



PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121
<https://test-takers.psiexams.com/gamb>

PROFESSIONAL LICENSING BOARDS DIVISION GEORGIA HEARING AID DEALERS AND DISPENSERS LICENSURE EXAMINATION CANDIDATE INFORMATION BULLETIN



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Please refer to our website to check for the most updated information at <https://test-takers.psiexams.com/gamb>

EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed as a Hearing Aid Dealer/Dispenser in the State of Georgia.

Georgia State law requires Hearing Aid Dealer/Dispensers to be licensed and regulated by the Professional Licensing Board. Eligibility for examination is determined by the Board.

The Board has contracted with PSI Services LLC (PSI) to administer the written portions of the State Practical Examination: Section XIV - Audiogram and Section XIII - Laws and Rules. The Audiogram and Laws and Rules portions of the State Practical Examination will be administered as a computer based test through a network of examination centers located throughout Georgia. The exam is developed through a collaboration of PSI and the Georgia State Board of Hearing Aid Dealers and Dispensers. The examination is developed to meet state as well as national requirements in basic principles and examination development standards.

HOW TO OBTAIN A LICENSE

Application for Licensure

1. Candidates are asked to contact the Georgia State Board of Hearing Aid Dealers and Dispensers to request an application for licensure.
2. The Board staff will process the application for licensure. Candidates will be notified of their eligibility for an examination by the Board.

Candidates approved for the examination will be provided an applicant number, telephone number and instructions on how to contact PSI and register for an examination.

3. Any questions concerning licensure should be directed to the Board office or website listed below:

Professional Licensing Boards Division
Georgia State Board of Hearing Aid Dealers and Dispensers
237 Coliseum Drive
Macon, Georgia 31217
404-424-9966
<https://sos.ga.gov/georgia-board-hearing-aid-dealers-and-dispensers>

EXAMINATION SCHEDULING PROCEDURES FOR THE LAWS AND RULES EXAMINATION

If you fail the examination, you must wait 30 days before you can retest.

All questions and requests for information about examination(s) should be directed to PSI at the address or website listed below:

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121
(855) 744-0314
<https://test-takers.psiexams.com/gamb>

INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. In order to register over the Internet, candidates will need to have a valid credit card (Visa, MasterCard, American Express or Discover). Candidates register online by accessing PSI's registration website at <https://test-takers.psiexams.com/gamb>. Internet registration is available 24 hours a day.

Log onto PSI's website and select *Sign in / Create Account*. Select *Create Account*. You are now ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear. If you have problems, contact PSI at (855) 744-0314 for help.

TELEPHONE REGISTRATION

Call (855) 744-0314, PSI registrars are available to receive payment and to schedule your appointment for the examination. Please call Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time.

To register by phone, you need a valid credit card (VISA, MasterCard, American Express or Discover.)

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 2 days before the scheduled examination date. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may reschedule online at <https://test-takers.psiexams.com/gamb> or call PSI at (855) 744-0314.

Note: A voice mail message is NOT an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly to a Customer Service Representative.

SCHEDULING A RE-EXAMINATION

In order to retest, you must re-register following the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone or by mail. Once registered, you can reschedule for your re-examination.



MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

EXAM ACCOMMODATIONS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination should request for alternative arrangements by [Clicking Here](#).

Candidates granted accommodation in accordance with the ADA, MUST schedule their examination by telephone and speak directly with a PSI registrar.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (855) 744-0314. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at <https://test-takers.psiexams.com/gamb>.

VETERAN PREFERENCE POINTS

1. Georgia law (General Provisions Volume 30, Title 43-1-9 (1)(2)(3)) provides that veterans meeting certain conditions are eligible for the addition of five or ten percentage points to their examination scores.
2. To qualify, veterans must have served for a minimum of one year in active duty status, and must have served during a period of conflict or war for a minimum of 90 days. The law provides that you may also qualify for veterans preference points if you were "discharged for injury or illness incurred in [the] line of duty...if [your] disability is rated at 10 percent or above at the time of taking the examination."

To apply for Veterans' Preference Points candidates must submit a copy of their DD-214 form and documentation of disability if applicable, to the Board office at the time of application.

Candidates approved for Veteran Preference Points will receive a revised score report from the Board office.

EXAMINATION SITE LOCATIONS

The PSI examinations are administered at the examination centers listed below:

PSI Atlanta (Practical exams held at this site only)

2400 Lake Park Dr

Suite 245

Smyrna, GA 30080

from I-75N take exit 259B for I-285W; follow signs for US-41/Cobb Pkwy/Dobbins Airbase; turn right on US-41N/Cobb Pkwy follow US-41N for 1 mile, turn left on Lake park Dr.

