufacturer sent the requested product.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to verify hearing instrument and/or earmold received from manufacturer.</li> <li>Knowledge of purposes and methods for evaluating physical characteristics of earmold.</li> </ul>

**V. Fitting (24%) – This area assesses the candidate’s ability to validate fitting and instruct client in care and use of hearing instrument.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Client Counseling and Training (19%)</b>	<ul style="list-style-type: none"> <li>Inform client about potential experiences from wearing hearing instruments to assist client in establishing realistic expectations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding realistic expectations when wearing hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of common client complaints during fitting process.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of client indications that adjustments need to be made to hearing instruments during fitting.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of strategies for maximizing communication in different listening environments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of adaptation process for new hearing instrument users.</li> </ul>
	<ul style="list-style-type: none"> <li>Demonstrate and explain to client techniques to use when inserting and removing hearing instrument(s).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to insert and remove client’s hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding the use of hearing instrument (controls, features, insert/remove).</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client on hearing instrument care and maintenance to improve hearing instrument longevity.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding the use of hearing instrument (controls, features, insert/remove).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes, procedures, and information regarding care and maintenance of hearing instrument.</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client about use, care, and disposal of hearing instrument batteries.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to care for and dispose of hearing instrument batteries.</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client on communication strategies to use in different listening environments.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding realistic expectations when wearing hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of strategies for maximizing communication in different listening environments.</li> </ul>
	<ul style="list-style-type: none"> <li>Demonstrate and explain to client hearing instrument and ALD controls.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to configure and verify program settings of digital hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding the use of hearing instrument (controls, features, insert/remove).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of adaptation process for new hearing instrument users.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding telephone use and hearing instrument use.</li> </ul>
<ul style="list-style-type: none"> <li>Instruct client on telephone use with hearing instrument and assisted listening devices.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding telephone use and hearing instrument use.</li> </ul>	
<ul style="list-style-type: none"> <li>Demonstrate and explain to client hearing instrument and ALD controls for different environments.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding the use of hearing instrument (controls, features, insert/remove).</li> </ul>	
	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding telephone use and hearing instrument use.</li> </ul>	

**V. Fitting (24%) – This area assesses the candidate’s ability to validate fitting and instruct client in care and use of hearing instrument.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>B. Hearing Instrument Fitting and Adjustment (5%)</b>	<ul style="list-style-type: none"> <li>• Insert hearing instrument into client’s ear to verify physical fit of hearing instrument.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of procedures used to insert and remove client’s hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>• Knowledge of methods used to determine whether hearing instrument is a comfortable and appropriate fit for client.</li> </ul>
		<ul style="list-style-type: none"> <li>• Knowledge of methods of physical modifications of earmold and domes on acoustic performance.</li> </ul>
		<ul style="list-style-type: none"> <li>• Knowledge of methods used to modify physical characteristics of hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>• Knowledge of client indications that adjustments need to be made to hearing instruments during fitting.</li> </ul>
	<ul style="list-style-type: none"> <li>• Inform client of hearing aid instrument care and basic operational instructions (user instruction brochure) as provided by manufacturer.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of procedures used to insert and remove client’s hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>• Knowledge of information to provide client regarding the use of hearing instrument (controls, features, insert/remove).</li> </ul>
		<ul style="list-style-type: none"> <li>• Knowledge of procedures used to care for and dispose of hearing instrument batteries.</li> </ul>
		<ul style="list-style-type: none"> <li>• Knowledge of purposes, procedures, and information regarding care and maintenance of hearing instrument.</li> <li>• Knowledge of information to provide client regarding telephone use and hearing instrument use.</li> </ul>

**VI. Postfitting (14%) – This area assesses the candidate’s ability to identify sources of electronic and acoustic problems associated with common client complaints.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Assessment of Hearing Instrument (0%)</b>	-	-
<b>B. Assess Client Performance and Use (10%)</b>	<ul style="list-style-type: none"> <li>Assess client’s complaint(s) about hearing instrument to determine whether there is a hearing instrument malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of malfunction indicators that require returning the hearing instrument to the manufacturer.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to assess causes of hearing instrument malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate changes in client’s hearing from malfunction of hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate external and internal feedback.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide client with postfitting care to assist client with maintaining hearing health.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to identify and eliminate acoustic feedback.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used based on client's experience.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing assessment of client’s proficiency in hearing instrument use.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide client with postfitting training to assist client when user procedures need review or reinforcement.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing counseling of client’s proficiency in hearing instrument use.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used based on client's experience.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing assessment of client’s proficiency in hearing instrument use.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide client with postfitting care to assist client with maintaining hearing instrument and ALDs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing counseling of client’s proficiency in hearing instrument use.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of adjustments that need to be made based on client's experience or adaptation level.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used based on client's experience.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of adjustments (e.g., frequency response, maximum power output) that need to be made to hearing instrument based on client’s complaint during postfitting.</li> </ul>

**VI. Postfitting (14%) – This area assesses the candidate’s ability to identify sources of electronic and acoustic problems associated with common client complaints.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>C. Servicing Hearing Instrument (5%)</b>	<ul style="list-style-type: none"> <li>Service or repair hearing instrument based on hearing instrument malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of malfunction indicators that require returning the hearing instrument to the manufacturer.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to assess causes of hearing instrument malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate external and internal feedback.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to identify and eliminate acoustic feedback.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to provide in-house repair of hearing instrument based on malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of equipment and tools used to repair hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of repair that need to be made to hearing instrument based on hearing instrument malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of evaluation techniques used to determine in-house vs. manufacturer repair.</li> </ul>
	<ul style="list-style-type: none"> <li>Identify physical fit modifications (e.g., buffing helix, shortening canal) to be performed on hearing instrument based on client’s complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to repair or replace hearing instrument based on malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of adjustments that need to be made based on performance.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of physical modifications (e.g., buffing helix, shortening canal) that need to be made to hearing instrument based on client’s complaint during postfitting.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to identify and eliminate acoustic feedback.</li> </ul>