# Overseas-Qualified Audiometrist Handbook

## ACAud Clinical Internship (ACI)

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# ACAUD CLINICAL INTERNSHIP (ACI)

## Overseas-Qualified Audiometrist Flowchart

### Membership

1. Apply online
2. Pay membership fees and submit certified documents
3. Application review and approval
4. Receive ACI Handbook

Note: *Overseas-Qualified Audiometrist Interns may choose to complete the CAPE and KIT Examinations prior to commencing Stage 1 of the ACI Pathway. If this option is selected, the following additional steps apply:

- Pay exam fees (includes access to the Practice Exams)
- Book CAPE and KIT Examinations

### Exam Stage

1. *Sit CAPE and KIT Exams

The Exam Stage consists of two exam components:

- CAPE – Clinical Application Performance Exam via Audiology Simulator
- KIT – Knowledge Interview Test via Microsoft Teams

Exam results are provided by email with examiner feedback. All exam rules and conditions are provided in the ACI Handbook.

To complete the Exam Stage the Intern is required to obtain a competent (C) result. A minimum mark of 80% is required in both the CAPE and KIT Examinations.

### Internship - Stage 1

1. Secure employment as a Provisional Audiometrist
2. Submit Supervisory Plan and Responsibilities Form to Secretariat
3. **Begin Internship - Stage 1 (after review and approval from Secretariat)

**No clinical work or training can begin until the Supervisory Plan has been approved by the Secretariat.
Details about the Supervisory Plan, including supervisor conditions, can be found in the ACI Handbook.

Intern to complete the minimum:

- 30 hours at elbow supervision per week
- 120 hours at elbow supervision in total
- 100% file review (Supervisor to review)
- Daily Logbook (Intern and Supervisor to sign off)
- Supervision Report (Intern and Supervisor to sign off)

After the Intern has obtained a Competent result in the Exam Stage and completed Internship - Stage 1, they will be able to progress to Internship - Stage 2.

### Internship - Stage 2

Intern to complete the minimum:

- 30 hours at general supervision per week
- 300 hours at general supervision in total
- 4 webinars and quizzes
- Portfolio part 1

Supervisor and intern to complete:

- Daily Logbook
- Sipervision Report
- 50% file review
- Clinical Competency Journal

### Internship - Stage 3

Intern to complete the minimum:

- 30 hours general supervision per week
- 780 hours general supervision in total
- 5 webinar and quizzes
- Portfolio part 2

Supervisor and intern to complete:

- Daily Logbook
- Supervision Report
- 25% file review
- Clinical Competency Journal

### Internship - Stage 4

Intern to complete the minimum:

- 30 hours general supervision per week
- 360 hours general supervision in total
- 3 webinar and quizzes
- Portfolio part 3

Supervisor and intern to complete:

- Daily Logbook
- Supervision Report
- 10% file review
- Clinical Competency Journal

### Clinical Certificate of Practice

After the intern has successfully completed Internship - Stage 4, they are eligible to apply to ACAud to upgrade to Full Member with Clinical Certificate of Practice and apply for a Qualified Practitioner number (QP) from Hearing Services Program (HSP).

# Internship Checklist for Overseas-Qualified Audiometrist

Welcome to the ACAud Clinical Internship (ACI) Pathway. This checklist is designed to support you throughout the 12-month internship by helping you keep track of your progress and achievements. Use this document regularly to record completed tasks, identify what's still ahead, and ensure you're meeting the required milestones. It's a valuable tool to stay organised, focused, and on track as you work towards full clinical competency and accreditation.

## MEMBERSHIP

- ☐ Apply and pay for membership via the ACAud Website and receive the Internship Handbook
- ☐ Provide a certified copy of your academic qualification(s) and transcripts
- ☐ Provide a certified copy of your passport/driver's licence
- ☐ Pay exam fees and receive access to the practice exams
- ☐ Confirm with Secretariat whether you will complete exam stage first or start Internship Stage 1 first

## EXAM STAGE

- ☐ Secure exam booking dates for both CAPE and KIT
- ☐ Complete practice exam via the Audiology Simulator website
- ☐ Log into the members portal to access and review the available webinars
- ☐ Complete ACAud Onboarding Session with Secretariat
- ☐ Pass both CAPE and KIT
- ☐ Receive exam results and examiner feedback

## INTERNSHIP APPROVAL

- ☐ Notify Secretariat of arrival in Australia
- ☐ Email ACAud Secretariat with letter of employment
- ☐ Email your signed Supervisory Plan to be reviewed
- ☐ Receive approval for the Supervisory Plan

## STAGE 1

- ☐ Complete 30 hours at elbow supervision per week
- ☐ Completed Daily Logbook

- ☐ Complete 120 hours at elbow supervision in total
- ☐ 100% File review from Primary Supervisor
- ☐ Completed Supervision Report
- ☐ Emailed Secretariat with Stage 1 completed requirements

## STAGE 2

- ☐ Complete 30 hours at general supervision per week
- ☐ Complete 300 hours at general supervision in total
- ☐ 50% File review from Primary Supervisor
- ☐ Completed Daily Logbook
- ☐ Completed Supervision Report
- ☐ Complete the 4 assigned webinars and quizzes
- ☐ Complete Portfolio part 1
- ☐ Complete the Clinical Competency Journal
- ☐ Email Secretariat with Stage 2 completed requirements

## STAGE 3

- ☐ Complete 30 hours at general supervision per week
- ☐ Complete 780 hours at general supervision in total
- ☐ 25% File review from Primary Supervisor
- ☐ Completed Daily Logbook
- ☐ Completed Supervision Report
- ☐ Complete the 5 assigned webinars and quizzes
- ☐ Complete Portfolio part 2
- ☐ Complete the Clinical Competency Journal
- ☐ Email Secretariat with Stage 3 completed requirements

## STAGE 4

- ☐ Complete 30 hours at general supervision per week
- ☐ Complete 360 hours at general supervision in total
- ☐ 10% File review from Primary Supervisor
- ☐ Completed Daily Logbook
- ☐ Completed Supervision Report
- ☐ Complete the 3 assigned webinars and quizzes
- ☐ Complete Portfolio part 3
- ☐ Complete the Clinical Competency Journal
- ☐ Email Secretariat with Stage 4 completed requirements

## CLINICAL CERTIFICATE OF PRACTICE

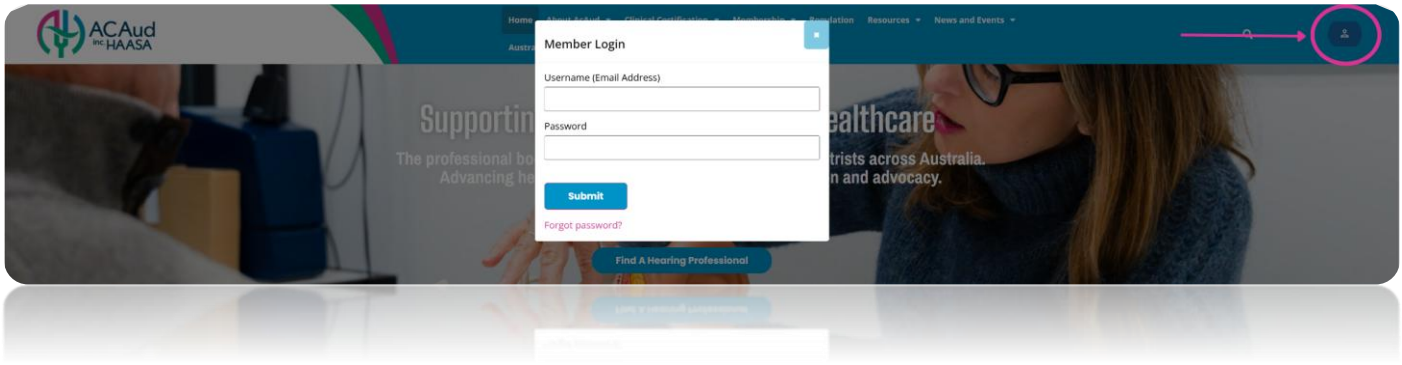
☐ Upgrade to a Full Member with Clinical Certificate of Practice and apply for a Qualified Practitioner number (QP) from Hearing Services Program (HSP).

# ACAud Membership Portal

Once your membership has been approved, you will receive an activation link via email to set your password and access the Member Portal.

To log in, simply visit www.acaud.com.au and click the user profile icon in the top right corner, which will direct you to the portal.

It is important that you log in as soon as possible to update your personal details. Keeping your information accurate and up to date is essential, as any outdated or incorrect details may impact the progress or status of your internship.




The Member Portal is your central hub for accessing a wide range of tools and resources designed to support you throughout your internship and beyond. We encourage you to check it regularly and ensure all information remains current.

Within the portal, you'll find Continuing Professional Development (CPD) training and full access to our Learning Management System (LMS), where you can complete required learning modules.

The CPD Record page allows you to upload and track your earned CPD points, ensuring you stay on top of your professional development requirements.

You'll also have access to our monthly newsletter *Sounding Board*, tailored specifically for ACAud inc. HAASA members, which includes key government updates, new Continuing Profession Development (CPD) opportunities, important reminders, and more.

Additional features include the Members Directory for connecting with other professionals; a comprehensive library of resources such as articles and research reports; current job vacancies; and organisational policies.

You can also view and manage your account information at any time. The portal is designed to keep you informed, supported, and connected throughout your professional journey.

# ACAud Onboarding Meeting

The ACAud Onboarding Meeting is your introduction to the ACAud Internship Program. During this virtual meeting, a member of the Secretariat will welcome you to ACAud and guide you through everything you need to know to get started.

You'll be taken through the welcome email and supporting documents, including the Internship Handbook, so you understand what actions are required and how to access key information throughout your internship.

The session will also include a comprehensive overview of the examination process, including exam fees, booking procedures, examination policies, and recommended preparation strategies. Our goal is to ensure you feel informed and confident in meeting the assessment requirements of the program.

In addition, the meeting will cover the internship structure, supervision requirements, program milestones, and available support resources. You'll learn what is expected of you, how your progress is monitored, and how your supervisor will support your development.

By the end of the induction, you'll have a clear understanding of the program requirements, the steps ahead, and the support available to help you succeed.

# Examination Information

## CAPE & KIT Overview

You are required to complete two examinations during the Exam Stage of the ACI Pathway:

- Clinical Application Performance Exam (CAPE)
- Knowledge Interview Test (KIT)

To successfully complete the Exam Stage, you must achieve a Competent (C) result, requiring a minimum mark of 80% in both the CAPE and the KIT.

