



# Welcome to the Hidden Hearing Apprenticeship programme to become a Hearing Aid Dispenser.

Find out all you need to know about the application process, the programme and applying for registration as a hearing aid dispenser with Hidden Hearing.

**Programme Start Date Monday 2nd October 2023**

*Please note that we also offer a work-based training programme for those trainees who live in Scotland and Wales.*





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## Become a Hearing Aid Dispenser

A REWARDING SALES CAREER IN AUDIOLOGY WITH ONE OF THE COUNTRY'S LEADING RETAILERS OF INDEPENDENT HEARING HEALTHCARE.

### The Role of a Hearing Aid Dispenser

Within the UK the Health and Care Professions Council (HCPC) regulate the Hearing Aid Dispenser role. The title of Hearing Aid Dispenser and the activity of 'dispensing' are protected under UK law making it an offence for anyone without the necessary registration to dispense hearing aids or perform the protected activities.

A Hearing Aid Dispenser (HAD) is a registered healthcare professional specialising in the assessment, diagnosis and treatment of the hearing impaired. They work closely with patients and their families to understand the difficulties caused by hearing impairment, the specific situations in which hearing improvement is desired, and where appropriate sell hearing instruments. Being a HAD within Hidden Hearing is a sales role.

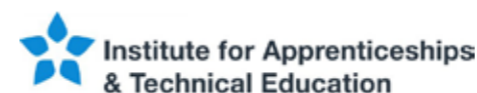
HAD's conduct a wide variety of tests, using specialised equipment, to identify the exact nature of a patient's hearing disorder. They provide a variety of solutions for people living with hearing loss, ranging from education and advice through to the sale of hearing instruments, assistive devices, and the provision of the necessary support to assist the patient through rehabilitation and the integration of their chosen solution into their life.

HAD's sell, fit, program and service hearing aids. They provide adult aural rehabilitation, educate the public on the effects of noise and the importance of hearing protection, wax management and identify and assist in the management of tinnitus. HAD's refer patients to GPs when the hearing or a vestibular disorder needs medical attention. They take responsibility for growing their own patient base and business through referrals and other business generating activity. Through Hidden Hearing, HADs actively support the national

**Love Your Ears Campaign.**

### Hearing Aid Dispenser key tasks

- Understanding each patient as an individual
- Identifying their hearing needs
- Examining ears
- Audiometric assessments
- Explanation and education
- Offering advice
- Recommending solutions
- Selling instruments and devices
- Fitting hearing instruments
- Programming and adjusting hearing instruments
- Designing and delivering rehabilitation plans
- Providing support and service
- Providing regular patient contact
- Building your own patient base through referral and business development activity
- Promoting hearing health
- Liaising with other healthcare professionals
- Working within a team environment



## Your route to full HCPC registration is through the Hidden Hearing

**Apprenticeship or work-based education programme.**

**Since 2012** Hidden Hearing has had HCPC approval to deliver our own work-based programme providing eligibility to apply for professional registration. **In 2018** Hidden Hearing led a group of nationwide hearing care employers to create an apprenticeship standard that was approved by the Institute of Apprentices and Technical Education (IfATE) as a level-5 apprenticeship. Details of the specific standard, number ST0600, can be found on the IfATE web site. [www.instituteforapprenticeships.org](http://www.instituteforapprenticeships.org)

**In April 2023** Hidden Hearing joined the Register of Apprentice Training Providers as the only employer in the UK able to recruit, train and develop our own apprentices fully in-house.

The Apprenticeship is an English Apprenticeship and as such is open to trainees who are resident in England. Our Scottish and Welsh trainees, will follow the same work-based training programme, but will not receive an Apprenticeship. Whether you join our company as an apprentice or as a trainee, your education and training plan will follow a block release timetable, spending periods of 10-11 weeks at a time, residential at the company's training centre in Buxton, Derbyshire.

Training includes the clinical, technical, psychological and sales aspects of the HAD role, covering the full spectrum of Knowledge, Skill and Behaviour required to fulfil the apprenticeship standard and meet the HCPC standards for registration. The successful completion of the approved programme means that Trainees are eligible to apply for HCPC registration to become a Hearing Aid Dispenser. Continuing employment in the role of a Hearing Aid Dispenser is conditional upon attaining and retaining HCPC Registration. Employees continuing to complete their apprenticeship will also receive their Level-5 Apprentice Certificate.

