



PSI Services LLC

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

Before scheduling your examination, be sure you understand the contents of this bulletin. please retain and use it as a reference when contacting PSI.

# Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board Written 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/cahear>.

## PURPOSE

The purpose of the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board (hereafter, the Board) Candidate Information Bulletin is to provide you with specific information about the hearing aid dispensers written examination process and an overview of content areas in which candidates will be examined. See the Board's website [www.speechandhearing.ca.gov](http://www.speechandhearing.ca.gov) for information regarding the practical examination.

## OBJECTIVE OF THE BOARD

State licensing boards are mandated to protect the public by developing licensing examinations that test for minimum competency for those who wish to provide professional services to the public. These examinations require candidates to demonstrate that they possess the minimum knowledge, skills, and abilities (KSAs) that are necessary to perform safely and effectively in independent practice without supervision.

Section 3306 of the Business and Professions Code defines the practice of hearing aid dispensing as:

“. . . those practices used for the purpose of selection and adaptation of hearing aids, including direct observation of the ear, testing of hearing in connection with the fitting and selling of hearing aids . . . , taking of earmold impressions, fitting or sale of hearing aids, and any necessary post-fitting counseling.”

Examinations administered by the Board test candidates with regard to the KSAs necessary to perform each job task safely and competently. The written examination is designed to assess the candidate's knowledge as *applied* to job activities of hearing aid dispensers *in actual practice*.

## EXAMINATION DEVELOPMENT

The Board's written examination is developed and maintained with the assistance of the testing specialists of the Department of Consumer Affairs (DCA), Office of Professional Examination Services (OPES). The OPES examination development and validation specialists are experts in testing and measurement methodologies. Their responsibility is to ensure that professional testing standards are followed and that the examinations are psychometrically sound, job related, and legally defensible.

California licensed hearing aid dispensers are trained by these testing specialists and participate in workshops where examinations are developed. The licensed dispensers are referred to as "Subject Matter Experts" (SMEs). These SMEs write and review multiple-choice questions based specifically on the examination plan, which is a result of the most recent occupational analysis.

The cooperative efforts among the members of the hearing aid dispenser profession, the test development specialists, and the Board are necessary to maintain the integrity of the licensure examination process.

## APPLYING FOR THE WRITTEN EXAMINATION

A candidate must have a high school diploma or its equivalent, submit to a background check, and be 18 years old at the time of application to sit for the written examination. If the above requirements are met, the candidate may complete the Hearing Aid Dispenser license application and submit the required fees to the Board for processing.

## EXAMINATIONS BY PSI LICENSURE: CERTIFICATION

The Department of Consumer Affairs, the Board, has contracted with PSI Services LLC (PSI) to conduct its written examination program. PSI provides examinations through a network of computer examination centers in California and ten additional nationwide sites.

All questions and requests for information about examinations should be directed to PSI.

PSI Services LLC

(877) 392-6422 • TTY (800) 735-2929

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

Eligibility for the examination is determined by the Board.

**Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board**

1601 Response Road, Suite 260

Sacramento, CA 95815

Telephone: (916) 287-7915

[www.speechandhearing.ca.gov](http://www.speechandhearing.ca.gov)

## EXAMINATION SCHEDULING PROCEDURES

After the Board receives and processes your written examination application and fee, it notifies PSI of your eligibility to test. PSI then sends you a Notice of Eligibility (see back cover) and this bulletin. The process takes approximately *four-six* weeks to complete.

Once you have been approved by the Board, you are responsible for contacting PSI to schedule an appointment to take the examination. You may do so via the Internet at <https://test-takers.psiexams.com/cahear>, or schedule over the telephone at (877) 392-6422.

Once you are notified that you are eligible to take the written examination, you **MUST** sit for the examination within one year, or you need to reapply with the Board.

**If you hold a trainee license you must take the written exam within 10 months of the issuance of your trainee license.** Failure to take the written exam within ten months will invalidate your trainee license and you may not continue using this license.

In most California testing centers, testing does not take place on the following major holidays:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
Presidents Day	Day After Thanksgiving
Memorial Day	Christmas Day
Juneteenth	Day After Christmas
Independence Day	

### INTERNET SCHEDULING

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, <https://test-takers.psiexams.com/cahear>. You may schedule for a test via the Internet 24 hours a day. **You will be required to create an account before you are able to schedule via the internet. Your Social Security number will be your candidate identification number.**

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.

### TELEPHONE SCHEDULING

Call PSI at (877) 392-6422, Monday through Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time, to schedule your appointment for the test. **Your Social Security number will be your candidate identification number.** TDD service is available at (800) 735-2929.

### CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee ***if your cancellation notice is received two (2) days prior to the scheduled examination date.*** For example, for a 9:00 a.m. Monday appointment, the cancellation notice would need to be received **before 9:00 a.m.** on the previous Saturday. You may call PSI at (877) 392-6422 or use the PSI Website.

**Note:** A voicemail or email message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly to a Customer Service Representative.

### MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if:

- You do not cancel your appointment two days before the scheduled examination date;
- You do not appear for your examination appointment;
- You arrive after examination start time;
- You do not present proper identification when you arrive for the examination.

### RE-EXAMINATION

Candidates who fail the written examination are eligible to retake the examination at their convenience. You will be given an application to re-take the written examination at

the testing center or you may obtain one by calling the Board at (916)287-7915.