Candidates may attempt the CAPE and KIT in any order; however, ACAud recommends completing the CAPE before attempting the KIT.

### Clinical Application Performance Exam (CAPE)

The CAPE is a simulation-based practical exam delivered through the Audiology Simulator online platform. It assesses hands-on clinical reasoning and decision-making in a safe, controlled virtual environment.

Once approved as a member, you will receive the Internship Handbook.

When you feel ready to begin preparing for the CAPE please contact the Secretariat. An exam fee invoice will then be issued.

Payment of the exam fee is required before:

- an access code to the Audiology Simulator platform can be issued; and
- a CAPE examination date can be scheduled.

Following payment, you may request a unique access code for the Audiology Simulator platform. The access code provides access to practice simulations designed to support your preparation for the CAPE.

The CAPE is a one-hour examination conducted with a single examiner.

**Important**: A current and active Audiology Simulator access code is required to sit the CAPE. Information regarding access codes and renewal fees can be found in Exam Fees and Booking.

### Knowledge Interview Test (KIT)

The KIT is conducted online via Microsoft Teams and is assessed by one examiner. You are presented with a single case study comprising two sections:

1. Audiogram Section
2. Hearing Aid Rehabilitation Section

Each section contains 10–15 structured questions, for a total of 30 marks. The KIT assesses clinical reasoning, interpretation of results, and knowledge of rehabilitation options.

## Professional Competency Standards for CAPE & KIT

The Professional Competency Standards can be found in the Member Portal under Policies or on the ACAud inc. HAASA website at: https://www.acaud.com.au/about-acaudinchaasa/policies/.

# Exam Fees and Booking

You may book your first examination attempt once examination sessions are available and you feel ready to sit the examinations.

## Examination Fees

| FEE TYPE | AMOUNT (AUD INCL. GST) |
|---|---|
| CAPE and KIT (initial examination) | $1200.00 |
| Additional 30-day Audiology Simulator access code | $77.00 |
| CAPE Re-sit | $550.00 |
| KIT Re-sit | $650.00 |
| Examination cancellation fee (where applicable) | $200.00 |

To book your exam, please contact the Secretariat when you are ready to commence exam preparation. An examination invoice will then be issued.

Examination fees must be paid in full before an access code for the Audiology Simulator platform can be issued and before an examination booking can be confirmed.

Payment must be made by credit card using the secure payment link provided on the invoice.

## Audiology Simulator Access

A current and active Audiology Simulator access code is required to sit the CAPE. The initial examination fee includes a 30-day access code. If this access period expires before the CAPE is completed, an additional 30-day access code must be purchased. Additional access codes can be arranged through the Secretariat.

Please note that CAPE re-sit fees do not include a further 30-day Audiology Simulator access code.

## Booking Your Examination

1. **Examination Scheduling**
   Once payment has been received, the Secretariat will contact you with available examination dates and coordinate suitable times with you and the examiner.
2. **Examination Pre-check**
   An Exam Pre-check session will be arranged as part of the booking process to ensure all technical, environmental, and administrative requirements are met prior to the examination.
3. **Examination Confirmation**
   Once your examination and Exam Pre-check sessions have been scheduled, you will receive a confirmation email outlining all relevant details, including Microsoft Teams meeting links and any preparation instructions.

## Cancellations

Cancellations made after an examination has been confirmed may incur a cancellation fee of AUD $200.00. You are encouraged to carefully consider their availability before scheduling examinations to avoid additional charges.

## Exam Preparation

Preparing for the CAPE and KIT requires both a strong foundation in audiological knowledge and an understanding of the assessment process and expectations. Effective preparation involves reviewing relevant clinical concepts, reflecting on your clinical experiences, and becoming familiar with the format and requirements of the assessment.

The resources below have been compiled to support your preparation. They include recommended textbooks, clinical references, professional guidelines, and other materials that may assist you in developing the knowledge, skills, and confidence required for the CAPE and KIT.

**Textbooks:**

- *Hearing Aids* - Harvey Dillon
- *Fitting and Dispensing Hearing Aids* - Taylor and Mueller
- *Audiology Treatment* - Valente, Hosford-Dunn and Roeser
- *Modern Hearing Aids* - Mueller, Ricketts and Bentler
- *Speech Mapping and Probe Microphone Measurements* - H. Gustav Mueller, Todd A. Ricketts, Ruth Bentler

**General:**

- ACAud Best Practice Handbook
- Back to Basics | Audiology CEUs | All Courses | AudiologyOnline
- The Hearing Review – a MEDQOR brand
- (3935) TED VENEMA - YouTube
- https://www.interacoustics.com/academy
- (3935) Doctor Cliff, AuD - YouTube
- ACAud's Learning Management System (LMS) provides core educational content that supports learning across all stages of the internship and is continuously expanding.
- The Audiology Simulator platform provides additional preparation for the CAPE through a range of practice exams designed to familiarise interns with the format, navigation, and expectations of the assessment.
- Maintain current knowledge of developments within the audiology sector, including new products and programs such as TeleAudiology and EARTrain, and keep abreast of issues that are relevant to your specific clinical practice.

**Otoscopy:**

- https://www.pediatrics.wisc.edu/education/acute-otitis-media/exercises/images/

**Immittance Audiometry:**

- https://www.audiologyonline.com/articles/acoustic-reflex-threshold-art-patterns-875
- Back to Basics: Immittance Audiometry | 22985 | Back to Basics | Course 22985

**Rems & Open Fits:**

- https://www.audiologyonline.com/ask-the-experts/considerations-in-performing-real-ear-279
- The REM Cookbook | How to Correctly Perform Real Ear Measurements
- Sonic Equipment Webinars –
- V & V and Its Impact on User Satisfaction | The Hearing Review
- Real-ear measurements: A step-by-step guide | Interacoustics

**Speech Audiometry:**

- https://open.umich.edu/sites/default/files/downloads/speechaudiometry.pdf
- https://www.interacoustics.com/audiometers/ac40/support/speech-audiometry
- https://www.audiologyonline.com/articles/using-speech-in-noise-tests-832

**Compressions Vs Expansion:**

- https://www.audiologyonline.com/ask-the-experts/compression-v-expansion-1302

**Compression:**

- https://www.audiologyonline.com/articles/selecting-the-right-compression-18120
- https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4168964/

**Ampclusion:**

- Ampclusion Management 101: Understanding Variables

**Own Voice Perception:**

- https://www.audiologyonline.com/articles/perception-own-voice-wearing-hearing-22822

**Verification Guide for Cros Fittings:**

- https://www.phonakpro.com/content/dam/celum/fitting-guide-target-7-1/target-step-by-step-guide/PH_Vertification_Guide_CROS_P_Real_ear_measurement_EN_V2.00_027-0643-02.pdf

## Pre-Check Process

The Exam Pre-Check is conducted before your scheduled examination to ensure you meet all technical, environmental, and administrative requirements. Please ensure you attend the Pre-Check from the same room you intend to use for the examination and that your CAPE and KIT Examination Acknowledgement Forms have been signed and returned to the Secretariat prior to the session.

During the Pre-Check, ACAud will confirm:

- Your exam date and time, payment status and contact details
- That you will be sitting the examination in a room that:
    - is enclosed and private;
    - is free from study materials, notes, and other unauthorised resources; and
    - allows the door to remain visible on camera throughout the examination
- That your camera, microphone, and internet connection are functioning correctly
- That you understand the examination requirements and procedures

# Exam Day Requirements

### Before your examination:

- CAPE candidates must log in to the Audiology Simulator and join the Microsoft Teams meeting at least 10 minutes before their scheduled examination time.
- KIT candidates must join the Microsoft Teams meeting at least 10 minutes before their scheduled examination time.
- Do not begin the examination until instructed to do so by the examiner, even if access to the examination platform is available before the scheduled start time.
- Ensure all personal needs have been attended to before the examination commences, as candidates are not permitted to leave the session except at the examiner's discretion.

### Examination Environment

You must complete the examination in a room that is:

- private, quiet, and free from interruptions;
- free from notes, textbooks, posters, diagrams, models, and other unauthorised resources; and
- arranged so that both you and the room entry door remain visible on camera throughout the examination.

You are responsible for ensuring your internet connection, camera, and microphone are functioning correctly before the examination begins and are encouraged to test your equipment and access to Microsoft Teams before the scheduled examination.

### Identification and Conduct

- Have a hard copy of a valid photo ID available for verification.
- Candidates must not record any part of the examination.
- Mobile phones, smart watches, and other recording devices are not permitted in the examination room. If recording devices cannot be removed, an alternative examination room must be used.
- Smart casual attire is required.
- The examination must be completed independently. No other person may be present in the examination environment unless expressly approved by the examiner.

### Recording and Technical Issues

Examinations are recorded by ACAud for assessment, quality assurance, and appeals purposes. Candidates are not permitted access to these recordings.

If you experience technical difficulties during the examination, notify the examiner immediately. The examiner will determine whether the examination will continue, be paused, or be rescheduled.

# CAPE Instructions

## Creating Your Account

To access the CAPE and practice exams, you'll need to create an account via Audiology Simulator:

https://audiologysimulator.com/signup

1. Complete the required registration details
2. When prompted to select an affiliation, choose **Professional Program** and **Australian College of Audiology**
3. For Account Type, select **Learner**
4. Review and accept the Terms and Conditions and Privacy Policy
5. Select **Create New User**

Once your account has been created, you will be redirected to your Dashboard.

From the Dashboard, select **Access Code** and enter the access code provided by ACAud. Click **Go** to activate your account.

Your Dashboard will refresh and display the courses available to you.

### Access Period

Your examination fee includes 30 days of access to the Audiology Simulator platform. If you require an additional 30 days of access, this can be purchased for $77.00 (including GST).