From the moment you accept an offer to join our programme, Hidden Hearing will pay costs associated with your training, including financial support towards travel and meal costs, all accommodation costs, equipment and materials costs, your disclosure and barring service checks and all fees associated with membership of the professional body and certification for the duration of the programme.



## Who are Hidden Hearing?

THE MODERN HEARING CARE EXPERT AND ONE OF THE LARGEST SPECIALIST HEARING CARE RETAILERS IN THE UK.

The Hidden Hearing mission statement:  
**“Making a life changing difference to people living with hearing loss.” We want more people to hear better.**

### About Hidden Hearing

Hidden Hearing has over 50 years experience as a specialist provider of hearing care. We have over 600 employees, 200 are Hearing Aid Dispensers registered with the HCPC, or trainees already on the education programme.

The Company has over 80 branches and uses shared clinical facilities to provide over 300 locations for patients to access our services. In addition, a network of field-based dispensers provide services to patients in their own home where a visit to a clinic or branch is not possible.

Hidden Hearing Limited operates throughout the UK mainland and The Channel Islands. The company is wholly owned by Demant, a publicly listed Danish company specialising in all aspects of hearing and hearing care, including manufacturing, and research and development.

Each year Hidden Hearing conducts over 100,000 hearing assessments and in 2022 generated over £60m income with significant revenue growth seen over the first 4 months of 2023 through the sale of hearing aids, batteries, accessories and other services. The business is growing significantly through advanced technology, the introduction of specialist Ear Care Practitioners who remove wax, generating opportunities for Hearing Aid Dispensers to help more people hear better.

The company has a support centre located in Maidstone, Kent, where Marketing, IT, Finance, HR and Customer Services all work together to provide the highest levels of service and support to our dispensers and our patients.

### Investors in People

Hidden Hearing became the first company in its sector to be awarded Investors in People recognition in 2005. The company now holds SILVER recognition. In 2018 and 2021, the company won the National Employer of The Year Award, for employers with 250+ employees.

### Hearing Centres

Hearing Centres are typically placed in or around the high street locations of major towns and cities. They are clinical settings, referred to as ‘branches’. Each branch will have a Branch Coordinator, a Hearing Aid Dispenser and may also have an Ear Care Practitioner, who specialises in wax removal.

### Demant

is our Global Parent Company. The group is made up of over 20 companies in 40 countries throughout the world. The group includes:

- Hearing aid manufacturing
- Hearing aid wholesale and retail sales
- Research and development
- Diagnostic equipment and manufacturing

Hearing aids are sold under the brands of Oticon and Bernafon. Demant is also a supplier of audiological test equipment and hearing aids to the UK NHS.




### Trainee Hearing Aid Dispensers are supported by:

- The Education Programme Team
- Practice Education Supervisor
- Practice Educator
- Mentor
- Regional and Area Management Teams
- HR Team

### Each Trainee will receive a

- Laptop
- iPad
- Mobile phone
- Printer
- Audiometer

### Company values

-  **We Create Trust**
-  **We Are Team Players**
-  **We Create Innovative Solutions**
-  **We Apply A Can Do Attitude**

Hidden Hearing continues to invest in advanced technology.

## Supportive management – autonomy – corporate culture

### How we work

The company operates a flat management structure. There is a UK Board, and in the sales operation, Regional, Area and Territory managers with responsibility for Hearing Clinic and field-based employees.

There is, a Contact Operations Centre based in Nottingham with smaller hubs in Leeds, Wolverhampton and Dundee. Once registered, a Hearing Aid Dispenser will receive additional training, support and ongoing development including coaching and mentoring. Once registered and experienced, the Hearing Aid Dispenser role is quite autonomous but you will still have access to full support from Territory and Area Managers via telephone, email, Teams and face to face meetings. Regular area meetings and further training is part of the Hidden Hearing culture.

Prior to HCPC registration and while undergoing the approved education programme, Trainee Hearing Aid Dispensers are supervised by a ‘Practice Educator’ (PE), a specific role responsible for day-to-day advice, supervision, support, guidance and practice. PEs support Trainees in gaining experience, providing additional training, assessment and monitor the Trainee’s development through regular visits and meetings, case reviews and ‘logbooks’. Trainees are encouraged to learn through personal reflection and complete a personal reflective journal and logbook as part of the field-based aspects of the education programme.

