



Learn

with Starkey Education & Training

**“Dedicated to
delivering the
best training
experience
possible”**



Welcome to Learn


The Starkey Education & Training Team are pleased to offer hearing professionals and their staff an excellent range of professional audiology training courses.

Why Train with Starkey

Starkey is a global manufacturer of hearing solutions with over 40 years of experience delivering industry-leading technology. We are dedicated to delivering the best hearing experience possible — through the innovation of our products and the passion of our people. Training and education is central to our mission to help people to hear better and live better. Our dedicated training team has many years' experience equipping Hearing Professionals and their practices with knowledge, tools, and resources to deliver the most successful outcomes for their patients.

How to Book

To book a course, call us on 0800 042 0000 or email learn@starkey.co.uk



“Join hundreds of hearing professionals *and experience our product, software & audiology training*”

The Starkey Training Team

Starkey have a highly qualified, experienced training team in Paul Lamb, David Pilkington and Liz Hignett. Together they train hundreds of Hearing Professionals in products, software and an extensive range of other audiological topics.

David Pilkington

David qualified with a BSc from Bristol University in 2012 gaining a distinction in his clinical exams, and initially practiced as an Audiologist within the NHS. His desire to develop his skills and scope of practice then took him into the private sector where he has worked and progressed as a Hearing Aid Dispenser, Store Manager, and then managing a group of shops.

David's natural talents for presenting and teaching lead him into the world of training, where he has spent most of his career. He has extensive experience in this field working with every level of business having run training with reception staff, HCAs, students, Audiologists, and head office staff. He enjoys interacting with people from different backgrounds and knowledge bases and working with them to help them develop in the areas that will support them and their business.

Skilled at presenting to groups of all sizes, David's passion is in helping others to learn and develop knowledge and skills, and he has run training sessions in an extensive variety of subjects across the industry. One of his specialist areas of interest is in speech testing; especially how we can utilise these tests in order to program and adjust hearing aids to achieve the best outcomes for our patients.

David's passion and ability to support hearing care professionals has led him to his role as Audiology and Professional Services Representative at Starkey.

Liz Hignett

Liz Hignett has worked at Starkey for 5 years in product management and audiology support. Liz qualified in 2008 with a BSc Honours from Manchester University. She began her career in the NHS working predominantly in Paediatrics – a very demanding role requiring continuous improvement and development of audiological knowledge.

Within this time Liz was also the student educator and obtained a masters level qualification in advanced hearing aid fitting.

From here Liz worked with a hearing aid manufacturer in technical support and training which increased her communication and presentation skills. It was a requirement to train and work with professionals from all areas of the hearing aid and personal communication industry. During this time Liz participated in an outreach mission to Malawi and assisted in the first dedicated hearing aid clinic there.

These skills and experience lead Liz to a career in product management and audiology support with Starkey. It is a necessity to be an expert in the full product portfolio, advancements within audiology and associated compliance and regulatory topics. Liz really enjoys all aspects of this job and especially meeting and supporting Starkey customers.

Paul Lamb, Technical Director.

Paul Lamb has worked at Starkey in the UK for 34 years currently holding the position of Technical Director. Having worked across many areas of the business he has gained invaluable experience in manufacturing, product development, sales, and technical support

His product knowledge and technology understanding set him apart when providing training and support, as all areas of products and technology are familiar to him.

As a registered Hearing Aid Dispenser, he enjoys supporting Starkey customers in their fits and troubleshooting hearing technology to ensure patients are successful in meeting their hearing needs.

In his role as Director, Paul is responsible for overseeing all the education and training initiatives for the Starkey brand in the UK.

His dedication to supporting customers across the industry led to him being awarded the AIHHP Recognition Award for outstanding services to audiology in 2019.

Externally Paul is often asked to be a guest lecturer on audiology and hearing aid technology on various university programs.

Starkey Wax Removal

Course overview

The Starkey wax removal course covers manual removal with tools, microsuction with loupes and irrigation.