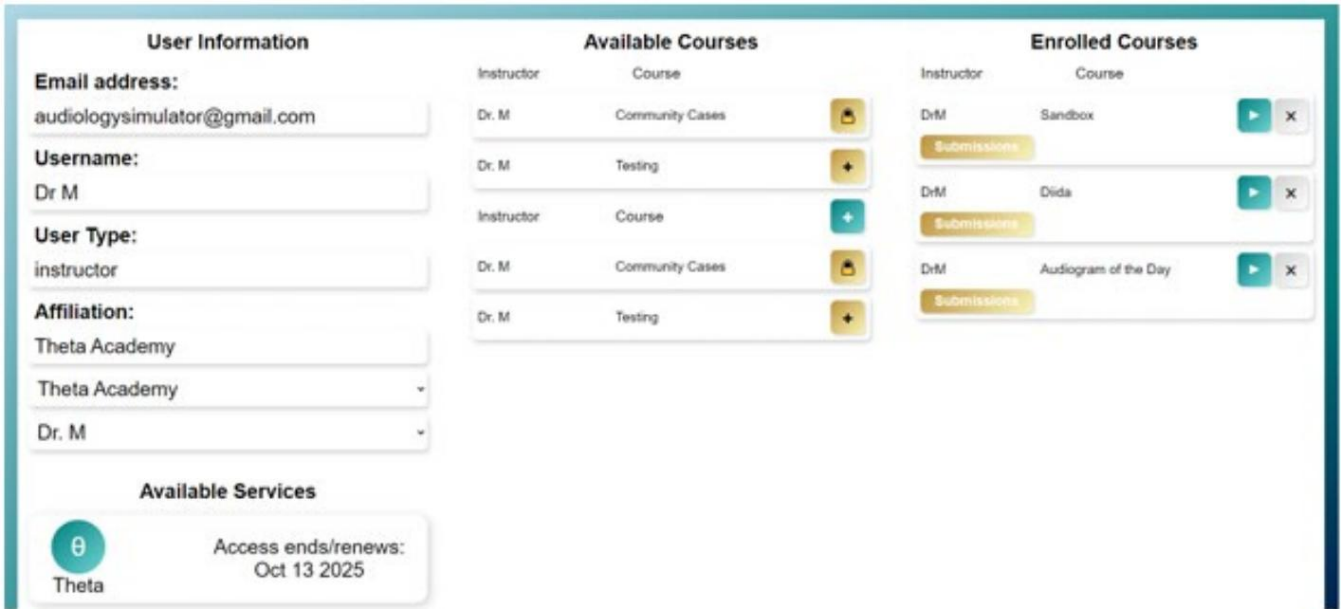
To arrange an extension, please contact the Secretariat.

### Available Exams

This section of the Dashboard displays the courses available to you.

1. Select the course you wish to access. This will automatically enrol you in the course.
2. Select the teal **Play** icon to launch Theta.

**Please note**: Your final examination will become available 10 minutes before your scheduled examination time.

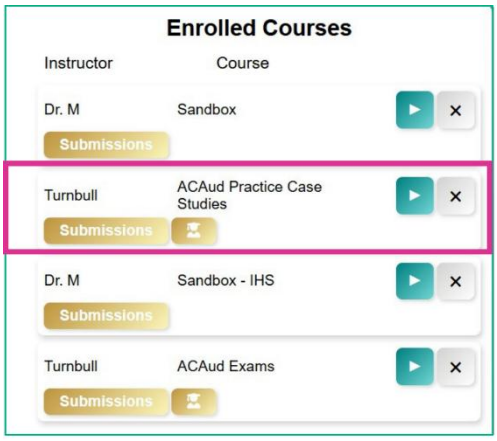


## Practice Cases

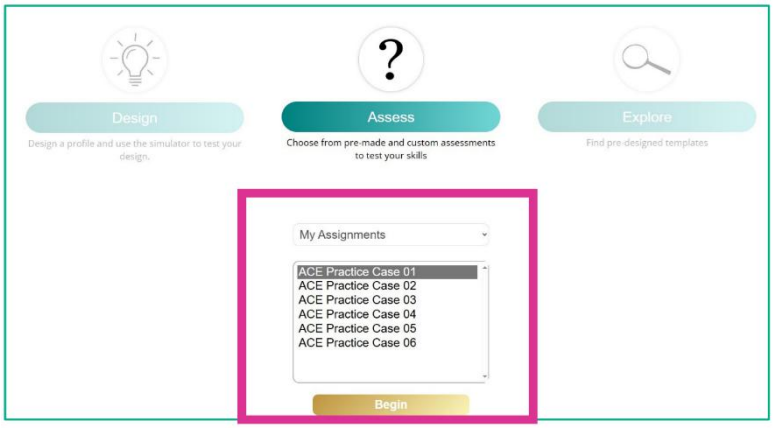
You have access to several practice exams designed to familiarise you with the Theta platform, as well as a final examination.

You may complete as many practice cases as you wish before undertaking the final examination.

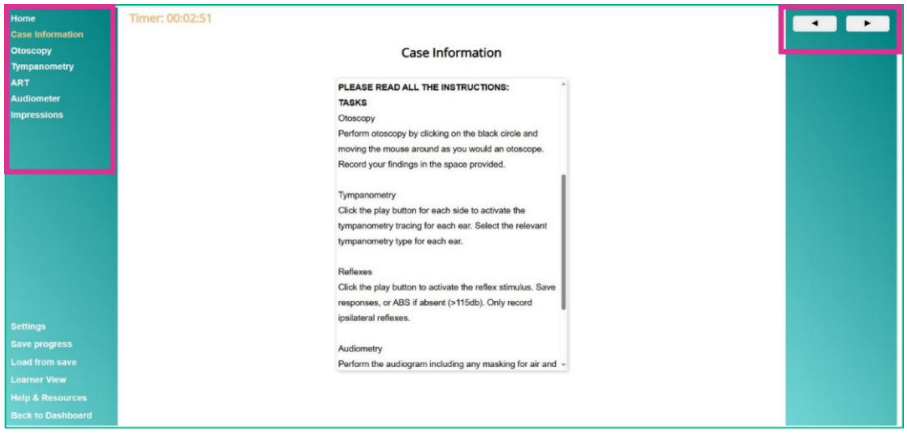
To access a practice case, select the teal **Play** icon next to **ACAud Practice Case Studies**.




1. **Starting the Case**
    - Select the practice case you would like to complete and click **Begin**.

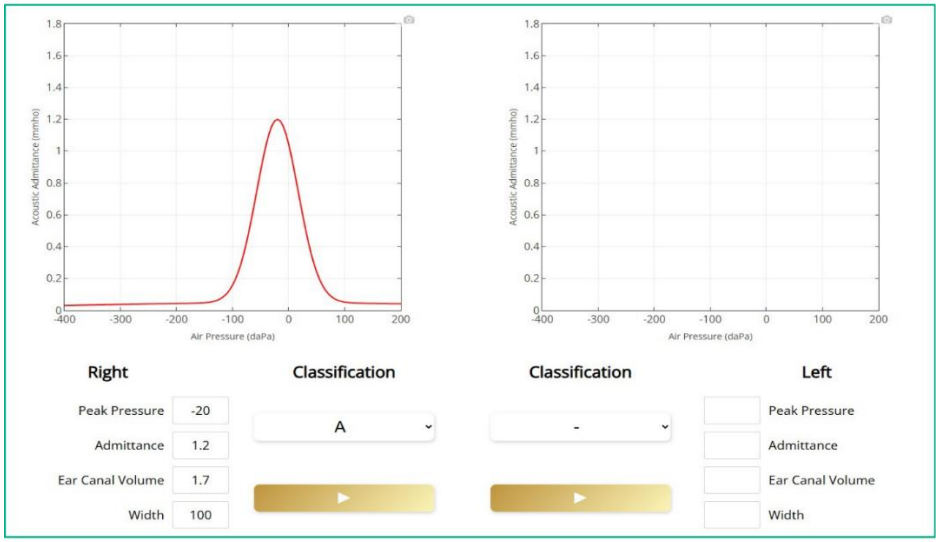



    - When prompted with the message "Are you sure you want to start this case?", select **Yes**.
    - Read the case study and all instructions carefully before commencing.
    - Navigate between sections using the arrows in the top right-hand corner of the screen or by selecting a module from the menu on the left-hand side.
    - Monitor the timer displayed on the screen, which shows the elapsed time.
        - **Please note**: You have 60 minutes to complete all tasks within the case.



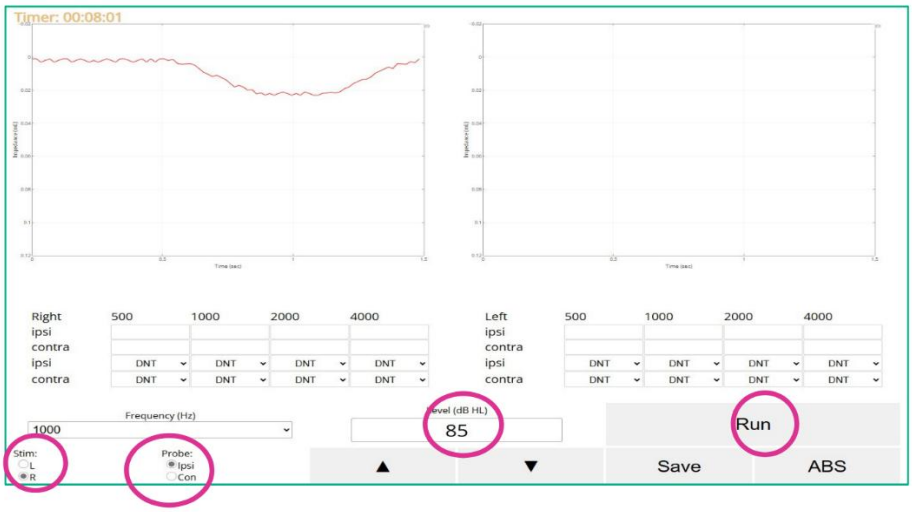
2. **Otoscopy**
    - Navigate to the otoscopy page.
    - Click and hold the left mouse button, then move the cursor over the black area to display the otoscopy.
    - Examine the image carefully and enter your findings in the field labelled **Description**.

3. **Tympanometry**
    - On the tympanometry page, select **Play** to perform the tympanogram for each ear.
    - Review the results and select the appropriate classification from the dropdown menu labelled **Classification**.