PSI Atlanta (Duluth) (Written)

3505 Koger Blvd, Suite 175

Duluth, GA 30096

From I-85 N: Use the right lane to take exit 104 for Pleasant Hill Rd. Use the second to the right lane to turn right onto Pleasant Hill Road. Use the left two lanes to turn left onto Breckinridge Blvd. Turn right onto Centerview Dr. NW. Turn right onto Koger Blvd. The building is on the right.

PSI Atlanta (Marietta) (Written)

The Pavilions at East Lake Shopping Center

2100 Roswell Road NE, Suite 2128

Marietta, GA 30062

Exit I-75 at North Marietta Parkway (Loop 120/Exit 263). Drive approximately 1.5 miles to the 120 Roswell Road exit (go past Powers Ferry and Lower Roswell Roads). Exit at the 120 East Roswell Road and head east for approximately 1 mile. The Pavilions at East Lake Shopping Center is on the right side of the road.

PSI Macon

3902 Northside Dr, Suite C5

Macon, GA 31210

From the North, take I-75 South to exit 169. Turn right onto Arkwright Road. Turn right at the second traffic light. Turn left at Ashley Park Office Building. You must enter and park from rear of buildings.

From the South, take I-75 North to exit 169. Turn left onto Arkwright Road. Turn right at the third traffic light. Turn left at Ashley Park Office Building. You must enter and park from the rear of buildings.

PSI Tifton

251 Southwell Blvd, Suite A

Tifton, GA 31794

I-75 S / GA-401 S. Take the Southwell Blvd exit- Exit 59. Turn Left onto CR-204 / Southwell Blvd. Continue to follow Southwell Blvd.



REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in and identification. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide 2 forms of identification. One must be a VALID form of government issued identification (driver's license, state ID, passport), which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the Examination Registration Form and your Registration Confirmation Notice.

If you cannot provide the required identification, you must call (855) 744-0314 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.*

SECURITY PROCEDURES

The following security procedures will apply during the examination:

- Candidates may take only approved items into the examination room.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include, but are not limited to**, the following items:
 - **Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.**
 - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats are not permitted in the testing room. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.**
 - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
 - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Although secure storage for personal items is provided at the examination site for your convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the examination site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage

provided will be effective in protecting such items. If you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI's sole discretion.

- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers.



TEST QUESTION SCREEN

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

EXPERIMENTAL QUESTIONS

In addition to the number of questions per examination, a small number of five to ten “experimental” questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

EXAMINATION REVIEW

PSI, in cooperation with the Georgia State Board of Hearing Aid Dealers and Dispensers, will be consistently evaluating the examination being administered to ensure that the examination accurately measures competency in the required knowledge areas. While taking the examination, examinees may submit comments on any questions. Comments may be entered by clicking the Comments link on the function bar of the test question screen.

These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. **This is the only review of examination materials available to candidates.**

SCORE REPORTING

Your score report will be mailed to you within 4-8 weeks after you take the examination.

EXAMINATION INFORMATION

Examination Title	Exam Fee
State Audiogram Interpretation/Laws and Rules Licensing Examination	\$60
State Audiogram Interpretation Licensing Examination Portion (Only)	\$30
State Laws and Rules Licensing Examination Portion (Only)	\$30
Georgia Hearing Instrument Practical Examination	\$400

It is not possible to produce a single list of references, which will provide all the knowledge required to pass the examinations. You may wish to review materials that cover the content areas. Candidates may visit the website for a current copy of the Georgia Laws and Rules for Hearing Aid Dealers and Dispensers at

<https://sos.ga.gov/georgia-board-hearing-aid-dealers-and-dispensers>



<https://test-takers.psiexams.com/gamb>

STATE LICENSING EXAMINATION

Section XIII - Audiogram Evaluation Examination: The examination consists of 24 multiple-choice items. You will be shown various audiogram images and be required to read, interpret, and answer questions based on those images.

You will have 40 minutes to complete this portion of the examination. You must answer 17 of the 24 questions correctly to pass the Audiogram (Section XIII) portion of the examination.

Section XIV - Laws and Rules Examination: This examination consists of 30 multiple choice items. You are required to demonstrate adequate knowledge of applicable Georgia rules and ethics promulgated by the Georgia State Board and with state law. Candidates may visit the Georgia Board of Hearing Aid Dealers and Dispensers website at <http://sos.ga.gov/index.php/licensing/plb/24> to access a copy of the laws (Title 43, Chapter 20) and rules (Chapter 276).