The Starkey training department is equipped to allowing participants to practice using a good range of currently available wax removal equipment and loupes allowing them to begin practicing wax removals confidently in their own practice.

We will staff all the practical wax removal courses with a minimum of one staff member to 2 students. This will always allow close supervision during live video otoscopy and wax removal.

We have deliberately scheduled the whole of day two to concentrate on wax removal on patients and to provide the students multiple ears to practice on to ensure correct procedure and confidence in using various methods.

This agenda will be most useful for those with learning wax removal for the first time, or for those looking to refresh their wax removal skills. The agenda includes coaching on best techniques, safety and a review of ear anatomy and pathology to check for contraindications and also ear health after wax removal.

Course duration

2 days

Course cost

£999* per delegate

*Cost excludes VAT



“help patients get the very best from their hearing care & hearing aids”

Starkey Hearing Care Assistant

Course overview

Hearing Care assistants are invaluable in supporting a busy practice and helping patients get the very best outcomes from their hearing care and their hearing aids. This course is designed to equip practice staff with the skills to actively participate in patient management within the practice.

Accreditation

This is BSHAA accredited course. It includes BSA accredited impressions and audiometry training.

Course duration

9 days at Starkey including assessment days.

Additional requirements and support

Access to one to one online tutorials every week if required.
Tasks to be completed between training dates

Course schedule

Block One

- Introduction to anatomy and physiology of the ear
- Pathology
- Introduction to hearing aid technology
- BSA Audiometry
- BSA Otoscopy

Block Two

- BSA impression taking
- NOAH Fitting Module
- First Fitting hearing aids with software
- Hearing aid features and benefits

Course contents (per day)

1. Course introduction and professional role, hearing aid basics
2. BSA Audiometry
3. BSA Audiometry
4. BSA Impressions
5. First fit skills
6. Follow up skills
7. Finer details of hearing aid ongoing maintenance etc.
8. Assessments
9. Resits and final tutoring sessions

Course cost

£2300* per delegate

Block Three

- Fine tuning and troubleshooting hearing aids
- Hearing Aid maintenance
- Counselling
- Pairing accessories and phones

Block Four

- Assessments and sign off

BSA Otoscopy & Impression Taking

Course overview

As a world leading earmould manufacturer, Starkey are committed to supporting hearing professionals in producing a perfect earmould fit every time.

The BSA Otoscopy and Impressions course is a fantastic step for professionals who may already take impressions but would like to gain a formal BSA Accredited Certificate so they can confidently and competently demonstrate their skills in taking impressions.

Experienced trainers from the Starkey Training Team will ensure that all course delegates are safe and competent to take impressions on adults and children over 5 years of age. In an engaging and supportive environment, skills will be developed and practice undertaken to produce competent impression takers. Delegates will leave the course ready to add the new skills to widen the scope of their role.

Accreditation

BSA Certified

Course duration

2 days

Course delivery method summary

By developing as a group detailed presentations, hand-outs, and checklists we will provide a folder of reference material for each student which they have been involved in compiling during the lectures.

During the course, short quizzes are used as an informal way to check understanding and add to this reference pack.

An example of this technique is a set of good and bad practice slides or safe and unsafe ear slides that can be used as a group to discuss and check understanding.

The Starkey training department is equipped to ensure recommended procedures are followed using artificial patient heads and ears prior to using live subjects for practical techniques. To move onto live ears the student must be observed taking an impression and performing otoscopy safely on the simulation ears.

We will staff all the practical otoscopy and impression taking courses with a minimum of one staff member to 4 students. This will always allow close supervision during live otoscopy and impression taking.

We have deliberately scheduled the whole of day two to concentrate on impression techniques and to provide 2 distinct practical sessions which will use artificial ears initially and only move to live ears once safe technique is demonstrated by each individual student in the artificial ear.