**Open and clear communication and creating a sense of belonging is part of the corporate culture supported across the whole company.**

### Technology provided for your role

As an employee of Hidden Hearing you will be provided with the materials and equipment you need to do a great job. This includes a mobile phone, computer, and internet access. iPad technology is also provided for using specific audiology applications.

All patient appointments are managed through electronic diary management and full patient histories and records including audiograms and prescriptions are managed electronically through daily data exchange.



## Professional education and training

A HCPC APPROVED EDUCATION PROGRAMME LEADING TO ELIGIBILITY TO APPLY FOR PROFESSIONAL REGISTRATION.

### An earn as you learn modular approved programme

#### Hidden Hearing training

Your education and development will be managed and delivered by the company's own education team based at the company residential training centre in Buxton, Derbyshire. The training facility comprises:

- Residential accommodation for 22 trainees in private en-suite study bedrooms, each with individual heating and HD TV's
- Communal TV lounge
- Conservatory eating area
- Main classroom with full AV projection, an induction loop and sound facilities
- Breakout rooms
- Simulated Hearing Centre and domiciliary role play areas, for self-analysis and reflective study
- A range of learning resources including library resource and access to on-line materials, including Hidden Hearing's own e-learning platform, LearnUpon.

**As an employee of Hidden Hearing all aspects of your professional education and training, including course fees and examinations are fully funded by the company. In addition, you will receive a basic salary, and while on the education programme, overnight subsistence allowance and contribution towards your travel expenses. Occasionally, local hotels are also used for trainee overnight accommodation.**

### Fully funded education programme

Hidden Hearing provides and pays for:

- Enhanced disclosure and barring scheme checks
- All education and exam fees
- All training materials including stationery and text-books
- Access to The British Society of Audiology online library providing a range of resources
- Professional Body (BSHAA) Student Membership is free while a trainee
- Certificate, assessment and exam costs
- Accommodation when away from home
- A subsistence allowance towards meals when away from home
- Return travel mileage rate to training location

### Your commitment to Hidden Hearing

- Complete the scheduled programme and gain the award
- Successfully gain and maintain your HCPC registration
- Contract to a minimum period of continued employment as a registered Hearing Aid Dispenser with Hidden Hearing for two years

## Joining The Award in Hearing Aid Dispensing Competence Programme

### Opportunities

Opportunities to join the programme are based on the operational needs of the business at the time, therefore the number of available places each year will vary.

We will not knowingly appoint a Trainee in an area unless we have a business requirement for additional Hearing Aid Dispenser resource in that area and a Practice Educator who can support the Trainee. As a result, unsuccessful applicants are welcome to apply on another occasion as the resource needs of the business areas change.

Trainees should expect to be based in the field rather than at a branch from their period of pre-registration and immediately after HCPC registration. Some additional travel may be required during the pre-registration period to facilitate the completion of the trainee log book and reflective portfolio.

### Equal opportunities

Hidden Hearing is proud to have a diverse workforce and welcomes applicants from all sections of the community. Our Equal Opportunities policy can be found on our website ([www.hiddenhearing.co.uk](http://www.hiddenhearing.co.uk)). We encourage applicants with disabilities (including learning disabilities) to disclose their disability so that we can work with them and discuss any reasonable adjustments during the recruitment and selection process and also on appointment.

We will be open and honest with all applicants to ensure that they have all the information necessary to make sure that this is the right course for them.

We work hard to make our course an accessible and welcoming place for all our students and staff. If you have a disability or neurodiverse condition that may affect your studies, please let us know so that we can discuss any support/reasonable adjustments you may need to give you the best chance of success.

To find out more about life as a trainee hearing aid dispenser visit [www.daltonhousetraining.co.uk](http://www.daltonhousetraining.co.uk) where we have more videos and information.

### Professional body

In addition to the HCPC professional registration process, Hidden Hearing requires that all Hearing Aid Dispensers are members of the professional body, The British Society of Hearing Aid Audiologists (BSHAA). The Award in Hearing Aid Dispensing Competence whether via the apprenticeship or work-based training programme is also designed to meet the standards of professional competence set out by the society.