The written examination application and fee must be submitted directly to the Board. Candidates will receive a Notice of Eligibility (Candidate Information Bulletin) from PSI after the Board receives and processes the written re-examination application and fee. The process takes approximately ***four-six*** weeks to complete.

### 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 (877) 392-6422. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. You will be rescheduled at no additional charge.

### SOCIAL SECURITY NUMBER CONFIDENTIALITY

PSI will use your social security number only as a candidate identification number in maintaining your records and reporting your examination results to the state. A Federal law requires state agencies to collect and record the social security numbers of all licensees/registrants of the professions licensed/registered by the state.

## **SPECIAL ACCOMMODATIONS AVAILABLE**

Candidates with a physical or mental impairment that substantially limits a major life activity may be eligible for accommodations in the testing process to assure that the tests accurately reflect skills, knowledge or abilities. "Major life activities" include walking, seeing, hearing, speaking, breathing, learning, working, caring for one's self, and performing manual tasks.

If you require special accommodations, you must submit a completed Special Accommodations Request form to the Board. This form requires you to describe the nature of disability and its limitations related to the examination, the type of accommodation or modification, and supporting documentation. The supporting documentation must bear the name, professional title, original signature, license number and telephone number of your physician, medical authority or other qualified professional.

PSI is fully compliant with the Americans with Disabilities Act and provides reasonable accommodations for candidates whose request for special accommodations has been granted by the Board. Reasonable accommodations are those that do not fundamentally alter the examination or results. Any auxiliary aids and services provided must be approved by the Board. Scheduling services are available for the hearing-impaired via PSI's Telecommunications Device for the Deaf (TDD) by calling **(800) 735-2929**.

## EXAMINATION SITE LOCATIONS

[CLICK HERE FOR THE TEST SITE PHONE NUMBERS](#)

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

### AGOURA HILLS

30851 AGOURA RD SUITE 302  
AGOURA HILLS, CA 91301

FROM THE EAST: TAKE US-101 N/VENTURA FWY WEST TO REYES ADOBE RD (EXIT 38). TURN LEFT ONTO REYES ADOBE RD. TURN RIGHT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE RIGHT.

FROM THE WEST: TAKE US-101 S TO LINDERO CYN RD (EXIT 39). TURN RIGHT ONTO LINDERO CANYON RD. TURN LEFT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE LEFT.

### ATASCADERO

7305 MORRO RD, SUITE 201A  
ATASCADERO, CA 93422

FROM US-101 N, TAKE THE CA-41 EXIT (EXIT 219) TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. TURN LEFT ONTO CA-41/MORRO RD.

FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT (EXIT 219), TURN RIGHT ONTO CA-41/MORRO RD.

### BAKERSFIELD

5405 STOCKDALE HIGHWAY  
SUITE 103  
BAKERSFIELD, CA 93309

FROM INTERSTATE 5-SOUTH, TAKE THE STOCKDALE HIGHWAY EXIT (EXIT 253). TURN RIGHT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

FROM INTERSTATE 5-NORTH TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CALIFORNIA 99 NORTH VIA EXIT 221 TOWARD BAKERSFIELD/FRESNO. TAKE THE CALIFORNIA 58 EAST EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CALIFORNIA STATE UNIVERSITY/STOCKDALE HIGHWAY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE ROAD, TURN SLIGHT LEFT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

### CARSON

17420 S. AVALON BLVD, SUITE 205  
CARSON, CA 90746

FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).

FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT-HAND SIDE. (SAME PARKING LOT AS CARL'S JR).

### DIAMOND BAR

21660 EAST COPLEY DR SUITE 215  
DIAMOND BAR, CA 91765

FROM I-10 E, TAKE THE GRAND AVE EXIT (EXIT 38A). TURN RIGHT ONTO S GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR.

FROM 60 WEST, TAKE GRAND AVE EXIT (EXIT 24B).

TURN LEFT ONTO GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR. 21660 COPLEY DR, STE 260 IS ON THE LEFT.

### EL MONTE - SANTA FE SPRINGS

10330 PIONEER BOULEVARD, SUITE 285  
SANTA FE SPRINGS, CA 90670

FROM THE I-5 NORTH TAKE NORWALK BLVD (EXIT 121), TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD, TESTING CENTER WILL BE ON YOUR RIGHT.

### FRESNO

351 E. BARSTOW AVE, SUITE 101  
FRESNO, CA 93710

FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT-HAND SIDE.

FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE. TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.

### IRVINE

8 CORPORATE PARK, SUITE 200  
IRVINE, CA 92606

FROM I-405 S - USE THE 2ND LANE FROM RIGHT TO TAKE EXIT 7 FOR JAMBOREE RD, THEN USE THE LEFT 2 LANES TO TURN LEFT ONTO JAMBOREE RD. GO ABOUT 1.5 MILES THEN TURN RIGHT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

FROM I-5 S - TAKE EXIT 100 FOR JAMBOREE RD. USE THE 2ND FROM RIGHT LANE TO TURN RIGHT ONTO JAMBOREE RD. TAKE THE RAMP TO JAMBOREE RD THEN KEEP LEFT AT THE FORK TO CONTINUE ONTO JAMBOREE RD. GO ABOUT 2.2 MILES THEN TURN LEFT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

ONCE PARKED, PROCEED THROUGH THE FRONT ENTRANCE AND TAKE THE ELEVATOR TO THE SECOND FLOOR. THE TEST CENTER IS IN SUITE 200.