You will have 40 minutes to complete this portion of the examination. You must answer 22 of the 30 questions correctly to pass the Laws and Rules (Section XIV) portion of the examination.

Candidates failing any part of the examination must retake and pass that portion in order to become licensed.

INTERNATIONAL LICENSING EXAMINATION (ILE)

For information on the national licensure examination - *International Licensing Examination (ILE) for the Hearing Instrument Dispenser*, please visit the IHS website at https://myhome.ihinfo.org/myhome/Licensing_Exam/ILE_Home.aspx.

GEORGIA HEARING INSTRUMENT PRACTICAL EXAMINATION

For information on the practical licensure examination go to: <https://sos.ga.gov/georgia-board-hearing-aid-dealers-and-dispensers>

PRACTICAL EXAMINATION CONTENT OUTLINE

- **Section 1: Otoscopy and Ear Impression**
 - Explain otoscopy to patient/client
 - Perform otoscopy & document findings
 - Explain ear impression to patient/client
 - Otoblock selection and placement
 - Impression preparation, execution, and removal
 - Evaluation of impression
 - Infection control throughout
- **Section 2: Audiometric Evaluation**
 - Biologic check
 - Audiometric tests - instructing patient/client, completing test, documenting results:
 - Pure tone: AC and BC testing, unmasked and masked; LDL

- Speech: MCL; UCL; SRT, unmasked and masked; WR, unmasked and masked
 - Infection control throughout
- **Section 3: Audiometric Interpretation**
 - Interpret type, degree, symmetry, and configuration of the hearing loss
 - Assess if PTA and SRT are in agreement
 - Determine if amplification should be recommended
- **Section 4: Hearing Aid Selection, Fitting, and Follow-Up**
 - Based on test results, recommend appropriate style of hearing aid, coupler, and venting.
 - Create electronic patient/client file and enter the audiometric and demographic data.
 - Connect hearing aid to software and perform initial fitting.
 - Answer a series of 5 hearing aid delivery and/or follow-up questions.
- **Section 5: Verification**
 - Place probe tube, probe tube mic assembly, and hearing aid correctly in the ear.
 - Assess probe tube placement via graphs
 - Assess if a fitting is meeting target at certain frequencies via REAR graph
 - Assess if MPO has been exceeded via REAR graph
- **Section 6: Hearing Aid Troubleshooting**
 - Provide fixes to common hearing aid problems - 6 questions:
 - 2 physical adjustments
 - 2 software adjustments
 - 2 counseling recommendations
 - Assess 3 broken/damages/non-functioning hearing aids and determine what is wrong with them.

WHAT TO BRING

Below is a checklist of items required for the exam. **Your licensing agency may require you to bring additional supplies or equipment. Read all information provided thoroughly to ensure you take everything you need to your exam appointment.** It is the purview of your licensing agency to determine protocols to follow if you forget something.

You must bring:

- Infection control supplies
- Ear impression supplies including an otoscope
- Functioning and calibrated (bring calibration certificate) audiometer with supra-aural or insert earphones
- Recorded speech materials
- A functioning hearing aid and corresponding programming device
- Laptop equipped with stand-alone fitting software corresponding to the hearing aid above
- Listening stethoscope
- Functional batteries in sizes: 10, 13, 312, 675
- Battery tester
- One subject/model not associated with the hearing industry



[illegible]

Mailing Address:

Number, Street Apt/Ste

City

State

Zip Code

-

Telephone: Home - Office -

Email: _____@_____

Examination Title	Exam Fee
☐ State Audiogram Interpretation/Laws and Rules Licensing Examination	\$60
☐ State Audiogram Interpretation Licensing Examination Portion (Only)	\$30
☐ State Laws and Rules Licensing Examination Portion (Only)	\$30
☐ Georgia Hearing Instrument Practical Examination	\$400

Georgia Hearing Instrument Practical Exam Dates (all Saturday's)	
☐	November 18, 2023
☐	December 16, 2023
☐	January 20, 2024
☐	February 17, 2024
☐	March 16, 2024
☐	April 20, 2024
☐	May 18, 2024
☐	June 15, 2024
☐	July 20, 2024
☐	August 17, 2024
☐	September 21, 2024
☐	October 19, 2024
☐	November 16, 2024
☐	December 21, 2024

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