BSHAA student membership gained at the start of the programme and renewed annually is free of charge up to the point of HCPC registration. Thereafter, an annual fee is payable by the individual member.

Hidden Hearing requires all trainees and qualified Hearing Aid Dispensers to be members of The British Society of Hearing Aid Audiologists (BSHAA) from the commencement of their employment. The company will arrange BSHAA student membership for all successful applicants.

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## Application process

### What Hidden Hearing is looking for?

You will need a good level of general education, with good literacy and numerical skills. A minimum of 4 GCSEs (A-C/9-4 Grades) which must include Maths, English and Science or the equivalent qualifications. Certificates must be provided to substantiate this.

If English is not your first language you will need an IELTS Level 7 Pass in Speaking, Writing and Reading, with no level below 6.5. This is a HCPC Registration requirement.

Aptitude tests will also be used, under the supervision of a British Psychological Society registered practitioner, for the purpose of identifying a general training quotient score that will be compared to a Hidden Hearing 'norm' group. Tests are conducted as part of the recruitment process. This indicator of 'trainability' is considered along with the job specific recruitment criteria to select the best candidates for the programme.

You will need to be computer literate, with a working knowledge of MS Windows systems including MS Outlook. You will also need a full and current UK driving licence. You will need to be friendly and approachable with the ability to empathise with patients who have a hearing loss.

A commercial outlook or sales experience is also an essential job requirement, as your ultimate success as a Hearing Aid Dispenser will be based on sales revenue, conversion and the generation of leads.

The role of Trainee HAD is conditional upon a satisfactory enhanced Disclosure and Barring Services check (this is paid for by the company) and the receipt of satisfactory references.

Offers of contracts are conditional upon your ability to meet the professional requirements for the role, including those of the HCPC as the professional regulator. You will be required to provide the necessary ID documentation and verification of address. All offers of Trainee places are conditional on satisfactory references, personal disclosure and DBS clearance.

### Eligibility to apply to join the programme

Due to the block release nature of the education programme, as part of the selection process you will need to evidence that in addition to the required education attainments you also meet the following criteria:

- You must have access to a car for the duration of the programme up until satisfactory completion of the Pre-Registered S2 Exam at week 35 of the programme. During weeks 12 to 24 you will need to provide Class A Business Insurance for your vehicle, at your own cost, to visit patients in their own homes. A mileage allowance is paid for using your own car during this time.
- Throughout the duration of your programme there will be times when you will be required to attend webinars or complete other forms of remote study. To facilitate this, you will need a stable internet connection and a quiet place in which you can study at home. It is typical for remote study to occur on alternate Friday's, although the pattern may be subject to change.
- You will need to demonstrate that your workstyle and interaction with others fulfils the behaviour requirements of the Hearing Aid Dispenser Apprenticeship Standard, at all times.



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## Completing The Apprenticeship

Apprentices and trainees are expected to reach the end of the education and training input to the programme on 13th December 2024. For apprentices this is called the apprenticeship gateway.

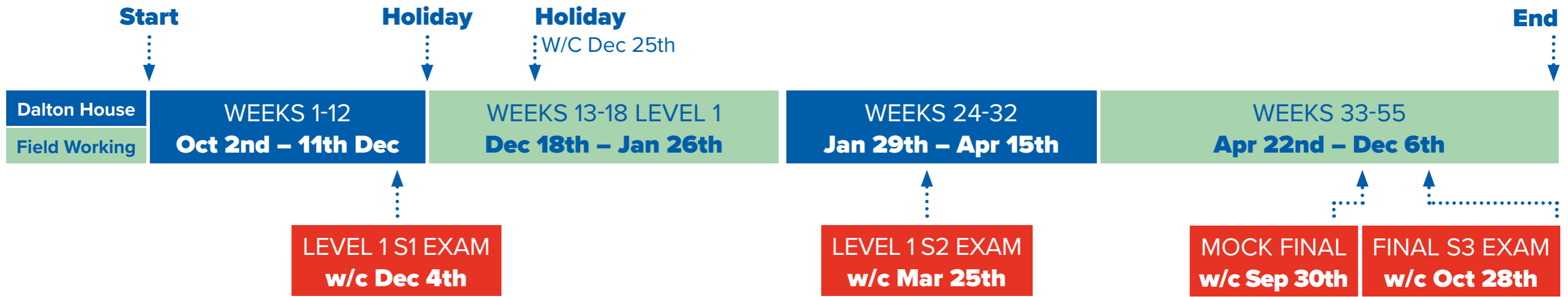
Apprentices will then complete a period of preceptorship. During this time they will continue working as a Pre-Registered Hearing Aid Dispenser until they receive their HCPC Registration, have consolidated their working practices and prepared their Personal Reflective Portfolio in readiness for their 'End Point Assessment' (EPA).