### LAWNDALE

THE BAYTOWER CORPORATE CENTER  
15901 HAWTHORNE BLVD, SUITE 330  
LAWNDALE, CA 90260

FROM I-55, MERGE ONTO CA-110S, WHICH BECOMES I-110S. MERGE ONTO I-105W. TAKE THE I-405S/I-405N EXIT AND MERGE ONTO I-405S. TURN RIGHT ONTO INGLEWOOD AVE. TURN LEFT ONTO MANHATTAN BEACH BLVD. TURN RIGHT ONTO HAWTHORNE BLVD.

### REDDING

2861 CHURN CREEK, UNIT C  
REDDING, CA 96002

FROM I-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO I-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO I-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

### RIVERSIDE

7888 MISSION GROVE PARKWAY S., SUITE 130  
RIVERSIDE, CA 92508

FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKY W.

FROM THE HIGH DESERT/SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY, AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE

60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWY S.

#### **SACRAMENTO**

8950 CAL CENTER DR, SUITE 158  
BUILDING TWO  
SACRAMENTO, CA 95826

FROM US-50 E: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE RIGHT 2 LANES TO TURN RIGHT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

FROM US-50 W: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

#### **SAN DIEGO**

5440 MOREHOUSE DRIVE, SUITE 3100  
SAN DIEGO, CA 92121

FROM 1-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.

FROM 1-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (ON TOP OF THE AT&T BUILDING) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL.

#### **SAN FRANCISCO**

150 EXECUTIVE PARK BLVD., STE 2400  
SAN FRANCISCO, CA 94134

I-80 W BECOMES US-101 S. TAKE EXIT 429A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

#### **SANTA CLARA**

2936 SCOTT BLVD  
SANTA CLARA, CA 95054

FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT- EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.

#### **SANTA ROSA**

160 WIKIUP DRIVE, SUITE 105  
SANTA ROSA, CA 95403

FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

#### **UNION CITY**

32960 ALVARADO-NILES RD, SUITE 650  
UNION CITY, CA 94587

FROM I-880 N - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN RIGHT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT

INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT. FROM 1880 S - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN LEFT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.

#### **VENTURA**

4245 MARKET ST, SUITE 208  
VENTURA, CA 93003

FROM US-101N, TAKE THE TELEPHONE ROAD (EXIT 65). TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.

#### **VISALIA**

3400 W MINERAL KING AVE, SUITE D  
VISALIA, CA 93291

FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT'L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1<sup>ST</sup> LEFT ONTO W MINERAL KING AVENUE.

#### **WALNUT CREEK**

175 LENNON LANE, SUITE 203  
WALNUT CREEK, CA 94598

FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.

## **OUT-OF-STATE EXAMINATION SITE LOCATIONS**

#### **ALBUQUERQUE**

9550 SAN MATEO BLVD, N.E., SUITE G  
ALBUQUERQUE, NM 87113

FROM I-25 S - TAKE EXIT 234 NM-556/ROY AVE TOWARD TRAMWAY RD. CONTINUE ONTO PAN AMERICAN FRONTAGE RD S FOR .2 MILES CONTINUE ONTO PAN AMERICAN FREEWAY NE AND GO .4 MILES. TURN RIGHT ONTO VENICE AVE NE AND GO .3 MILES. THE PSI OFFICE IS THE LAST BUILDING ON THE LEFT BEFORE YOU REACH SAN MATEO. THE MAIN ENTRANCE THAT FACES SAN MATEO IS WHERE TEST TAKERS WILL ENTER. THE ENTRANCE FACING VENICE AVE WITH BE WHERE LICENSING CANDIDATES WILL REPORT.

#### **ATLANTA (MARIETTA)**

2100 ROSWELL ROAD NE, SUITE 2128  
MARIETTA, GA 30062

FROM I-75 NORTHBOUND, TAKE EXIT #263 - THE 120 LOOP, EAST TOWARD ROSWELL. DRIVE APPROXIMATELY 1.5 MILES (PAST POWERS FERRY AND LOWER ROSWELL ROADS) AND EXIT RIGHT TOWARD ROSWELL. MAKE A RIGHT AT THE LIGHT OFF OF THE EXIT AND ONTO ROSWELL ROAD. PAVILIONS AT EAST LAKE SHOPPING CENTER IS 1/2 MILE ON RIGHT.

#### **BRONX**

34 MARCONI STREET, SUITE 210  
BRONX, NY 10461

\*\*PRESS IN THE CODE 26 TO ACCESS SUITE AFTER ARRIVAL AT BUILDING\*\*

HEAD NORTH ON HUTCHINSON RIVER PKWY N. TAKE EXIT 3W FOR PELHAM PKWY W. MERGE ONTO BRONX AND PELHAM PKWY. USE THE RIGHT LANE TO TAKE THE HUTCHINSON PKWY S RAMP TO WHITESTONE BR QUEENS. MERGE ONTO HUTCHINSON RIVER PKWY S. TAKE EXIT 2 TOWARD WESTCHESTER AVE/E TREMONT AVE. TAKE A SLIGHT RIGHT TOWARDS WATERS PL. TURN RIGHT ONTO WATERS PL. TURN RIGHT ONTO MARCONI ST. THE OFFICE WILL BE ON YOUR LEFT.

ENTER THE FRONT ENTRANCE PRESS 26 TO ACCESS. AFTER ENTRANCE INTO BUILDING TAKE THE STAIRS OR ELEVATOR TO THE SECOND FLOOR.

