

Appendix – our work to improve standards and meet our objectives

	<i>Clinical standards</i>	<i>Treating consumers fairly</i>	<i>Management responsibility</i>	<i>Relationship between the Council and those it regulates</i>
Information	<p>Publish good practices guides in areas where there is current poor performance, including: best advice, audiometry and record keeping,</p> <p>Encouraging professional bodies as they work to develop clinical skills and knowledge of their members.</p>	<p>Publish information to that helps consumers when making decisions about managing their hearing loss.</p> <p>Publish information in different ways and through consumer advocacy groups.</p> <p>Ensure dispensers know where to get information on consumer protection regulations.</p>	<p>Improve understanding of management responsibility requirements under Council's regulations.</p> <p>Supporting the professional bodies as they prepare the industry for changes in how they are regulated.</p> <p>Produce better information on disciplinary cases, so that dispensers can learn how to address poor performance and to help consumers make choices.</p>	<p>Improve regular communication with dispensers.</p> <p>Continue to attend professional body and other meetings to get message out as wide as possible.</p> <p>Ensure all dispensers and employers understand why Council needs up to date information including publish IC bulletin.</p>
Monitoring	<p>Use CPD audits and complaint information to identify poor standards across the industry.</p> <p>Routinely request NOAH programming specification when investigating complaints against dispensers.</p>	<p>Encourage professional bodies to use customer satisfaction surveys.</p> <p>Work with other regulators to identify areas of poor performance.</p>	<p>Make better use of information on complaints and disciplinary cases to identify where poor standards may be result of management responsibility.</p>	<p>Make better use of Council's data to understand where and why problems arise.</p>

	<i>Clinical standards</i>	<i>Treating consumers fairly</i>	<i>Management responsibility</i>	<i>Relationship between the Council and those it regulates</i>
<i>Training</i>	Support professional bodies focus training and CPD in areas of greatest need.	Ensure dispensers and companies understand what is expected of them and how they might use training to improve standards.		
<i>Enforcement</i>	Consider using clause 12 where poor standards are company-wide. Using qualifying promises to ensure training where dispenser performance is low.	Encourage self-regulation and enforcement by professional bodies and employers. Make referrals to other regulators, including trading standards, Office of Fair Trading and the Advertising Standards Authority.	Consider using current inspection and direction powers if training systems do not improve. Considering using clause 1(a) where companies fail to comply with other laws and regulations.	Use thematic ICs and IC bulletins.
<i>Current regulations where performance is poor*</i>	Clause 3 – best advice Clause 5 – medical referral Clause 9 - audiometry	Clause 3 – best advice Clause 11 – fair terms Clause 18 - servicing	Clause 12 – management responsibility	Rule 9 – up to date registers Clause 21 – responding to requests following complaint

* Based on the analysis set out in the annual report from our Investigating Committee. The Investigating Committee has a statutory duty to consider all complaints made against dispensers and their employers, to decide whether any of our regulations may have been breached and whether disciplinary action should be taken. Our regulations are set out in three parts: a Standards of Competence, which sets out the minimum education and training needed by someone that wants to register as a dispenser of hearing aids, a Code of Practice, which sets out the minimum standards of clinical and commercial practices required of dispensers and their employers and Registration Rules, which set out how our registers are maintained. In this section, clause refers to a specific regulation set out in our Code of Practice and Rule refers to a specific regulation set out in our Registration Rules.