The EPA, together with the final S3 examinations and Portfolio will evidence the Knowledge, Skills and Behaviours as set out in Standard ST0600. The period of Preceptorship is unlikely to be shorter than 4 weeks but may be extended based on the readiness level of the apprentice for the EPA. The EPA cannot take place until full registration with the HCPC has been achieved.

The EPA is expected to occur during January 2025 and will take the form of a Professional Discussion with a panel of Hearingcare Professional, at least one of whom will be external to the programme and the Academy.

Successfully completing the EPA will complete the Level-5 Apprenticeship in Hearing Aid Dispensing.

# The Award Programme Overview



## Week 1

Induction w/c Oct 2nd will be spent in Maidstone at the Company Support Centre where all new employees will be issued with IT equipment.

## Weeks 2-12

We deliver the programme via block release, starting with 10 weeks based at the company residential Training Centre in Buxton, as a full time Trainee Hearing Aid Dispenser. The residential week runs from midday on Monday through to mid-afternoon on Thursday, assisting travel.

During this time, Fridays are typically spent either within the business observing Hearing Aid Dispensers, Branch Coordinators and understanding how the business operates or engaged in remote learning and personal study. Remote learning includes e-learning, trainer led webinars and other similar activities. Depending on your location, there may be opportunities for remote learning and personal study at one of our branches, all depending on room availability.

There will be both theory and practical training during the first block sufficient for you to pass the first examination allowing you to work in practice as an assistant practitioner at 'Level 1'.

## Weeks 13-18

During the next 5 week block you will be based in the business, providing a range of 'Level 1' maintenance services to existing Hidden Hearing patients. You will not be permitted to fully test hearing or have any discussions that may lead to the retail supply of hearing aids during this time. You will also be required to make referrals to GPs or to a nominated registered hearing aid dispenser who will be acting as your supervisor. You may be asked to visit patients in their own homes, spend time in a clinical setting at a branch, or visiting site.

### Logbook process

Practice educators and members of the Education Team work together with trainees to ensure completion of a logbook recording areas of demonstrated competence in which the Trainee can practice with indirect supervision. The logbook is used to demonstrate a minimum of practical experience and direct patient contact before completion of the programme and applying for HCPC registration.

*All dates are subject to some flexibility as the needs of the programme demand.*

## Weeks 19-32

At week 19 you will return to the Training Centre in Buxton for a further 10-weeks training leading to a second summative, must pass, examination scheduled during week 33. Successful achievement at this stage will achieve recognition as a Pre-Registered Hearing Aid Dispenser, allowing you to work under the indirect supervision of a Practice Educator, whilst you perform the full Hearing Aid Dispenser role.

Your Practice Educator delegates their responsibility to you and monitors your progress completing a mandatory logbook with you. You will usually have your own diary of patient appointments which you will review with your Practice Educator as part of your ongoing education and development to achieve full sign-off of your logbook. You will be provided with a company car or car allowance to enable you to go home visits.

### Education milestones

- Initial training over approx. 2 x 10 week residential blocks away from home Monday through Thursday
- Periods of direct and indirect supervision as appropriate
- 'Must pass' Summative Examinations (each with written and practicals)
- Second Summative Examination (if successful) allowing pre-registered dispenser status
- Pre-registered Dispenser status (for approx. 25 weeks) with own diary and patients
- Passing final examinations and submission of fully completed logbook and personal development portfolio will lead to eligibility to apply for HCPC registration as a Hearing Aid Dispenser

## Weeks 33-55

From around week 36 and through to the end of the programme, at week 55, you should expect to be working in a domiciliary environment within a commutable distance of your home. There will be occasions where you will return to the training centre for shorter 1–3-week blocks of time to complete further study, take mocks and sit your final exams.

