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Standards

Irish Standard
I.S. EN 15927:2010

Services offered by hearing aid professionals

I.S. EN 15927:2010

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EUROPEAN STANDARD

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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of an identical text or by endorsement, at the latest by February 2011, and conflicting national standards shall be withdrawn at the latest by February 2011.

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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.

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