WE ARE IN SUITE 210. IF TAKING THE STAIRS, TAKE A LEFT ONCE YOU REACH THE SECOND FLOOR. THE OFFICE IS AT THE TOP OF THE RAMP. FROM THE ELEVATOR, TAKE 2 RIGHTS. THE OFFICE IS AT THE TOP OF THE RAMP.

#### **CENTENNIAL**

12150 E. BRIARWOOD AVE, SUITE 270  
CENTENNIAL, CO 80112

EXIT I-25 AT ARAPAHOE ROAD. HEAD EAST ON ARAPAHOE (AWAY FROM THE MOUNTAINS) TO PEORIA (5 TRAFFIC LIGHTS). TURN RIGHT ON PEORIA AND LEFT ON BRIARWOOD.

#### **CHARLOTTE**

TYVOLA EXECUTIVE PARK 1  
5701 WESTPARK DR, #101  
CHARLOTTE, NC 28217

FROM I-77S TOWARDS COLUMBIA, EXIT TYVOLA ROAD (EXIT #5). TURN LEFT AT TYVOLA ROAD. MAKE A RIGHT AT WESTPARK DR.

FROM I-77N, EXIT TYVOLA ROAD (EXIT #5). BEAR RIGHT AT TYVOLA ROAD. TURN RIGHT AT WESTPARK DR.

#### **CHERRY HILL**

901 LINCOLN DR W, SUITE 130  
MARLTON, NJ 08053

FROM NJ-73 NORTH - TAKE THE RAMP ON THE ON THE RIGHT FOR NJ-73 NORTH AND HEAD TOWARDS NEW JERSEY TURPIKE/PALMYRA/TACONY. GO 1.6 MILES THEN BEAR RIGHT TO TURN ONTO LINCOLN DR EAST. TURN LEFT ONTO LINCOLN DR E, WHICH THEN TURNS INTO LINCOLN DR. AT THE LIGHT, GO STRAIGHT ONTO LINCOLN DR WEST.

#### **CHICAGO**

332 S. MICHIGAN AVENUE  
SUITE 525  
CHICAGO, IL 60604

TAKE US-41S WHICH BECOMES I-94E. TAKE THE W JACKSON BLVD EXIT (51F). TURN LEFT ON W JACKSON BLVD. TURN RIGHT ON S MICHIGAN AVE.

#### **DALLAS**

1701 N COLLINS BLVD, SUITE 130  
RICHARDSON, TX 75080

FROM US-75 NORTH TAKE EXIT 26 ONTO N. CENTRAL EXPRESSWAY TOWARD COLLINS BLVD./CAMPBELL RD. TURN LEFT ONTO CAMPBELL RD. TURN LEFT ON COLLINS BLVD. BUILDING IS ON RIGHT.

#### **HOUSTON (NORTHWEST)**

9800 NORTHWEST FREEWAY  
SUITE 200

HOUSTON, TX 77092

FROM HWY 290 DRIVING SOUTHEAST, MERGE ONTO LOOP 610 NORTH. EXIT AT T.C.JESTER AND THEN U-TURN UNDER LOOP 610. STAY ON THE FEEDER ROAD, SHERATON HOTEL IS ON THE RIGHT AS THE ROAD CURVES RIGHT. TURN INTO THE PARKING LOT IMMEDIATELY AFTER THE SHERATON HOTEL AND BEFORE THE OFFICE BUILDING. CENTER IS ON THE 2ND FLOOR.

#### **MILFORD**

500 BIC DRIVE

SUITE 101

MILFORD, CT 06461

FROM HIGHWAY I-95 EXIT 35. GO TOWARD BIC DRIVE. GO .5 MILES TO 500 BIC DRIVE WHICH IS AT GATE 1 OF THE FORMER BIC COMPLEX. GO TO THE REAR OF THE LOT AND PARK. WALK DOWN THE HILL IN FRONT OF THE BUILDING AND ENTER THE FRONT DOOR. SIGNS WILL DIRECT YOU TO SUITE 101 (PSI).

#### **NASHVILLE**

THE OAKS

1102 KERMIT DRIVE, SUITE 101

NASHVILLE, TN 37217

FROM I-40 EAST: TAKE EXIT ONTO I-24 (EXIT 213-A). TAKE MURFREESBORO ROAD AT THE FIRST EXIT (EXIT 52). STAY IN THE RIGHT LANE ON THE RAMP, AS THE EXIT APPEARS WHILE YOU ARE STILL IN THE CURVE. ON MURFREESBORO, STAY IN THE LEFT LANE. YOU

WILL PASS DAYS INN AND SUPER GIGANTE GROCERY ON YOUR RIGHT. TURN LEFT ONTO KERMIT DRIVE WHEN THERE IS A MCDONALDS ON YOUR RIGHT. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

FROM I-40 WEST: TAKE EXIT ONTO BRILEY PARKWAY, TURN LEFT ONTO BRILEY PWY. EXIT ONTO MURFREESBORO RD. STAY IN THE RIGHT LANE. TURN RIGHT ONTO KERMIT DRIVE. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

#### **OLATHE**

18000 W. 105TH ST.

CORPORATE RIDGE OFFICE PARK

OLATHE, KS 66061

FROM EAST - TAKE I-435 W TO K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.

FROM NORTH - TAKE I-35 S TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.

FROM WEST OF I-35, TAKE I-435 S, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.

FROM SOUTH - TAKE I-35 N TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.