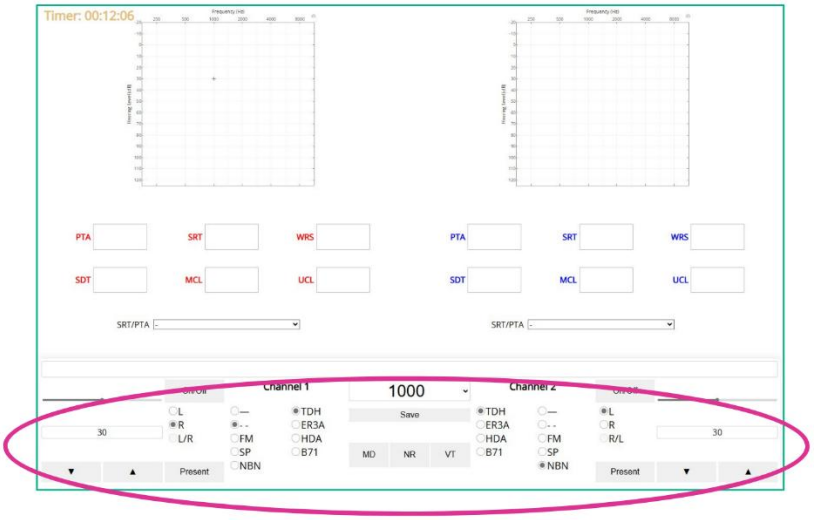

4. **Acoustic Reflex Threshold (ART)**
    - Under **ART**, select the ear to be tested from the options in the bottom left-hand corner of the screen.
    - Select **IPSI** to perform ipsilateral acoustic reflex testing.
    - Select the required frequency and dBHL level, then select **Run** to present the tone.
    - Review the response and determine whether an acoustic reflex is present.
    - If a reflex is present and you are satisfied with the result, select **Save**.
    - If no reflex is present, select **ABS** to record an absent response.

- **Please note:** The frequency must be changed manually before testing each additional frequency. Once testing is complete for one ear, repeat the procedure for the opposite ear.




## 5. Audiometry

- When performing audiometry, note that Channel 1 is used for tone presentation and Channel 2 is used for masking noise.
- Ensure to select the following:
  - **L** or **R** to indicate the ear being tested.
  - **Steady** or **Pulsed** tone.
  - **TDH** for testing with supra-aural headphones (we will only test with TDH for the practice and exam cases).
  - The frequency you wish to test from the dropdown menu.
- Use the arrow buttons on the screen, or the arrow keys on your keyboard, to increase or decrease the presentation level.
- Select **Present** to deliver the tone. Alternatively, press the **Space Bar** on your keyboard.
- In Channel 2, use the **On/Off** button to enable or disable masking noise as required.
- Once a threshold has been determined, select **Save** to record the result. Alternatively, press **Enter** on your keyboard.



## 6. Speech Testing

- Remain on the audiometry page to perform speech testing.
- Select the **SP** function in the bottom left corner of the screen.
- On the right side of the page, untick **Split Audiogram**. This allows you to view both the audiogram and the test words at the same time.
- During speech testing:
  - Click **WRS** to obtain word recognition scores.
  - Calculate the PTA and enter it into the PTA box (this is the only value that must be entered manually).
  - Confirm that **TDH** headphones are selected before commencing testing.
  - Calculate your starting level for your WRS testing by using the PTA.
  - Click on each word to hear it audibly through your computer speakers. You will also hear the 'client's' response.
    - Ensure your computer speakers are switched on and not muted.
- Continue to click on each word to hear the response; the test won't run automatically.
- Score each response as either correct (tick) or incorrect (cross).
- As you know, you score AB words out of 3 (1 mark for each correct phoneme). **However,** for this test, you will present 25 words in total and score it either as correct (tick) or incorrect (cross). The goal is to find the best WRS for the 'client' at the lowest presentation level e.g. if the PTA was 30dB, and the client obtains 100% at 60dB and 70% at 50dB, your best score at the lowest level is 100% at 60dB. Make sure you save the best score as your final score.
- Select **SAVE** to record the final word score for that ear.
- Repeat the entire process for the other ear.

## 7. Completing the Case

- The final step is to provide your impressions of the case. Discuss your findings under the headings provided.
- Under the 'Impressions' section, you will also be asked a question relating to speech reception thresholds. Ensure you answer this question.
- Select **SUBMIT** to finalise and submit the case.

# KIT Instructions

## Examination Preparation

To ensure you are prepared for your examinations, we strongly recommend completing the assigned webinars as they cover topics that may be covered in your examinations.

## Examination Format

The Knowledge Interview Test (KIT) is conducted online via Microsoft Teams and will be assessed by one examiner. The examination is based on one case study, which is presented in two sections:

1. Audiogram Section
2. Hearing Aid Rehabilitation Section

The Audiogram Section will be presented first. The examiner will share their screen and display the audiogram for the duration of this part of the examination. You will be given time to read through the case information before the examiner begins asking questions.

Once all questions relating to Section 1 have been completed, the examiner will stop screen sharing.

The examiner will then share the information for Section 2 (Hearing Aid Rehabilitation). You will again be given time to review the information before the examiner begins asking the next set of questions.

The examiner will keep the relevant image or information displayed on the screen while questions are being asked for each section.

You may have a pen or pencil and a blank sheet of paper available for notetaking during the examination.

Please also refer to Exam Day Requirements for more information.

# Examination Results and Further Attempts

### Receiving Your Results

You will receive your Clinical Application Performance Examination (CAPE) and the Knowledge Interview Test (KIT) results by email within 1 to 3 Australian business days of completing each examination. Please monitor your inbox, including junk and spam folders, during this period to ensure timely receipt of your results. Achievement of a Competent (C) result in both the CAPE and the KIT is a requirement for progression to Stage 2 of the internship.

### Re-attempting an Examination

There is no limit to the number of examination attempts. If you receive a Not Yet Competent (NYC) result in either the CAPE or KIT, you may book a further attempt after receiving your result. There is no mandatory waiting period between the first and second attempt.

If you receive multiple NYC results, ACAud may recommend or require additional supervision, remedial education, targeted professional development, mentoring, further clinical preparation, and/or a waiting period before you are eligible to undertake a subsequent examination attempt.

You are strongly encouraged to review examiner feedback to guide your preparation for future examination attempts.

# Appeals Process

An appeal may only be lodged where the Applicant can demonstrate:

a) a material procedural error; or
b) a substantial breakdown in the examination or assessment process that may reasonably have affected the assessment outcome.

Appeals will not be accepted on the basis of disagreement with examiner judgement, competency determinations or academic opinion alone. Appeal processes will be managed in accordance with procedural fairness principles.

Appeals must be submitted in writing within ten (10) working days of notification of the relevant outcome unless exceptional circumstances apply. ACAud will aim to acknowledge complaints and appeals promptly and progress matters within reasonable timeframes, recognising that some matters may require external review or additional investigation.

### Lodging an Appeal

To initiate an appeal, Interns must submit a written request to the ACAud inc. HAASA Board through the Secretariat. The submission must include:

- Details of the procedural error or breakdown in the examination or assessment process; and
- Evidence demonstrating how the identified error may have affected the assessment outcome.

### Review of Appeals

Appeals will only be considered where the Board or Appeals Panel is satisfied that there is evidence of a material procedural error or significant breakdown in the examination or assessment process. The outcome of the appeal will be communicated to the Applicant in writing.

# Supervision Information

## Starting Supervision

Before commencing your supervised clinical internship, there are several key requirements that must be fulfilled. You must have secured suitable employment in an approved clinical setting and arranged a Primary Supervisor. You may also choose to arrange a Secondary Supervisor to support your internship.

To formalise your supervision arrangement, a Supervisory Plan and Responsibilities form must be completed by both you (the intern) and your supervisor(s). Please note that if you have multiple supervisors, each supervisor is required to complete their own separate form. This form must be submitted to the Secretariat for review and approval.

Please be aware that your supervision and any clinical work can only commence from the official start date specified in your approval email issued by ACAud. Clinical hours completed prior to this approved date will not be recognised under any circumstances.

## Internship Conditions – For Supervisors

Supervisors play a crucial role in supporting clinicians through guidance, assessment, and professional development.

To be eligible to supervise, individuals must meet the following criteria:

- be a Full Member CCP of ACAud inc. HAASA
- 3 years as a Qualified Practitioner under the Hearing Services Program (HSP)
- have completed the required ACI Supervisor Certification Course
- have completed a Supervisory Plan and Responsibilities form that has been verified by ACAud, with approval subsequently confirmed by email

After supervisor status has been approved, all documentation must be completed thoroughly and submitted in a timely manner to avoid delays before and throughout the internship. You cannot commence any supervised clinical activities until the secretariat has provided formal written approval confirming the supervision arrangement.

Minimum physical requirements of a clinic:

- The clinic must be equipped with audiometric equipment for each practitioner to allow all duties to be performed as required to achieve the competencies being undertaken.
- The equipment may be shared between several practitioners, or it may be supplied to each practitioner. Where the equipment is shared, each practitioner must be able to access the equipment without intruding on the consulting room of another practitioner.

# Supervisory Plan and Responsibilities

***This form must be completed and signed by both the Supervisor and the Intern.***

## FULL MEMBER - INTERN (Supervisee) DETAILS:

| | |
|---|---|
| **Name** | |
| **Member Number** | |
| **Company** | |
| **Internship Status** | ☐ Overseas Audiologist ☐ Domestic (AUS) Audiologist<br>☐ Overseas Audiometrist ☐ Domestic (AUS) Audiometrist |

## SUPERVISOR DETAILS:

| | |
|---|---|
| **Name** | |
| **Company and Location** | |
| **Email** | |
| **Contact phone number** | |
| **Supervisor level** | ☐ Primary Supervisor ☐ Secondary Supervisor |
| **Expected supervision timeframe** | |
| **Are you currently supervising another ACAud Intern?** | ☐ No ☐ Yes – (name/s required): _____ |
| **Supervisor requirements** | **To be eligible to supervise an ACAud Full Member Intern you must meet the below requirements:**<br><br>☐ I have held **Full** Accredited Membership with a Professional Practitioner Body (PPB) in Australia for a *minimum* of 3 full years.<br><br>☐ I have completed the ACAud ACI Supervisor Certification Course.<br><br>☐ I am a member with ACAud, my member number is: _____.<br><br>*If you are unable to tick all three requirements, you cannot commence as a supervisor. Please contact the ACAud Secretariat for further assistance.* |

**Instructions:**

- **ALL PAGES** must be returned to the ACAud Secretariat at: acaud@acaud.org
- Each Supervisor must complete a separate form.

**ALL changes to the Supervisory Plan must be approved by the ACAud Secretariat prior to the change being implemented.

# DECLARATION OF ACCEPTANCE OF SUPERVISORY RESPONSIBILITIES

I understand that by signing below that I am agreeing to the following:

1. I have read and understood the ACAud Certification and Examination Policy, Professional Competency Standards Framework, Scope of Practice, Supervision Requirements and all applicable internship and certification pathway documentation relevant to the supervision being undertaken.