Having taken and passed your final exams, and delivered a logbook that meets the required criteria, you will achieve the 'Award In Hearing Dispensing Competence' providing you with eligibility to apply for HCPC registration as a Hearing Aid Dispenser. We expect this will be early March 2024 at the end of week 55.



## Continuing education and professional development

YOUR PROFESSIONAL DEVELOPMENT CONTINUES THROUGH A REQUIREMENT FOR CPD.

### CPD – Continuing Professional Development

After initial HCPC registration, subsequent registration renewal (every two years) is conditional on completing an appropriate level of continuing professional development.

Hidden Hearing will arrange a number of development events throughout the year that will count towards the requirement for CPD. These events are held within normal working hours and are fully funded by the company. Additional events and seminars are also provided within the company as well as by BSHAA.

### Career Development

Hidden Hearing supports continued career development for all employees. Available roles are based on the needs of the business, vacancies and the skills, knowledge and expertise of the applicant. Moving into another area of the business, for example into training, or relocating within the UK or taking a Branch Dispenser role are also possible.

### Not a formal academic qualification

The Award in Hearing Aid Dispensing Competence is not a formal educational qualification within the UK Education System. It has no credit value under the UK educational qualification scheme. It is a work-based education programme approved by the HCPC as a route to eligibility to apply for registration as a Hearing Aid Dispenser.

However the content and study requirement is broadly equivalent to a Foundation Degree.

Prospective employees wishing to attain an additional audiology degree will be required, by a University, to complete a 'top-up' course before enrolment. Hidden Hearing does not usually support trainees through HEI degree-based education programmes.

### Understanding supervision

**Direct Supervision** – The Trainee and Practice Educator are physically together in the same room within the practice.

**Indirect Supervision** – There is a requirement for the Trainee and Practice Educator to be in contact although not necessarily in the same physical practice and for the Trainee to complete 'case reviews' with their PE.

**Delegated Authority** – The Trainee continues to work under the indirect supervision of their PE right up to successful HCPC registration receiving dispensing activities delegated to them.

### HCPC registration

The Education Programme provided by the company is approved by the HCPC as meeting the minimum standards of education required for registration. During the Hidden Hearing application process, prospective Trainees are required to satisfy themselves that they meet the registration requirements of the HCPC.

[www.hcpc-uk.org/publications](http://www.hcpc-uk.org/publications)

During the recruitment process Hidden Hearing will also work with you to identify any areas that may later prevent or delay successful registration. Applicants must be aware that they have to apply and pay for their own HCPC Registration and ongoing renewal fees. Hidden Hearing Limited is unable to guarantee HCPC registration.



### There will be an opportunity for you to visit our Training Centre and meet fellow trainees before you start the programme

A full agenda and times will be provided as part of your personal invitation but the day will normally include

- A presentation to explain more about the profession and the role
- Explanation of the curriculum and programme content
- Applicant group communication exercises
- Exhibition of dispensing equipment
- An opportunity to meet members of Hidden Hearing and ask questions
- A tour of the facilities

## How will my application be progressed?

We run a 5-step recruitment process.

**Candidates who meet the essential criteria for the role will**

1. Have a telephone screening with a member of the HR team.
2. Be asked to complete an online video interview
3. Complete online assessments
4. Have a face-to-face interview with the area manager
5. Have an opportunity to visit the training centre.

We would expect that applicants will have found out a little about Hidden Hearing and have considered the implication of time away from home, and potentially reduced income during the training period.

Job offers will be made, contracts and apprenticeship agreements confirmed in readiness for the programme to start on Monday 2nd October 2023.

It is a condition of offer that an applicant can commit to 100% of the dates on which the education programme requires them to be resident at Buxton.

All applicants must demonstrate that they meet the minimum academic entry requirements for the programme. In addition, applications should be able to demonstrate evidence of:

- Potential to succeed on the programme, evidenced by a combination of work, life and prior educational experience
- Understanding of and commitment to the subject-area and the programme
- Preparedness for the demands that the course will place upon them

If you require reasonable adjustments to the standard recruitment process, including the psychometric assessments please let us know.



