

## Services offered by hearing aid professionals

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## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

Käesolev Eesti standard EVS-EN 15927:2010 sisaldab Euroopa standardi EN 15927:2010 ingliskeelset teksti.

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This Estonian standard EVS-EN 15927:2010 consists of the English text of the European standard EN 15927:2010.

This standard is ratified with the order of Estonian Centre for Standardisation dated 30.09.2010 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.

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ICS 11.180.15

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English Version

## Services offered by hearing aid professionals

Services offerts par les audioprothésistes

Dienstleistungen in der Hörakustik

This European Standard was approved by CEN on 12 June 2010.

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## Foreword

This document (EN 15927:2010) has been prepared by Technical Committee CEN/TC 380 "Project Committee - Hearing aid specialist services", the secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by February 2011, and conflicting national standards shall be withdrawn at the latest by February 2011.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

## Introduction

This European Standard provides a set of minimum requirements for the essential elements of the service provision. Furthermore, recommendations for other aspects of good practice are provided.

Emphasis is placed on defining requirements for the elements of the service provision where the quality of the service offered is not readily assessed by the average client.

Certain aspects of the service delivery by hearing aid professionals are likely to be covered by other already existing standards. These may be other European Standards in their national implementation or local standards that implement certain national requirements. Examples of such aspects are Business certificates, occupational safety and hygiene requirements, confidentiality and data protection.

The quality of the service delivered by hearing aid professionals is also influenced by how the service delivery is managed in terms of staff behaviour and motivation, design and layout of facilities, choice of suppliers and products. The quality of the service delivered by hearing aid professionals relies on the personnel, their competencies and their motivation. Management plays an essential role. Quality requires the initial and continuing training of all the personnel, and an ongoing exchange of multidisciplinary expertise.

Such management and availability play an important role, but falls outside the scope of this European Standard.

## 1 Scope

This European Standard applies to the services offered by hearing aid professionals in their efforts to provide benefit for their clients.

This European Standard specifies the process of hearing aid provision from the first client contact to the long term follow-up. This European Standard also defines requirements for education, facilities, equipment and code of conduct. A quality management system with the overall objective of securing client satisfaction and covering the elements of the service is also an essential part of the requirements.

This European Standard centres on the services offered to the majority of clients with hearing impairment. Certain groups of hearing impaired such as children, persons with other disabilities or persons with implantable devices may require services beyond what is covered in this European Standard.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 60118-4, *Electroacoustics — Hearing aids — Part 4: Induction loop systems for hearing aid purposes — Magnetic field strength*

EN 60118-7, *Electroacoustics — Hearing aids — Part 7: Measurement of the performance characteristics of hearing aids for production, supply and delivery quality assurance purposes*

EN 60645-1, *Electroacoustics — Audiological equipment — Part 1: Pure-tone audiometers*

EN 60645-2, *Audiometers — Part 2: Equipment for speech audiometry*

EN 60645-5, *Electroacoustics — Audiometric equipment — Part 5: Instruments for the measurement of aural acoustic impedance/admittance*

EN 61669, *Electroacoustics — Equipment for the measurement of real-ear acoustical characteristics of hearing aids*

EN 61672-1, *Electroacoustics — Sound level meters — Part 1: Specifications*

EN ISO 389-1, *Acoustics — Reference zero for the calibration of audiometric equipment — Part 1: Reference equivalent threshold sound pressure levels for pure tones and supra-aural earphones (ISO 389-1:1998)*

EN ISO 389-2, *Acoustics — Reference zero for the calibration of audiometric equipment — Part 2: Reference equivalent threshold sound pressure levels for pure tones and insert earphones (ISO 389-2:1994)*

EN ISO 389-3, *Acoustics — Reference zero for the calibration of audiometric equipment — Part 3: Reference equivalent threshold force levels for pure tones and bone vibrators (ISO 389-3:1994)*

EN ISO 389-4, *Acoustics — Reference zero for the calibration of audiometric equipment — Part 4: Reference levels for narrow-band masking noise (ISO 389-4:1994)*

EN ISO 389-8, *Acoustics — Reference zero for the calibration of audiometric equipment — Part 8: Reference equivalent threshold sound pressure levels for pure tones and circumaural earphones (ISO 389-8:2004)*

EN ISO 8253-1, *Acoustics — Audiometric test methods — Part 1: Basic pure tone air and bone conduction threshold audiometry (ISO 8253-1:1989)*

EN ISO 8253-2, *Acoustics — Audiometric test methods — Part 2: Sound field audiometry with pure-tone and narrow-band test signals (ISO 8253-2:2009)*

EN ISO 8253-3, *Acoustics — Audiometric test methods — Part 3: Speech audiometry (ISO 8253-3:1996)*

ISO 12124, *Acoustics — Procedures for the measurement of real-ear acoustical characteristics of hearing aids*

ISO 16832, *Acoustics — Loudness scaling by means of categories*

### 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

**3.1**  
**hearing aid professional**  
audiologically competent person who professionally assesses hearing, selects, fits and delivers hearing systems and rehabilitation services to persons with hearing loss

**3.2**  
**hearing impaired**  
person with hearing impairment having complete or partial loss of the ability to hear from one or both ears

NOTE The level of impairment can be mild, moderate, severe or profound.

**3.3**  
**client**  
person with a hearing impairment being serviced by a hearing aid professional

**3.4**  
**hearing aid**  
device based on electro-acoustic or electro-magnetic systems, placed outside or inside the ear and designed to amplify and process sounds in order to compensate for a hearing loss

**3.5**  
**ear-mould**  
individually customised or selected mechanical-acoustical coupling between a hearing aid and the ear canal

**3.6**  
**hearing system**  
integral and customised system consisting of one or two hearing aids, ear-moulds and related components such as a remote control or interfaces to other information or communication systems

**3.7**  
**hearing profile**  
comprehensive account for a client's auditory problems, social situation, activity limitations, needs and expectations

**3.8**  
**fitting**  
systematic procedure for adapting a hearing system to compensate for hearing loss

**3.9**  
**pre-setting**  
adjustment of a hearing aid using a prescriptive rule and relevant audiological data