2. I acknowledge that, by accepting the role of Supervisor, I am making a professional commitment to support, educate, mentor and supervise the Intern throughout the supervision period and to facilitate the development of the competencies required for ACAud certification and progression toward the Clinical Certificate of Practice.

3. I acknowledge that the clinical environment utilised for supervision must be appropriately equipped, resourced and suitable to support the achievement of the required competencies, including the provision of appropriate audiological equipment, facilities, clinical exposure and learning opportunities.

4. I have read and understood the ACAud Code of Conduct, Professional Practice requirements and applicable supervision guidelines relating to the HRS, DRS and/or ACI pathway, where applicable.

5. I agree to supervise the Intern strictly in accordance with ACAud policies, procedures, competency standards, supervision requirements and professional conduct expectations and acknowledge that I may be subject to the ACAud complaints, review and professional conduct processes where applicable.

6. I acknowledge my professional, ethical and supervisory responsibility to ensure the Intern receives appropriately structured, safe, culturally responsive and adequately supervised clinical exposure across all relevant areas of practice necessary to support competency development.

7. Should I wish to terminate the Supervisory Agreement, I will notify the ACAud Secretariat in writing as soon as practicable and will make reasonable efforts to assist the Intern in securing an alternative appropriately qualified Supervisor. Where concerns exist regarding professional conduct, progression, competence or suitability for continued supervision, I may provide ACAud with written notification outlining the relevant concerns.

8. I acknowledge responsibility for the accurate and timely completion of all required supervision, progression and assessment documentation and understand that delays in submission may impact the Intern's progression within the pathway. Where acting as Primary Supervisor, I additionally acknowledge responsibility for oversight of the Intern's overall clinical development and verification of submitted assessment documentation.

9. I acknowledge my responsibility to support culturally safe, inclusive, person-centred and evidence-based hearing healthcare practices, including respectful engagement with Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities.

## SUPERVISEE (Intern):

**I formally submit this plan to ACAud inc. HAASA (ACAud) for approval. If approved, the supervision period will commence from the date of approval, which will be confirmed in writing by ACAud. I also consent to my membership information being discussed with the Supervisor and Employer where necessary.**

| **Supervisee (Intern) signature:** | **Date** |
|---|---|
| | |

## SUPERVISOR:

In signing and submitting this Supervisory Agreement, I agree to all the conditions and responsibilities outlined above.

| **Supervisor signature:** | **Date** |
|---|---|
| | |

## Duties of a Supervisor

Supervisors have the following responsibilities:

- accepting responsibility for the professional conduct of the member throughout the period of supervision.
- ensuring the intern is given controlled exposure to all aspects of clinical practice so that the intern may develop clinical facility in each of the skills required for recognition in the Basic Competencies.
- monitoring the intern's progress and, when appropriate, is to provide a written statement to the effect that in his/her opinion, the intern has acquired a thorough theoretical knowledge and practical competence in the Basic Competencies and that the member is now ready for examination.
- maintaining up-to-date knowledge of, and implementing, current clinical training techniques to ensure the intern has the best opportunity of developing required clinical skills.
- ensuring interns are supervised in accordance with a supervisory plan as appropriate to their qualification, through the supervisory period.
- reviewing, signing, and returning intern documentation promptly to support the intern's continued progression through the program. Unnecessary delays in the review or approval of documentation may impact an intern's ability to meet program requirements and milestones.

Any changes to the supervisory plan must be notified to the Secretariat.

All interns undertaking supervision are required to keep a logbook of their activities.

Supervisors are required to keep appropriate records and to submit evidence of their supervision if requested. Records should clearly detail the content, duration, and frequency of the supervision provided.

## Supervisor Training Handbook Information

The Supervisor Training Handbook, provided upon successful completion of the ACI Supervisor Certification Course, outlines the framework, standards, and guidance for supervisors working with interns enrolled in the ACAud Clinical Internship (ACI) Pathway. The handbook describes expectations relating to supervision structure, frequency, and documentation, as well as the clinical competency areas supervisors are required to oversee and assess throughout the internship. It also provides guidance on assessment processes, including workplace-based assessments and portfolio development.

In addition, the handbook addresses the professional and ethical responsibilities associated with supervision and clinical practice, including duty of care, clinical governance, communication, and feedback processes. While designed primarily for supervisors, the handbook also promotes transparency and consistency across training environments and helps interns understand the standards and processes that underpin supervision, assessment, and progression toward independent, safe, and ethical practice.

## Key Terms

- Elbow Supervision: The supervisor must be physically present in the same room as the intern and readily available to observe, guide and intervene as necessary. During periods of elbow supervision, the supervisor must not maintain a separate caseload.
- Stage One On-site Supervision: During Stage One, the intern may undertake one additional day of clinical practice without the supervisor being present in the same room. The intern may only conduct appointment types and clinical activities that the supervisor has formally signed off as being within the intern's demonstrated competence and fitness to practise safely at that stage. The supervisor must remain on site while the intern is providing services. The supervisor may maintain their own caseload during this period but must be readily available to provide advice, review a matter or attend the intern's appointment promptly if required.
- General Supervision: The supervisor must be accessible for consultation within a timely manner, whether by telephone, videoconference or in person, but does not need to be physically present at the location where the service is being delivered.
- File Review: The supervisor retrospectively reviews client case notes, test results, and documentation completed by the intern to assess clinical reasoning, accuracy, and adherence to professional standards. Feedback is provided to support learning, ensure quality of care, and maintain clinical governance.
- Logged Week: A period of 5 Australian business days or more of supervision is required. For those working part-time, the weeks in each stage may take longer than 5 Australian business days to acquire. In your Logbook, mark with a line for each completed week as you go.

## Internship Stages and Requirements

| WEEKS | STAGE | MINIMUM HOURS OF SUPERVISION PER WEEK | FILE REVIEW |
|---|---|---|---|
| 1-4 | 1 | 30 hours per week of elbow supervision<br>Total minimum hours: 120 hours at elbow supervision | 100% |
| 5-14 | 2 | 30 hours per week of general supervision<br>Total minimum hours: 300 hours general supervision | 50% |
| 15-40 | 3 | 30 hours per week of general supervision<br>Total minimum hours: 780 hours general supervision | 25% |
| 41-52 | 4 | 30 hours per week of general supervision<br>Total minimum hours: 360 hours general supervision | 10% |

| INTERNSHIP STAGE | MINIMUM REQUIREMENTS PER STAGE |
|---|---|
| 1 | During Stage 1, the intern must operate under full direct supervision. The supervisor must be physically present at elbow for all clinical activities. At no point is the intern permitted to consult with, assess, or treat any client without the supervisor being in the same clinic room.<br>Intern requirements for Stage 1 include:<br>• Completion of the Daily Logbook and the Supervision Report<br>All Stage 1 requirements must be completed and verified by the Secretariat before the intern may progress to Stage 2. |

| | |
|---|---|
| 2 | In Stage 2, the intern may see clients independently; however, the supervisor must remain available for support via phone, conference/video call, or in person at all times.<br>Intern requirements for Stage 2 include:<br>• Completion of the Daily Logbook and the Supervision Report<br>• Completion of 4 assigned webinars and their associated quizzes<br>• Portfolio part 1<br>• Clinical Competency Journal, completed jointly with the supervisor<br>All conditions for Stage 2 must be completed and verified by the Secretariat before the intern may progress to Stage 3. |
| 3 | In Stage 3, the intern continues to work independently with access to the supervisor through phone, conference/video call, or in-person support as required.<br>Intern requirements for Stage 3 include:<br>• Completion of the Daily Logbook and the Supervision Report<br>• Completion of 5 assigned webinars and their associated quizzes<br>• Portfolio part 2<br>• Clinical Competency Journal, completed jointly with the supervisor<br>All Stage 3 requirements must be completed and verified by the Secretariat before the intern may progress to Stage 4. |
| 4 | In Stage 4, the intern continues to work independently with access to the supervisor through phone, conference/video call, or in-person support as required.<br>Intern requirements for Stage 4 include:<br>• Completion of the Daily Logbook and the Supervision Report<br>• Completion of 3 assigned webinars and their associated quizzes<br>• Portfolio part 3<br>• Clinical Competency Journal, completed jointly with the supervisor<br>All Stage 4 requirements must be completed and verified by the Secretariat prior to advancing to Clinical Certificate of Practice (CCP). |

# How to Accelerate Your Internship

ACI pathways ordinarily operate over a 12-month period. However, ACAud recognises that some applicants may demonstrate the required competencies, Fitness to Practise standards, and professional readiness earlier than anticipated.

Where an applicant can demonstrate that all certification requirements have been met, ACAud may consider early certification on a case-by-case basis.

Approval of early certification is not automatic and remains at the discretion of ACAud.

## Eligibility Criteria

Applicants may be considered for early certification where they can demonstrate:

- competency against the relevant scope of practice
- professional readiness for independent practice
- satisfactory professional conduct
- compliance with Fitness to Practise requirements
- completion of required education and learning activities
- completion of required portfolio and internship documentation

## Steps to Support Early Certification

1. **Discuss your readiness with your supervisor**

Supervisor support is an important consideration in any request for early certification.

2. **Complete all pathway requirements and submit documentation**

Complete all required pathway components, including examinations, webinars and quizzes, portfolio activities, daily logbooks, clinical competency journals, and any other applicable internship requirements. Submit all required documentation and supporting evidence to the ACAud Secretariat for review.

3. **Demonstrate competency and readiness for practice**

Provide evidence of competency, professional conduct, and compliance with Fitness to Practise requirements through workplace-based evidence and other assessment requirements.

4. **Provide any additional information requested by ACAud**

Additional information or evidence may be requested as part of the assessment process.

## Assessment

Each request is assessed on its individual merits and may include consideration of supervisor support, competency evidence, portfolio submissions, professional conduct, Fitness to Practise requirements, and any other requirements determined by ACAud.

**Please note:** Meeting the above criteria does not guarantee early certification. Final certification decisions remain at the discretion of ACAud.