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## Frequently Asked Questions

**Q. As a trainee what COVID protocols should I be aware of?**

A. As Hidden Hearing is a healthcare provider you will be expected to adhere to a number of COVID protocols which may be subject to change, based on guidance from the UK government and the British Society of Hearing Aid Audiologists. Currently this means wearing appropriate personal protective equipment when conducting practical work both in training and in the clinical setting, increased hand washing and following all advice regarding vaccinations. We strongly encourage our employees to have their COVID vaccinations to protect colleagues and customers.

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**Q. Will I be reimbursed for my travel as a trainee.**

A. Since one of the selection criteria is that you must have access to a car, the company will pay you a mileage allowance of 25 pence per mile for your regular commute between home and the Buxton Training Centre. Usually, your regular commute is considered private mileage and would be regarded as a taxable benefit in kind which is why the company contribution is to assist, and not fully fund, the travel cost. When you are working in the field and on the basis that you will provide Class 1 business insurance cover for your own vehicle, you will be able to claim the HMRC stated mileage rate for your vehicle engine size. All expenses are paid in arrears and require the accurate completion of the company expense process.

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**Q. What if I make my regular commute to Buxton by train or an alternative form of transport.**

A. You will be able to claim the lower of either the mileage allowance, calculated at 25 pence per mile using postcode locations, or the travel ticket supplied with a valid receipt.

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**Q. Will I be able to take holiday during the programme.**

A. You will not be permitted to take leave during the residential training blocks of the programme. Your line manager may approve leave outside of these times when you are working in the field. Leave must be approved by your immediate manager before any commitments are arranged.

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**Q. I am unable to commit to the timetabled curriculum dates at the training centre. Is there an alternative?**

A. You must be able to commit to the course dates. If you are unable to then you can apply for a future course. To register your interest for future courses please email [recruitment@hiddenhearing.co.uk](mailto:recruitment@hiddenhearing.co.uk).

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**Q. What are the meal arrangements at the training centre?**

A. At Dalton House you will be provided with a self-serve continental breakfast each morning. There are no cooking facilities on site, therefore the company provides a contribution to the cost of you eating out. The allowances are £3 per day towards lunch and £16 per night towards the cost of an evening meal. Allowances are paid in arrears, on a monthly basis on production of the appropriate receipts and completion of the company expense process. Please note – although take away food may be consumed in the breakfast area, as a Hidden Hearing business premises, Alcohol is not permitted within the building.

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**Q. What will I need to purchase to undertake the training?**

A. Nothing. All equipment, books, stationery, and other materials are provided by Hidden Hearing. You will also receive a laptop computer, iPad, and mobile phone.

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**Q. Is there an expected dress code?**

A. Trainees are expected to wear smart business dress both at the training centre and when out in the workplace. As a healthcare professional it is usual to avoid neckwear and long sleeves especially when engaging in practical work both within training and when seeing patients. Infection control protocols limit jewellery and require adherence to hand hygiene routines.

If you are in any doubt as to what constitutes smart business dress, then please talk to the HR team or your manager.

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## Additional information for trainee hearing aid dispenser applicants

As part of your research in preparation for your recruitment into the Independent Hearing Sector, you may find the following links a useful reference:

**Health and Care Professions Council**

[www.hcpc-uk.org](http://www.hcpc-uk.org)

**British Society of Hearing Aid Audiologists**

[www.bshaa.com](http://www.bshaa.com)

**Action On Hearing Loss formally the RNID, the leading charity for the Deaf and Hard of Hearing**

[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

**The British Society of Audiology**

[www.thebsa.org.uk](http://www.thebsa.org.uk)

**Demant**

[www.demant.com](http://www.demant.com)

**The Ida Institute**

[www.idainstitute.com](http://www.idainstitute.com)

**Dalton House Training Centre**

[www.daltonhousetraining.co.uk](http://www.daltonhousetraining.co.uk)

**Hidden Hearing**

[www.hiddenhearing.co.uk](http://www.hiddenhearing.co.uk)

**Institute of Apprentices and Technical Education**

[www.instituteforapprenticeships.org](http://www.instituteforapprenticeships.org)

Thank you for requesting this information and for your interest in the Independent Hearing Profession and specifically in working with Hidden Hearing.

We look forward to reviewing your application and to perhaps meeting or working with you in the future.

### Hidden Hearing Limited

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