FROM WEST - TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN RIGHT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT. PLEASE PARK IN THE SPOTS DESIGNATED FOR VISITORS/TESTERS AT THE FRONT OF THE BUILDING.

#### **PHIDELPHIA**

ONE BALA AVENUE, SUITE 310

BALA CYNWYD, PA 19004

FROM I-76 EXIT CITY LINE AVENUE. FOLLOW CITY LINE AVENUE SOUTH. THE BUILDING IS ON THE CORNER OF BALA AVENUE AND CITY LINE (NEXT TO THE BALA CYNWYD RAILROAD STATION). THIS IS NOT BALA PLAZA.

#### **RICHMOND**

MOOREFIELD VI BUILDING

620 MOOREFIELD PARK DRIVE

SUITE 205

RICHMOND, VA 23236

FROM I-64E, TAKE THE PARHAM RD EXIT AND TURN RIGHT. N PARHAM RD/VA-73 S BECOMES VA-150 S/CHIPPENHAM PKWY. MERGE ONTO VA-76 S/POWHITE PKWY. MERGE ONTO MIDLOTHIAN TURNPIKE WEST. TURN LEFT ON MOOREFIELD PARK DR.

#### **SOUTHFIELD (DETROIT AREA)**

2640 LAHSER ROAD, SUITE 150

SOUTHFIELD, MI 48033

FROM I-96 E MERGE ONTO I-696 E. THEN MERGE ONTO MI-10 S. TAKE THE LAHSER ROAD EXIT. KEEP LEFT AT THE FORK IN THE RAMP. TURN LEFT ONTO NORTHWESTERN HWY. TURN RIGHT ONTO LAHSER ROAD. YOU MAY ACCESS THE BUILDING FROM THE BACK USING THE NW DOOR.

#### **SPRINGFIELD**

1111 ELM STREET, SUITE 32A

WEST SPRINGFIELD, MA 01089

TAKE MASS PIKE (RT. 90). EXIT 4-WEST SPRINGFIELD/HOLYOKE. TURN RIGHT ON WEST SPRINGFIELD/RT. 5 SOUTH. CONTINUE ON RT. 5 APPROXIMATELY TWO MILES. TURN RIGHT ON ELM ST.-IMMEDIATELY AFTER SHOWCASE CINEMAS. OFFICE IS APPROXIMATELY 1/4 MILE ON THE RIGHT.

#### **TULSA**

2840 E. 51ST STREET

BRITTANY SQUARE OFFICE PARK, SUITE 215

TULSA, OK 74105

FROM I-44 EAST - TAKE EXIT NUMBER 228 (HARVARD), STAY TO THE RIGHT WHICH WILL BE WESTBOUND ON 51ST ST. IN ROUGHLY 1/2 MILE, TURN LEFT ON DELAWARE CT. THE TEST CENTER IS IN THE FIRST BUILDING ON THE LEFT MARKED "BRITTANY SQUARE OFFICE PARK".

FROM I-44 WEST - TAKE EXIT 228 TOWARDS HARVARD AVE. MERGE ONTO E SKELLY DR. USE THE 2ND FROM THE LEFT LANE TO TURN LEFT ONTO S HARVARD AVE. TURN RIGHT ONTO E 51ST ST/EAST 51ST STREET SOUTH. GO ABOUT ½ MILE THEN TURN LEFT ONTO DELAWARE CT. THE TEST CENTER IS IN THE FIRST BUILDING ON THE LEFT MARKED "BRITTANY SQUARE OFFICE PARK".

ONCE INSIDE THE BUILDING, PROCEED TO THE 2ND FLOOR. THE TEST CENTER IS IN SUITE 215.

#### **VANCOUVER**

11818 SE MILL PLAIN BLVD, STE 402

VANCOUVER, WA 98684

FROM I-205 N - TAKE EXIT 28A-B-C FOR MILL PLAIN BLVD TOWARD NE 112TH AVE AND USE THE RIGHT 2 LANES. KEEP RIGHT AT THE FORK TO CONTINUE TO CONTINUE TO EXIT 28A AND FOLLOW THE SIGNS FOR MILL PLAIN BLVD E. USE ANY LANE TO TURN RIGHT ONTO SE MILL PLAIN BLVD. TAKE A LEFT ONTO NE 120TH AVE. TAKE THE FIRST LEFT INTO CRESTWOOD BUSINESS PARK. THE PSI TEST CENTER IS LOCATED IN BUILDING 4, SUITE 402, BETWEEN SACRED STONE HOLISTIC CENTER AND REALTYONEGROUP.

#### **WEST DES MOINES**

950 OFFICE PARK RD

WEST DES MOINES, IA 50265

FROM INTERSTATE 235 (EASTBOUND OR WESTBOUND), TAKE EXIT #3 FOR 8TH STREET (WEST DM)/73RD ST (WINDSOR HTS). TURN RIGHT AT THE TRAFFIC LIGHT AND PROCEED SOUTH TO OFFICE PARK ROAD. TURN RIGHT (WEST) ON OFFICE PARK.

#### **WEST HARTFORD**

1245 FARMINGTON AVENUE, SUITE 203

WEST HARTFORD CT.

FROM I-84 WEST, TAKE EXIT 40 TOWARD CT-71/NEW BRITAIN AVE/CORBINS CORNER. TURN RIGHT ONTO RIDGEWOOD RD. TURN LEFT ONTO WOOD PONT RD. TURN LEFT ONTO TUNXIS RD. TURN RIGHT ONTO BROOKMOOR RD. TURN RIGHT ONTO BUENA VISTA RD. TURN LEFT ONTO EVERETT AVE. TURN RIGHT ONTO FARMINGTON AVE. DESTINATION IS ON THE RIGHT.