# Daily Logbook

## Completing Your Logbook:

- Use the ACI Daily Logbook template provided to document all clinical practice undertaken during the approved ACAud inc. HAASA supervision period. Ensure all relevant information is recorded for each day of practice.
- Only approved supervisors are to sign logbooks. If you are supervised for purposes other than the ACAud inc. HAASA supervision period you may not count this supervision or have this person sign your ACAud inc. HAASA logbooks unless they have been acknowledged in writing, as an approved supervisor.
- Mark what type of supervision was completed e.g. “Elbow Supervision” or “General Supervision”.
- You may use a legend; however, ensure any abbreviations are clearly defined (e.g. E = Elbow Supervision, G = General Supervision).
- At the end of each ‘week’ of supervision in the logbook, ensure your total hours are tallied and all entries have been initialled by both intern and supervisor.
- When submitting the ACI Daily Logbook at the end of each stage, please ensure final signatures are handwritten.

## The Logbook Enables Supervisors To:

- Monitor intern’s progress and competency development.
- Provide structured, constructive feedback.
- Ensure adherence to professional and ethical standards.
- Encourage reflective practice and critical thinking.

## How to Review and Provide Feedback:

- Supervisor to review the intern’s logbook entries
- Ensure that entries accurately describe clinical activities and align with competency standards
- Assess whether the intern’s reflections are insightful, relevant, and demonstrate growth
- Identify any gaps in practice or knowledge

## Logbook Example:

| STAGE | WEEK NUMBER | DATE (DD/MM/YY) | LOCATION | SUPERVISION TYPE (G/E) | HOURS | DUTIES PERFORMED | SUPERVISOR SIGNATURE | INTERN SIGNATURE |
|---|---|---|---|---|---|---|---|---|
| 1 | 1 | 3/06/24 | Ballina | G | 8 | priv assessment, priv fitting, HSP assessment. HSP fitting, annual review | MM | JB |
| 1 | 1 | 4/06/24 | MEETING | N/A | 0 | ALL DAY MEETING | MM | JB |
| 1 | 1 | 5/06/24 | Ballina | G | 8 | 2 x priv fittings, HSP fitting, priv review, HSP review and maintenance | MM | JB |
| 1 | 1 | 6/06/24 | Lismore | G | 8 | 4 x annual reviews, HSP assessment and priv follow up | MM | JB |
| 1 | 1 | 7/06/24 | Lismore | G | 8 | 2 x HSP follow up, 2 x HSP fittings, priv fitting, 2 x priv follow up | MM | JB |
| | | | | Weekly Total | 32 | | | |
| 1 | 2 | 10/06/24 | HOLIDAY | N/A | 0 | PUBLIC HOLIDAY | MM | JB |
| 1 | 2 | 11/06/24 | Lismore | G | 8 | 3 x fittings, 2 x follow up maintenance and annual review | MM | JB |
| 1 | 2 | 12/06/24 | Ballina | E | 8 | 1 x review, 1 x HSP fitting, 3 x hearing checks and 2 x maintenance | MM | JB |
| 1 | 2 | 13/06/24 | Lismore | E | 8 | 4 x maintenance, 1 x annual review, 1 x device discussion, 1 x HSP follow up | MM | JB |
| 1 | 2 | 14/06/24 | Ballina | E | 8 | 3 x follow up, 2 x annual reviews, 1 x hearing check and 1 x maintenance | MM | JB |
| | | | | Weekly Total | 32 | | | |
| 1 | 3 | 17/06/24 | Ballina | G | 8 | 4 x annual reviews, HSP assessment and priv follow up | MM | JB |
| 1 | 3 | 18/06/24 | Ballina | G | 8 | priv assessment, priv fitting, HSP assessment. HSP fitting, annual review | MM | JB |
| 1 | 3 | 19/06/24 | Ballina | G | 8 | 1 x review, 1 x HSP fitting, 3 x hearing checks and 2 x maintenance | MM | JB |
| 1 | 3 | 20/06/24 | Lismore | G | 8 | 3 x follow up, 2 x annual reviews, 1 x hearing check and 1 x maintenance | MM | JB |

# Internship Webinars Via ACAud Learning Management System (LMS)

Once your membership has been approved by the Secretariat, you will be granted access to the Member Portal and Learning Management System (LMS).

The LMS contains a structured series of webinars and quiz questions designed to support you throughout the ACI pathway. Content is aligned to each stage of the internship, progressing from foundational technical skills in Stage 2, to intermediate assessment and interpretation in Stage 3, and advanced clinical decision-making and complex case management in Stage 4.

You are encouraged to complete the webinars and quizzes prior to the CAPE and KIT. Completion of the webinars supports clinical learning, supervision discussions, and readiness for assessment, forming an important component of ongoing professional development. Any webinars not completed prior to the CAPE and KIT must be completed by the end of the corresponding stage before progression to the next stage is permitted.

| STAGE | WEBINAR TITLE | DESCRIPTION |
|---|---|---|
| 2 | ACI Clinical Masking – Masking in Pure Tone Audiometry | A practical overview of air conduction masking. |
| 2 | ACI Impedance – Tympanometry | Covers tympanometry focusing on interpretation and everyday clinical use. |
| 2 | ACI Basic Hearing Aid Troubleshooting | Addresses common hearing aid issues and practical day-to-day troubleshooting strategies. |
| 2 | ACI Acoustic Coupling | Making the best coupling decisions for the client needs and the audiogram. |
| 3 | ACI Validation and Verification | An overview of the importance of verification and validation. |
| 3 | ACI Real Ear Response Measures - Speech Mapping | A practical guide to perform speech mapping. |
| 3 | ACI Understanding Compression and Programming Sheets | Guides interpretation of programming sheets and key compression concepts for appropriate fitting. |
| 3 | ACI Common Sensorineural Pathologies | The most common sensorineural pathologies you will see in your clinics. |
| 3 | ACI Common Conductive Pathologies | The most common conductive pathologies you will see in your clinics. |
| 4 | ACI Choosing the Right Product – Holistic Approach | One size does not fit all – help the client choose the best options for their unique needs. |
| 4 | ACI Complex Cases – Fitting Considerations | Examines challenging audiogram configurations and complex clinical presentations, encouraging flexible thinking. |
| 4 | ACI Tinnitus | Outlines red flags, clinical responses, and management principles for clients with tinnitus. |

# Portfolios

During your ACAud inc. HAASA internship, you are required to compile and submit a portfolio of three (3) clinical cases. The portfolio is submitted progressively across the internship as Portfolio Part 1 (submitted at Stage 2), Portfolio Part 2 (submitted at Stage 3), and Portfolio Part 3 (submitted at Stage 4). Each portfolio part must be submitted as a separate document and contain one clinical case, with each successive case demonstrating an increasing level of clinical complexity. The portfolio is an essential component of completing your internship, as it demonstrates your ability to assess, rehabilitate, and manage clients independently, applying clinical knowledge, problem-solving, and client-centred care.

### Key Requirements for Each Case:

1. Active participation is essential – you must personally conduct all testing and rehabilitation for each case. Cases completed wholly or partly through observation will not be accepted.
2. Case diversity – each case should differ from the others in terms of:
    a. Type and severity of hearing loss
    b. Client needs and expectations for rehabilitation
    c. Your approach to the rehabilitation process and any challenges encountered
    d. Overall clinical complexity, with cases demonstrating increasing complexity across Portfolio Parts 1, 2, and 3
3. Mandatory inclusion – at least one case must involve a conductive or mixed hearing loss, including masked thresholds on the audiogram.
4. Comprehensive documentation – for each case, include:
    a. History: Medical, auditory, previous tests/fittings, communication or physical considerations
    b. COSI Goals: Minimum of three SMART goals tailored to the client
    c. Test Results: Audiogram, impedance, speech testing, relevant clinical tests, and any doctor reports
    d. Rehabilitation Plan: Device recommendations, reasons for choice, device specifications, REMs/validation, referrals (e.g., medical, CI, BAHA, NDIS, Work Cover)
    e. Outcome: Summary of client progress and follow-up considerations

The portfolio is designed to showcase your clinical reasoning, decision-making, and ability to provide holistic care, and is a task for which you will receive structured feedback from an approved examiner at each stage. Submitting your portfolio at Stage 2, 3, and 4 ensures supervisors can provide timely guidance, track your progression, and support your development throughout the internship.

PLEASE NOTE: It is essential that the Portfolio be submitted at least two weeks before the conclusion of the stage to allow sufficient time for the examiner to review the submission and provide feedback.

# Clinical Competency Journal

The Clinical Competency Journal supports professional development, reflective practice, and the documentation of clinical experiences. It provides a framework for interns to record activities, reflect on their performance, and receive feedback from supervisors. Aligned with the National Competency Standards for Audiologists and Audiometrists, the journal supports the development and demonstration of competency across professional communication, collaboration, education, compliance, ethical behaviour, and advocacy.

The journal serves as a shared tool for interns and supervisors to reflect on clinical experiences, track progress, identify strengths and gaps in development, and guide future learning opportunities. It is intended to support the ongoing development of clinical competence.

Journal example shown below:

## Clinical Competency Journal Examples:

### Domain 1: Audiological Clinical Practice

**Date: 08/08/2025**
**Domain: Domain 1: Audiological Clinical Practice**
**Criteria: 1.1 Facilitates the identification and referral of individuals and groups requiring hearing services**
**Details:** Conducted a hearing screening at a local community health fair. Identified 5 individuals requiring further assessment.
**Reflections:** Felt confident in screening procedures. Need to improve on explaining referral pathways.
**Supervisor Comments:** Good initiative. Ensure follow-up protocols are clearly communicated to clients.

**Date: 08/08/1966**
**Domain: Domain 1: Audiological Clinical Practice**
**Criteria: 1.2 Plans, conducts and appropriately modifies an assessment**
**Details:** Conducted a comprehensive audiological assessment for an adult client presenting with concerns about speech clarity. Collected case history, including occupational noise exposure and family history. Used pure-tone audiometry, speech discrimination testing, and tympanometry. Modified the test approach based on client fatigue.
**Reflections:** Felt confident in test selection. Noticed client's anxiety about results and need to enhance communication strategies to reduce stress.
**Supervisor Comments:** Good adaptability during assessment. Consider using structured reassurance techniques to ease client anxiety.

**Date: 08/08/1966**
**Domain: Domain 1: Audiological Clinical Practice Criteria: 1.3 Analyses and interprets assessment results**
**Details:** Analysed test results for a client with asymmetric hearing loss. Integrated audiometric and tympanometry findings to determine likely retrocochlear pathology. Recommended referral to an ENT for further investigation.
**Reflections:** Confident in recognising red flag symptoms. Need to refine explanations of complex findings for client understanding.
**Supervisor Comments: S**trong clinical reasoning. Practice delivering concise, lay-friendly explanations.