The practical sessions are separated from the assessment to allow practice time and to ensure that there is a consistent standard for the student from artificial ears to live ears and then to an assessed impression.

The agenda is designed to cover everything needed for those with no or very limited experience in audiology clinics, for example those moving into the area to provide noise protection solutions or new staff in audiology clinics.

Course agenda

Day 1

- 9.30 Introductions
- 9.35 What are we aiming to achieve?
- 9.45 Who should take impressions? Issues regarding job descriptions. Insurance. Risk assessments
- 10.00 Hygiene: Including equipment. Finished impressions. Personal hygiene
- 10.15 Anatomy: Anatomy and Physiology of the ear overview. Examples of normal and abnormal ears
- 10.45 Coffee
- 11.00 Safe otoscopy theory
- 11.30 Getting used to the view: Video otoscopy of the delegates real ears
- 12.00 Practical Otoscopy
- 12.30 Lunch
- 1.15 Contra indications to impression taking: History, abnormal ears, seeking advice.
- 1.45 Impression materials: Practical
- 2.05 Earmoulds: The reasons we take new impressions. Earmould types modifications and materials. Group case study to develop our decision making in earmould selection.
- 3.15 Coffee
- 3.30 Deaf awareness and effective communication: Lecture and development of a resource poster of the key communication tips used.

Day 2

- 9.00 Safe impression taking with syringes and guns
- 10.00 Coffee
- 10.30 Practical Impression taking
- 12.30 Lunch
- 1.30 Practical impression taking including the written and practical assessment
(Students must produce two good impressions using appropriate techniques and complete a written paper)

Course cost

£400* per delegate

Recommended reading

It is suggested that before a delegate attends the impression taking and otoscopy course they try to read the following materials.

Principles of Hearing Aid Audiology

Maryanne Tate Maltby | Whurr Publishers 2002

Chapter 2: Anatomy and Physiology of the ear

Chapter 10: Earmoulds • Pages 129-131 on ear examination

Hearing Aids

Harvey Dillon | Thieme publishing 2001 or 2nd Edition 2012

Chapter 5: Hearing aid earmoulds, earshells and coupling systems

BSA recommended procedure for taking an aural impression

BSA Recommended procedure for ear examination

Both available to download from www.thebsa.org

*“Deliver the **highest levels of customer experience** & build a patient-centric practice”*

Starkey Receptionist

Course overview

Delivering the highest levels of customer experience and building a patient-centric practice begins with a well trained and confident front of house manager. Our receptionist course is designed to deliver a wide range of skills and competencies to help front office staff manage frequent patient troubleshooting and queries without the need for referral to the Hearing Professional.

Course duration

2 days.

Course agenda

Day 1

- 9.30 Arrival and coffee
- 10.00 Welcome and introductions
- 10.15 Meet and Greet, telephone and in person, getting a great intake form and the benefit of great questions.
- 11.00 Coffee
- 11.15 Understanding the hearing care journey.
- 12.00 Effective Communication.
- 12.30 Lunch
- 1.15 Wax! First line advice and understanding techniques offered.
- 2.00 Otoscopy, Video Otoscopy, - screening for wax.
- 3.30 Coffee
- 3.45 How the ear works, basics of audiograms and what that means to a patient.
- 4.30 Close Day 1.

Day 2

- 9.30 Basics of hearing aid technology
- 10.30 Coffee
- 11.15 How to troubleshoot a broken hearing aid. Minor Repairs Practical
- 12.15 Lunch
- 1.00 Pairing to mobile phones and troubleshooting those connections
- 2.00 Questions
- Close Day 2.

Course cost

£400* per delegate



Hear better. Live better.

A global company headquartered in Eden Prairie, Minnesota, USA.

Starkey, William F. Austin House, Bramhall Technology Park,
Pepper Road, Hazel Grove, Stockport, SK7 5BX

T: 0800 042 0000 **E:** learn@starkey.co.uk

W: starkey.co.uk | starkeypro.co.uk