#### **WILSONVILLE**

25195 SW PARKWAY AVENUE, SUITE 105

WILSONVILLE, OR 97070

GOING SOUTH: OFF I5, TAKE EXIT 286 (ELLINGENS/BOONES FERRY RD). TURN LEFT AND CROSS BACK OVER THE FREEWAY. TURN LEFT AT 2<sup>ND</sup> SIGNAL LIGHT (PARKWAY AVE.) TURN INTO PARKWAY PLAZA PARKING LOT (ACROSS THE STREET FROM SHRINER'S). WE ARE LOCATED IN THE MAIN ENTRANCE FIRST DOOR ON THE RIGHT.

#### **WHEATRIDGE**

4891 INDEPENDENCE ST #220

WHEAT RIDGE, CO 80033

FROM I-70W, MERGE ONTO KIPLING ST/CO-391N. TURN RIGHT ONTO W 49TH AVE. TAKE THE 1ST RIGHT ONTO INDEPENDENCE ST.

## **REPORTING TO THE EXAMINATION SITE**

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the examination site and you may forfeit your examination registration fee. Even though candidates will be thumb printed, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

## **REQUIRED IDENTIFICATION AT THE EXAMINATION SITE**

You must provide one of the following valid forms of government-issued identification before you may examine:

- An unexpired State issued Driver License
- An unexpired State Department of Motor Vehicles Identification Card
- A current U.S. military-issued identification card
- An unexpired passport
- A U.S. Government-issued Passport Card

*All photographs must be recognizable as the person to whom the identification card was issued. The name on the application must match the photographic I.D. card.*

If you cannot provide the required identification, you must call (877) 392-6422 at least three 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.*

## **CALIFORNIA LAW SECURITY PROCEDURES**

Section 123 of the California Business and Professions Code states: It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;
- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;
- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.
- Communicating with any other examinee during the administration of a licensing examination.
- Copying answers from another examinee or permitting one's answers to be copied by another examinee.
- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination.
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.

## IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. The thumb print must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the test site after check-in.
2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets or hoods. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination. If the layered item is removed during the examination, you will be required to store it in the lobby while time continues to count down on your examination. Outerwear (coats, heavy jackets, vests, shawls, scarves, etc.) is not allowed in the testing rooms.
3. There are timing mechanisms available in the testing room and on the computer console to help candidates keep track of time during the test administration. Candidates are not permitted to bring watches or other timekeeping devices into the testing rooms.
4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when leaving and returning to the testing room. If a candidate's restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence. The regulatory entity will investigate and take appropriate action.
5. The following is a non-exhaustive list of personal items that are not permitted in the testing rooms:

Purses	Briefcases/daypacks/luggage
Cellular phones	Pagers
Drinks (including water)	Food/candy/snacks/gum
Good luck items	Luggage
Calculators	Reading materials
Textbooks	Notes
Any recording device	Smart devices
Electronic devices	Headphones or earphones/earbuds
Personal pens or pencils	Therapeutic items
Cameras	Over-the-counter medication
Weapons	Fashion scarves
Hats/baseball caps/visors*	Sunglasses**
Bulky, large or noisy jewelry***	Prescription drugs****

\*Headwear worn for religious purposes is subject to inspection.

\*\*Prescription and non-prescription eyeglasses may not be worn for the photo. Eyeglasses subject to inspection.

\*\*\*Jewelry that is allowed into the examination room is subject to inspection.

\*\*\*\*Drugs that are medically necessary during the pendency of the examination may be brought into the examination

site, in a container bearing a proper prescription label with the name of the candidate and of the drug; any such medication is subject to examination by a proctor upon check-in.

Examination proctors will have considerable discretion to refuse permission of clothing and/or items that compromise the integrity or security of the examination.

During the check-in process, all candidates will be asked if they possess any of the prohibited items and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates must return these items to their vehicle or other place of safekeeping. Neither PSI nor the Department of Consumer Affairs will be responsible for the items. Any candidate possessing prohibited items in the testing room will have his or her examination results invalidated, and PSI will notify the appropriate regulatory entity of the occurrence.

6. Shoes must be worn at all times and feet are not permitted on the chairs. Feet must remain on the floor during examinations.
7. Copying any portion of the examination content by any means or communicating examination content for the purpose of aiding its unauthorized reproduction, whether before, during, or after the examination, is a violation of PSI security policy and existing law. Either one may result in the disqualification or invalidation of examination results, the denial of your license, and may result in criminal prosecution.
8. If a candidate is asked by a proctor to step into the lobby during your examination, the proctor will suspend the candidate's examination, so all remaining test time will be retained.

Only candidates, and those individuals with prior regulatory entity approval, are allowed to be present in the testing sites.

If candidates require that an exception be made to ANY of the abovementioned security procedures, candidates must contact their regulatory entity PRIOR to the date of their examination. The regulatory entity must provide the exception to PSI. NO EXCEPTIONS WILL BE MADE ON THE DAY OF THE EXAMINATION.

### **TAKING THE EXAMINATION BY COMPUTER**

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

#### IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

#### 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

The “function bar” at the top of the test question screen provides mouse-click access to the features available while taking the examination.

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.

### EXAMINATION REVIEW

OPES in conjunction with the Board, will be continually evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas.