## Instructions for Interns Completing the Clinical Competency Journal

### How to Use This Journal as an Intern:

- Complete a separate journal for Stages 2, 3, and 4.
- Relevant experiences from Stage 1 may be included in the Stage 2 journal.
- Record entries against the relevant domains and standards encountered throughout the stage.
- Entries should be concise, specific, and aligned with the National Competency Standards.
- Aim to demonstrate experience across a range of domains and standards.
- Use reflection to evaluate performance, monitor progress, and identify strengths, gaps in development, and learning needs.
- Submit journals at the completion of Stages 2, 3, and 4.
- There are no right or wrong answers; the journal is intended to support honest reflection, learning, and professional development.

### How to Structure Your Entries

- Date: Enter the date of the clinical activity
- Domain: Select the relevant domain (e.g., 2: Professional Communications and Collaborations)
- Criteria: Identify the specific competency (e.g., 2.1 Uses appropriate verbal and non-verbal communication)
- Details:
    - Briefly describe the activity, including client interactions, procedures performed, and decisions made
    - Use clear, objective and professional language
    - Maintain confidentiality by avoiding identifiable client information
- Reflections:
    - Evaluate your strengths, challenges, and areas for improvement
    - Consider what went well and what could be improved
    - Describe how you adapted to different situations, engaged with clients, and collaborated with colleagues where relevant
    - Set goals for professional development based on experiences
- Supervisor Comments (if applicable):
    - Your supervisor may provide constructive feedback and recommendations
    - Review journal entries regularly with your supervisor
    - Discuss key learning points, challenges, and next steps
    - Use feedback to support ongoing growth in your clinical skills and professional practice

## Instructions for Supervisors Completing the Clinical Competency Journal

### Role of the Supervisor

Supervisors play a crucial role in supporting clinicians through guidance, assessment, and professional development. The journal enables supervisors to:

- Monitor clinician progress and competency development

- Provide structured, constructive feedback
- Ensure adherence to professional and ethical standards
- Encourage reflective practice and critical thinking

## Reviewing and Providing Feedback

1. Review the Clinician's Journal Entries
    - Ensure that entries accurately describe clinical activities and align with competency standards
    - Assess whether the clinician's reflections are insightful, relevant, and demonstrate growth
    - Identify any gaps in practice or knowledge

2. Provide Constructive Feedback

    Use the Supervisor Comments section to:

    - Acknowledge strengths in the clinician's approach
    - Identify areas for improvement and suggest strategies
    - Offer specific guidance on enhancing communication, clinical decision-making, or professionalism

3. Encourage Reflective Practice
    - Ask clinicians to expand on their reflections where needed
    - Provide real-world examples or additional resources to support their learning
    - Encourage them to set goals for ongoing development

4. Ensure Compliance with Professional Standards
    - Confirm that documentation is accurate, ethical, and compliant with legal and clinical guidelines
    - Address any incomplete or unclear entries with the clinician
    - Monitor progress over time to track improvement and competency growth

5. Discuss Next Steps
    - Where necessary, recommend additional training, mentoring, or further practice in specific areas
    - Encourage clinicians to apply feedback in their future clinical activities

## Fellow Mentorship Program

Our new Fellow Mentorship Program, currently under development, plans to provide interns with additional support, guidance, and encouragement throughout their placement experience. The program is expected to connect interns with ACAud inc. HAASA Fellows for one-on-one mentoring conversations, creating a safe and supportive space to ask questions, build confidence, and navigate both professional and personal development goals.

Interns may participate in the program either through a recommendation from their supervisor or team, or by choosing to access mentoring support themselves. The program is intended to be flexible and responsive to individual needs, ensuring that every intern has the opportunity to receive tailored guidance and meaningful connection during their internship journey.

Through regular conversations, mentors can help interns strengthen workplace skills, overcome challenges, explore career pathways, and make the most of their learning experience. By fostering supportive relationships between Fellows and interns, the program aims to promote growth, wellbeing, and a stronger sense of belonging within the ACAud inc. HAASA community.

# Clinical Certificate of Practice

Clinical certification confirms that clinicians possess the necessary skills and knowledge of practice in accordance with the Professional Competency Standards for Audiologists and Audiometrists.

Clinical certification is distinct from membership and involves a separate process. All new clinicians are required to complete an internship to obtain clinical certification. In subsequent years, this certification is maintained through regular clinical practice and continuing professional development.

Fellow and Full Members who practice clinically, must hold a Clinical Certificate of Practice (CCP) in at least one field of specialty. Once granted certification, clinicians must maintain their CCP through regular clinical practice and Continuing Professional Development. Current certificates should be displayed by clinicians in a space where they are clearly visible to patients/clients.

## For an Overseas-Qualified Audiometrist

A Fellow or Full Member holding a current ACAud inc. HAASA CCP with recognised competencies as a Hearing Rehabilitation Specialist may provide hearing rehabilitation and services consistent with the Scope of Practice for audiometrists. To receive a CCP with recognised competency as a Hearing Rehabilitation Specialist, the Fellow or Full Member must have completed our internship and passed the Clinical Application Performance Exam (CAPE) and the Knowledge Interview Test (KIT). This Competency Certificate is then maintained through regular clinical practice and continuing professional development. The Hearing Rehabilitation Specialist Certificate is one of several criteria ACAud inc. HAASA members must meet in order to describe their profession/qualification as an “audiometrist”. For comprehensive criteria, please consult our Position Paper on the use of titles and qualifications by members of ACAud inc. HAASA.

# Hearing Services Program (HSP) Framework

The Hearing Services Program (HSP) Framework provides the structure and guiding principles for delivering high-quality, accessible, and client-centred hearing services. The framework is designed to support individuals with hearing loss by ensuring services are delivered consistently, ethically, and in accordance with best-practice standards. It promotes equitable access to hearing care, early intervention, and ongoing support to help clients maintain communication, independence, and overall wellbeing.

Under the framework, service providers work collaboratively with clients to assess hearing needs, develop personalised management plans, and provide appropriate rehabilitation and support services. This may include hearing assessments, device fitting and maintenance, counselling, communication strategies, and referrals to additional supports where required. A strong focus is placed on informed choice, ensuring clients are empowered to make decisions about their hearing care and available treatment options.

The HSP Framework also establishes expectations around quality assurance, professional conduct, privacy, and continuous improvement. Providers are encouraged to deliver culturally safe, inclusive, and responsive services that recognise the diverse needs of clients and communities. Through ongoing monitoring and evaluation, the framework supports accountability and helps ensure hearing services remain effective, accessible, and responsive to evolving client needs.

# Frequently Asked Questions

### The new pathway is similar to others in the industry. Why would a candidate choose to complete their internship with ACAud inc. HAASA (ACAud)?

While the structure of the ACI pathway aligns with broader industry standards, many candidates choose to complete their internship with ACAud because of the distinctive support, accessibility, and professional engagement offered throughout the internship journey.

Our member services are widely recognised for being responsive, knowledgeable, and supportive. Interns benefit from timely communication, practical guidance, and access to an experienced support team throughout the internship process.

ACAud's Continuing Professional Development (CPD) program provides flexible, high-quality learning opportunities across webinars, endorsed events, self-directed learning, and professional education activities. This enables Interns to continue building clinical knowledge while meeting ongoing professional development requirements.

As a combined professional body representing both audiologists and audiometrists, ACAud provides a uniquely inclusive perspective of the hearing care workforce. This model encourages greater cross-disciplinary understanding and reflects the collaborative nature of contemporary hearing healthcare delivery across Australia.

In addition, ACAud's biennial Congress is recognised for its strong educational program, practical content, and supportive professional community, providing valuable opportunities for clinical networking, learning, and professional connection.

Together, these elements help ensure candidates not only meet pathway requirements, but also feel professionally supported, connected, and engaged throughout their internship experience.

### What qualifies as '5 years of experience' for the Accelerated Internship pathway?

Experience will be assessed holistically and may include consideration of:

- clinical practice hours
- scope of practice
- recency of experience
- workplace setting
- supervision history
- evidence of continuing professional development

Each applicant's qualifications and professional experience will be reviewed individually in accordance with ACAud's policies.

### Can certification occur prior to completion of the full internship term?

Yes. While the internship pathways ordinarily operate over a 12-month period, ACAud recognises that some applicants across both domestic and overseas-qualified pathways may demonstrate the required competencies, Fitness to Practice standards, and professional readiness earlier than anticipated.

Early certification may be considered on a case-by-case basis following review by ACAud. Consideration may include:

- approved supervisor support regarding the applicant's readiness for certification
- demonstrated competency against the relevant scope of practice

- satisfactory completion of required education and webinar components
- submission and review of required portfolio documentation
- overall professional conduct, clinical capability and Fitness to Practice requirements

Early certification considerations may apply across Audiometrist, Hearing Rehabilitation Audiologist (HR Audiologist), and Audiologist internship pathways where the relevant competency and certification requirements have been met.

Final certification decisions remain at the discretion of ACAud in accordance with ACAud policies and certification requirements.

### Is a Master of Audiology (or similar qualification) still considered the minimum qualification for an audiologist?

A Master of Audiology (or equivalent qualification recognised by ACAud) remains the standard qualification pathway for full Audiologist recognition within ACAud.

ACAud also recognises that the hearing workforce includes practitioners with alternative qualifications, extensive rehabilitation experience, overseas qualifications, and defined-scope clinical roles.

In response, ACAud has developed additional professional certification and workforce progression pathways, including the Hearing Rehabilitation Audiologist (HR Audiologist) category, which may be assessed in accordance with ACAud policies and competency requirements.

### Are overseas-qualified interns still required to submit an International English Language Testing System (IELTS) result on application?

Yes, unless the applicant obtained their qualification in:

- New Zealand
- Canada
- Ireland
- South Africa
- the United Kingdom
- the United States of America

Applicants must provide an Academic IELTS result obtained within the previous two years with:

- an overall score of at least 7.0
- no individual band score below 6.5

An Academic Pearson Test of English (PTE) result obtained within the previous two years is also accepted, provided it meets one of the following conditions:

- Tests taken before August 2025: A minimum score of 65 in each communicative skill (Listening, Reading, Writing and Speaking); or
- Tests taken from August 2025 onward: Achievement of the Proficient English standard, with minimum scores of Listening 58, Reading 59, Writing 69 and Speaking 76.