## WRITTEN EXAMINATION PASSING SCORE

The passing score is based upon minimally acceptable competence criteria that represents the skills required for entry-level practice. The passing score is reviewed annually and is established by licensed dispensers with assistance from test development specialists from the Department of Consumer Affairs.

## EXAMINATION ITEMS

The Hearing Aid Dispensers Written examination contains no fewer than 125 multiple-choice items. The examination may contain additional items for the purpose of pre-testing (up to 25 nonscoreable items). Pre-testing allows performance data to be gathered and evaluated before the items are scoreable in an examination. These pre-test (“experimental”) items, distributed throughout the examination, WILL NOT be counted for or against you in your examination score and will not be identified to you.

All of the scoreable items in the Written examination have been written and reviewed by Hearing Aid Dispensers, are based on the job-related task and knowledge statements contained in the examination plan, are written at a level that requires candidates to apply integrated education and supervised experience, are supported by reference textbooks, and have been pre-tested to ensure statistical performance standards are met.

There is only one correct answer for each item. The ‘incorrect’ answers are typically common errors and misconceptions, true but not relevant statements or incorrect statements. There are no ‘trick’ questions in the examination.

You will have 3 hours to take this examination.

## UNDERSTANDING THE WRITTEN EXAMINATION RESULTS

At the end of the written examination, your score will be shown on screen, and you will receive a printed Score Report. Scores are provided to candidates who fail but will not be provided to candidates who pass. The score reflects the number of points earned out of 125 points.

### **IF YOU PASS THE WRITTEN EXAMINATION**

Candidates who pass the written examination are eligible to take the practical examination and will be given a Practical Examination Application for the Board Practical Examination at the testing center. Information about the Practical Examination can be found on the website at [www.speechandhearing.ca.gov](http://www.speechandhearing.ca.gov).

### **IF YOU FAIL THE WRITTEN EXAMINATION**

Candidates who fail the written examination will be given an application to re-take the written examination at the testing center or you may obtain one by calling the Board at (916)287-7915. The written examination application and fee must be submitted directly to the Board.

Candidates will receive a Notice of Eligibility from PSI after the Board receives and processes the written re-examination application and fee. The process takes approximately *four-six* weeks to complete.

You can write to PSI to request a duplicate of your score report.

### FAILING SCORE REPORTS

The score report will indicate the candidate’s overall score and grade, including the number of items answered correctly. It also reveals how the candidate performed on each major section of the test as defined by the Examination Plan. The number correct in each content area is displayed. The primary purpose in providing a sub score for each part of the examination is to guide candidates in areas requiring additional preparation for re-testing.

## ABANDONMENT OF APPLICATION/INELIGIBILITY

If you do not participate in the practical examination process within one year after being notified of eligibility, your application is considered abandoned in accordance with California Code of Regulations, Sections 1399.11. In the event of abandonment, you would be required to submit a new application and fee, and meet all current requirements.

# HEARING AID DISPENSERS WRITTEN EXAMINATION CONTENT OUTLINE

## WRITTEN EXAMINATION SUMMARY

The written examination is designed to assess your knowledge and experience as *applied* to job activities of hearing aid dispensers. The *written* examination is structured into **ten** content areas that are weighted in terms of their proportion of importance in practice:

Area I	Equipment / Pre-Visit (4%)
Area II	Case History (8%)
Area III	Assessment (24%)
Area IV	Selection and Sales (13%)
Area V	Ear Impression (8%)
Area VI	Pre-Fitting (5%)
Area VII	Fitting (17%)
Area VIII	Follow-Up Care (11%)
Area IX	Counseling (10%)

Please go to the Board's website:

[www.speechandhearing.ca.gov](http://www.speechandhearing.ca.gov)

to view the details of the written examination plan that includes all of the tasks and knowledge statements associated with the ten content areas listed above.

The examination plan represents job tasks and KSAs that licensees are expected to know and perform at the time of licensure. Examination questions are developed directly from specific tasks and the KSAs associated with those tasks in the examination plan.

There are 125 questions in the written examination. Twenty-five additional questions are included as "pretest" questions. The pretest questions are presented throughout the examination and cannot be identified to candidates. The results of the pretest questions are not included in your total score.

Each of the questions is a direct question (*What, Where, Why, When, etc.*) with four choices. Only *ONE* of the four choices is the correct answer. Some questions are based upon audiograms or clinical test data related to the fitting of hearing aids.

You will have a maximum of **THREE** hours to complete the examination.

## EXAMINATION REFERENCES

The following is a brief summary of books and references that may be helpful in preparing for the written examination.

Berger, Kenneth W., The Hearing Aid: Its Operation and Development, 3<sup>rd</sup> Edition, 1984.

Chartrand, Ph.D., Max S. Hearing Instrument Counseling: Practical Applications for Counseling the Hearing Impaired. 1999: International Hearing Society.

Dillon, Ph.D., Harvey, Hearing Aids, 2001.

Donaldson, M.A., Linda L., Masking: Practical Applications of Masking Principles and Procedures. 1999: International Hearing Society.

Hawke, Michael & McCombe, Andrew, Diseases of the Ear: A Pocket Atlas, 2003.

Hodgson, William R., Hearing Aid Assessment and Use in Audiologic Habilitation, 3<sup>rd</sup> Edition, 1986.

Jerger, Susan & Jerger, James, Auditory Disorders: A Manual for Clinical Evaluation, 1981.

Katz, Ph.D., Jack, Handbook of Clinical Audiology. 5th Edition, 2001.

Martin, Ph.D., Frederick & Clark, John Greer, Introduction to Audiology. 10th Edition, 2008.

Mueller, H. Gustav & Hall, James W., Audiologists' Desk Reference, Volumes 1 & 2, 1998

Northern, Jerry L. & Downs, Marion P., Hearing in Children, 5<sup>th</sup> Edition 2002

Pollack, Michael C., Amplification for the Hearing-Impaired, 3<sup>rd</sup> Edition, 1987.

Sandlin, Ph.D., Robert E., Hearing Instrument Science and Fitting Practices. 1996: International Hearing Society.

Sandlin, Robert E., Textbook of Hearing Aid Amplification, 2<sup>nd</sup> Edition, 2000.

Skinner, Margaret W., Hearing Aid Evaluation, 1988

Stach, Brad, Comprehensive Dictionary of Audiology. 2003: International Hearing Society.

Studebaker, Gerald A. & Hochberg, Irving, Acoustical Factors Affecting Hearing Aid Performance, 2<sup>nd</sup> Edition, 1993.

Training Manual for Professionals in the Field of Hearing Instrument Sciences. 1998: International Hearing Society.

Distance Learning for Professionals in Hearing Health Sciences, 5<sup>th</sup> Edition, 1993: International Institute for Hearing Instrument Studies.

Yacullo, William S., Clinical Masking Procedures, 1996.

Zelnick, Ernest, Hearing Instrument Selection and Evaluation. 1987: International Hearing Society.

California: Laws and Rules and Regulations Related to the Practice of Hearing Aid Dispensing, Chapter 7.5 of Business & Professions Code and Chapter 3.3 of Title 16 of the Government Code.

California Civil Code Section 1793.02 Song-Beverly Consumer Warranty Act

### REFERENCE BOOKS AVAILABLE FROM:

Amazon Book Stores ([www.amazon.com](http://www.amazon.com))

International Hearing Institute for Hearing Instrument Studies  
20361 Middlebelt Road, #4  
Livonia, MI 48154  
(734) 522-7200/Fax (734) 522-0200  
(800) 521-5247  
([www.pitt.edu](http://www.pitt.edu))

## BUSINESS & PROFESSIONS CODE SECTIONS REGARDING EXAMINATION SECURITY

123. It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:
- a. Conduct which violates the security of the examination materials; removing from the examination room any examination materials without authorization; the unauthorized reproduction by any means of any of the actual licensing examination; aiding by any means the unauthorized reproduction of any portion of the actual licensing examination; paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination; obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or using or purporting to use any examination questions or materials which were improperly removed or taken from any examination for the purpose of instructing or preparing any applicant for examination; or selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.
  - b. Communicating with any other candidate during the administration of a licensing examination; copying answers from another candidate or permitting one's answers to be copied by another candidate; having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination; or impersonating any candidate or having an impersonator take the licensing examination on one's behalf.  
Nothing in this section shall preclude prosecution under the authority provided for in any other provision of law.  
In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.
  - c. If any provision of this section or the application thereof to any person or circumstances is held invalid, that invalidity shall not affect other provisions or applications of the section that can be given effect without the invalid provision or application, and to this end the provisions of this section are severable.
- 123.5 Whenever any person has engaged, or is about to engage, in any acts or practices which constitute, or will constitute, a violation of Section 123, the superior court in and for the county wherein acts or practices takes place, or are about to take place, may issue an injunction, or other appropriate order, restraining such conduct on application of a board, the Attorney General or the district attorney of the county.
- The proceedings under this section shall be governed by Chapter 3 (commencing with Section 525) of Title 7 of Part 2 of the Code of Civil Procedure.
- The remedy provided by this section shall be in addition to, and not a limitation on, the authority provided for in any other provision of law.
496. A board may deny, suspend, revoke, or otherwise restrict a license on the ground that an applicant or licensee has violated Section 123 pertaining to subversion of licensing examination.
584. No person shall violate the security of any examination, as defined in subdivision (a) of Section 123, or impersonate, attempt to impersonate, or solicit the impersonation of, another in any examination for a license, certificate, or registration to practice as provided in this division, the Osteopathic Act, or the Chiropractic Initiative Act, or under any other law providing for the regulation of any other system or method of treating the sick or afflicted in this state.

Additional exam security regulations located in:

California Code of Regulations, Title 16. Professional and Vocational Regulations, Division 13.3. Hearing Aid Dispensers Bureau of the Department of Consumer Affairs, Article 4. Examinations, § 1399.120. Examinations.

Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board  
1601 Response Road, Suite 260  
Sacramento, CA 95815  
Telephone: (916) 287-7915  
[www.speechandhearing.ca.gov](http://www.speechandhearing.ca.gov)



## STATE OF CALIFORNIA NOTICE OF ELIGIBILITY

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You are eligible to participate in the written examination for licensure as a Hearing Aid Dispenser. Your address label contains important date information. In the upper left corner of the address label (above your name) is the date your application for examination was approved; following that is the date by which you must take your examination. You must take your examination by the date specified on the label, or you will need to reapply for the examination and submit another application fee. **If you hold a trainee license, you must take the written exam within 10 months of the issuance of your trainee license.**

This bulletin is designed to provide you with information regarding examination procedures. To schedule your examination, please refer to the instructions in this bulletin.

Upon passing your written examination, you are eligible for the practical examination. You will be provided with instructions at the testing center.

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