### What are the new examinations for the ACI pathway?

The Clinical Application Performance Exam (CAPE) is a simulation-based practical assessment designed to evaluate clinical judgement, practical application, patient centred care, and decision-making within simulated clinical scenarios.

The Knowledge Interview Test (KIT) is a structured professional reasoning assessment focused on interpretation, rehabilitation planning, communication of clinical rationale, and case-based discussion.

### How often does the DRS exam run?

The Diagnostic Rehabilitation Specialist (DRS) examination is currently offered twice a year, in April and October.

### What are the fees for the CAPE and KIT?

ACAud reviews examination and pathway fees periodically as part of ongoing program development and implementation.

Please refer to Exam Fees and Booking for current fees applicable to the CAPE and KIT.

### Do overseas-qualified candidates require an offer of employment before sitting the examinations?

Candidates do not require an offer of employment to sit the CAPE or KIT. However, candidates must have appropriate employment and supervision arrangements in place to commence and complete the internship pathway.

Internship supervision cannot commence until employment, and supervision arrangements have been approved by ACAud.

If an intern's employment status changes at any time during the internship, ACAud must be notified.

### When can the CAPE and KIT be booked?

Once membership eligibility requirements have been met, candidates may proceed with booking the ACI examinations and payment of the applicable membership and examination fees.

Interns will also receive access to an online preparation platform containing practice case studies and familiarisation material to assist with preparation for the CAPE examination and platform navigation.

### Is there an examiner present during the online audiometry simulation examination?

Yes. An examiner will be present throughout the examination process.

### How long is the online CAPE?

The CAPE examination is approximately one hour in duration.

### Will there be flexibility with Knowledge Interview Test (KIT) times?

KITs are ordinarily conducted during ACAud business hours, Monday to Friday, Australian Eastern Standard Time (AEST).

Applicants undertaking examinations from overseas are ordinarily required to attend within Australian business hours and ACAud office operating times. Alternative arrangements may be considered by ACAud where significant time zone differences apply.

### What are the supervision requirements?

All interns follow the ACI supervision framework. Supervision requirements vary by internship stage, beginning with elbow supervision and progressing to general supervision. For a detailed breakdown of supervision requirements and progression milestones, please refer to the Flowchart, Key Terms and Internship Stages and Requirements.

### Are there any additional requirements besides the CAPE and KIT?

Yes. In addition to successfully completing the CAPE and KIT, interns must meet ongoing stage-specific requirements throughout the internship. Documentation must be submitted at the completion of each stage before progressing to the next stage. Requirements may include logbooks, supervisor reports, portfolio activities, clinical competency journals, webinar attendance evidence, and other supporting documentation. Please refer to the Flowchart and Internship Stages and Requirements for a stage-by-stage breakdown.

# Entitlement to Post-Nominal Letters and Titles

The following outlines the titles and post-nominal letters that members of ACAud inc. HAASA are entitled to use.

- Honorary Fellows are entitled to use the title 'Honorary Fellow of ACAud' but are not entitled to use any post-nominal letters.
- Fellows and Retired Fellows are entitled to use the title 'Fellow of ACAud' and the post-nominal letters 'FACAud'.
- Full Members and Retired Full Members are entitled to use the title 'Member of ACAud' and the post-nominal letters 'MACAud'.
- Members who have attained a Clinical Certificate of Practice (CCP) are entitled to use the designation CCP following their membership post-nominal letters (for example, 'MACAud CCP').
- Full Member – Intern, Student, Affiliate, and Associate Members are entitled to use their applicable membership designation within ACAud inc. HAASA (for example, Full Member – Intern of ACAud inc. HAASA) only while they retain that membership status, remain financial members, and comply with all current membership obligations (e.g. CPD requirements). Under no circumstances are these membership categories entitled to use any post-nominal letters. The unauthorised or incorrect use of post-nominal letters may result in Peer Review and may also have legal implications.

# Continuing Professional Development

## CPD GUIDE

## Current Cycle 1 July 2026 – 30 June 2027

**The ACAud inc. HAASA (ACAud) Continuing Professional Development (CPD)** program is designed to ensure members maintain, improve, and expand their knowledge, skills, and competencies relevant to the field of audiology. By fulfilling the CPD requirements each cycle, along with obtaining a minimum of 200 hours of professional practice, members not only maintain their Certificate of Clinical Practice (CCP) but also stay current with evolving industry standards, regulations, and best practices. Professional practice is not limited to the provision of direct clinical care and may include roles involving client interaction, as well as roles in management, administration, education, advisory, regulatory, or policy development. Ultimately, CPD empowers audiologists and audiometrists to adapt to the ever-changing healthcare landscape, remain at the forefront of audiology, and continue delivering high-quality care to the communities they serve.

**Full Members, Fellows and Full Member – Interns** are required to participate in Continuing Professional Development (CPD). This is a requirement of our sector Code of Conduct, Scope of Practice and the ACAud membership declaration that members make each year.

At the end of each cycle, members will be audited to ensure compliance.

### ANNUAL REQUIREMENTS

| | |
|---|---|
| **Full Members and Fellows** | **20 CPD Points** |
| **Full Member - Interns** | **20 CPD Points** |
| **All other membership categories** | **Not CPD obligated** |

- **Mandatory conference requirement** – Members are no longer required to attend a mandatory conference as part of the CPD obligations.
- **Pro rata points** – Members who join after a CPD cycle has commenced will have their CPD obligations prorated to the months of active membership.
- **Leave** – CPD requirements may be adjusted in cases of parental leave or other extended leave. Members are encouraged to contact the Secretariat to discuss their circumstances, and requests will be considered on an individual basis.

1. **What activities cannot be claimed?**
   - First aid courses
   - Clinic meetings
   - Onboarding/Induction Training

2. **Can I claim supervision of a student?**

Yes. Supervision of a student from a tertiary institution, as well as an audiology intern registered with ACAud or Audiology Australia (AudA), is an eligible activity.

3. **Why won't the system accept my entry?**

The system will not allow the entry of an activity unless there is support documentation uploaded to verify the activity (PDF required).

4. **Why does my total CPD points not add up correctly?**

If you enter more CPD points than the capped limit for a particular activity, the system will only credit the maximum allowable points. While the full amount entered may be visible, only the capped value will count toward your total.

5. **What happens if I do not meet my CPD obligations by the end of the cycle?**

Your Certificate of Clinical Practice (CCP) is dependent on your CPD compliance, along with obtaining a minimum of 200hrs of clinical work. Failure to comply may result in the revocation of your CCP certificate and your ability to practice. Additionally, Hearing Services Program (HSP) will be notified.

6. **Are there any provisions or allowances for extenuating circumstances?**

In some cases, leniency may be granted. A request must be submitted to the Secretariat for review and approval. Each case is assessed individually based on the information provided.

7. **Do I need to earn full CPD points if I am employed on a casual or part time basis?**

Yes. All practising members are required to meet the full CPD points requirement, regardless of whether they are employed on a casual, part-time, or full-time basis. This ensures consistent professional standards and currency of practice across the profession.

## REQUIREMENTS

### Support documentation

Entries in your CPD record in the member portal will not be accepted without adequate support documentation. Support documentation must show:

- Event title and/or endorsement code
- Duration of activity (excluding meal breaks)
- Member Name or ACAud inc. HAASA member number
- Date completed

Examples of adequate support documentation:

- Intern Supervision – Supervisory Plan
- Event attendance – certificate of attendance
- Online Course – certificate of completion

### Endorsed webinars

Endorsed webinars must include a quiz, which serves as verification that the member has viewed and understood the content. Members will receive 0.5 CPD points upon achieving a passing score of 70% or higher.

### Independent Conferences

If you wish to attend a conference that is not on the approved list, please send us the event program for review before attending.

## HOW TO UPLOAD CPD IN THE PORTAL

1. Log into the member portal (your username is your primary email address).
2. Click ‘My Account’.
3. Click ‘Continuing Education Program’.
4. Choose ‘Add New Activity’.
5. Select the appropriate activity category from the drop-down menu.
6. Add the event/activity details.
7. Follow the prompts and fill in as many areas as you can.
8. Ensure that all activities have support documents uploaded. If you do not attach support documentation (e.g. proof of attendance or a certificate of completion), your points may not be included in your final total.
9. Click ‘Save’.
10. Repeat the process for all new entries.

## POINT ALLOCATION

| ACTIVITY | DESCRIPTION | POINTS ALLOCATION PER CYCLE |
|---|---|---|
| ACAud Events/activities | Workshops/seminars | As advertised for each event |
| | **ACCORD Magazine** – written contribution | 2pts/piece (4pt cap) |
| | **ACCORD Magazine** – reading | 0.5pt/issue (2pt cap) |
| | **ACCORD Magazine –** completed quiz | **1 point per quiz (4pt cap)** |
| ACAud CPD Day | In-person attendance | 6pts per day |
| ACAud Representation | Must have written consent from ACAud prior to event | 0.5pt/hr |
| ACAud Executive Representation | Board, Committee, and Sub-committee members only with prior approval prior to event | 0.5pt/hr (4pt cap) |
| ACAud Examining | | 0.5pt/hr (4pt cap) |
| ACAud Volunteer | Volunteer representation on ACAud Board Committees, Sub-committees, working parties, and advisory committees | **0.5 pt/hr (4pt cap)** |
| **Independent Conference** | Accepted Conferences: NZ Audiological Society, Acoustical Society of America, World Congress of Audiology, British Academy of Audiology Conference | As endorsed by ACAud (12pt cap) |
| **Non-ACAud Event/Activities** | Viewing or attending product launches, webinars, multimedia courses, cerumen management workshop etc. | 1pt/hr<br>Additional 0.5pt per event with a practical component<br>**(12pt cap)** |
| **Intern supervision** | Supervision of an intern of ACAud or Diploma of Audiometry student | 0.5pt/hr (6pt cap) |
| **Presenting** | Presenting at a conference, seminar or webinar | 2pt/hr (4pt cap) |
| **Industry Research** | **Reading** peer-reviewed journal articles | 2pt/hr (4pt cap)<br>100-word reflection |
| | **Creating** peer-reviewed journal articles | 5pts per article |
| **Delivering industry training** | | 0.5pt/hr (4pt cap) |
| **Study in audiology (excluding Diploma and below)** | Enrolment in a university under-graduate program or above (not including study to obtain initial qualification(s) | 0.5pt/hr (4pt cap) |