



**PSI Services LLC**

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**COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF PROFESSIONAL AND  
OCCUPATIONAL REGULATION**

**HEARING AID SPECIALIST RULES/REGULATION 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/vaha>**

## EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed as a Hearing Aid Specialist in the Commonwealth of Virginia. To be licensed, you must pass an examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes and regulations. The Department of Professional and Occupational Regulation (Department) has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer and paper-and-pencil examination centers in Virginia. PSI works closely with the Department and its Examination Review Committee to be certain that examinations meet local, national, and international requirements in basic principles and examination development standards.

## EXAMINATION ELIGIBILITY REQUIREMENTS

Candidates will need to apply for eligibility with the Department before being allowed to take an examination. Each eligibility is good for one attempt. If you fail, you need to reapply with the Department.

Candidates should go to the Department's web page to begin the process <http://www.dpor.virginia.gov/Boards/HAS-Opticians/>

Commonwealth of Virginia  
Department of Professional and  
Occupational Regulation  
Board for Hearing Aid Specialists and Opticians  
9960 Maryland Drive, Suite 400  
Richmond, VA 23233  
(804) 367-8509  
[www.dpor.virginia.gov](http://www.dpor.virginia.gov)  
or email: [hasopt@dpor.virginia.gov](mailto:hasopt@dpor.virginia.gov)

## EXAMINATION PAYMENT AND SCHEDULING PROCEDURES

# of Questions	Minimum Passing Score	Time Allowed
25	75	1 hour

Once you are approved by the Department, you will receive an email confirmation from PSI. It is your responsibility to contact PSI to pay and schedule for the examination.

Examination Fee \$35

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE.  
THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

### ON-LINE ([HTTPS://TEST-TAKERS.PSIXAMS.COM/VAHA](https://test-takers.psiexams.com/vaha))

For the fastest and most convenient examination scheduling process, PSI recommends that you register for your examinations using the Internet. You register online by accessing PSI's registration website at <https://test-takers.psiexams.com/vaha>. 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.

### TELEPHONE (855) 340-3910

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover). PSI registrars are available Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time.



### FAX REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), including your credit card number and expiration date. Fax the completed form to PSI at (702) 932-2666. Fax registrations are accepted 24 hours a day. Please allow 4 business days to process your Registration. After 4 business days, you may go online or call PSI to schedule the examination.

### EMAIL REGISTRATION

Complete the PSI registration form (found at the end of this bulletin), including your credit card number and expiration date. Email the completed form to PSI at DPORSupport@psionline.com . Email registrations are accepted 24 hours a day.

Please allow 4 business days to process your Registration. After 4 business days, you may go online or call PSI to schedule the examination.

### STANDARD MAIL REGISTRATION

Complete the PSI registration form (found at the end of this bulletin) and send the form with the appropriate examination fee to PSI. You may pay fees by credit card (VISA, MasterCard, American Express or Discover), company check, money order or cashier's check, made payable to PSI. Print your name in the memo section of the company check, money order or cashier's check so we can ensure the payment is applied to your registration. **CASH and PERSONAL CHECKS ARE NOT ACCEPTED.**

Please allow PSI 2 weeks to process a mailed registration. After 2 weeks, you may go online or call PSI to schedule the examination.

### RESCHEDULING/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 call PSI at (855) 340-3910.

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

### RETAKE A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting results. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. You may access a registration form at <https://test-takers.psiexams.com/vaha>. You may also call PSI at (855) 340-3910.

### 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 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Are not checked in by your scheduled start time;
- Do not present proper identification when you arrive for the examination.

### EXAM ACCOMMODATIONS (ADA)

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 must follow the instructions on the Exam Accommodations Request Form at the end of this Candidate Information Bulletin.

### 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) 340-3910. 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/vaha>.

## EXAMINATION SITE LOCATIONS

Following are the examination centers where you may take the Virginia licensing examinations. Virginia candidates can only test at the examination centers listed below. They are not allowed to test out-of-state.

### ALEXANDRIA AREA

205 S. Whiting St  
The Landmark Building, Suite 608  
Alexandria, VA 22304

### FREDERICKSBURG AREA

2020 Lafayette Blvd  
Fredericksburg, VA 22401

### HARRISONBURG AREA

2322 Blue Stone Hills Drive, Suite 280  
Harrisonburg, VA 22801

### CHARLOTTESVILLE

2114 Angus Road, Suite #105-B  
Charlottesville, VA 22901

### SALISBURY AREA

1322 Belmont Avenue, Bldg #2, Suite 203  
Salisbury, MD 21801

### JOHNSON CITY

904 Sunset Drive, Ste 7A  
Johnson City, TN 37604

### RICHMOND

Moorefield VI Building  
620 Moorefield Park Drive  
Suite 205  
Richmond, VA 23236

### ROANOKE

5115 Bernard Dr, Suite 104  
Roanoke, Virginia 24018

### STAFFORD

1010 Corporate Drive, Suite 103  
Stafford, VA 22554

### TAZEWELL

165 Chamber Drive  
Tazewell, VA 24651

### VIENNA AREA

1919 Gallows Rd, Suite 360  
Vienna, VA 22182

### VIRGINIA BEACH

484 Viking Dr, Suite 105  
Virginia Beach, VA 23452

## 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, identification, and familiarizing you with the examination process. *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 **VALID (not expired) identification**. One must be a **VALID** form of government-issued identification (Driver's License, State ID, Passport, Military ID) 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 legal name that you registered under to take the examination. If the name in the PSI system does not match the name on your government-issued ID and 2<sup>nd</sup> form of ID, you will not be permitted to take the examination and the examination fee will be forfeited.**

### SECURITY PROCEDURES

The following security procedures apply during examinations:

- You will be given an LCD writing tablet at check-in that must be returned at check-out. This is to be used for notes or calculations.
- 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, 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.
- 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 to the computer and keyboard 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 using the keys, 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.

### EXAMINATION REVIEW

PSI, in cooperation with the Department, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by using the comments key on the keyboard. 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 will be given to you immediately following completion of the examination. In order to pass the examination, you must achieve a minimum score of 75%.

Your results will be given to you immediately following completion of the examination.

- If you **pass**, you will receive an examination result report which will indicate "PASS".
- If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses.

### DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com) or by calling (855) 340-3910.





# VIRGINIA HEARING AID SPECIALIST EXAMINATION REGISTRATION FORM

Be prepared with the following information before you begin the registration process. Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. Registration forms that are incomplete or not accompanied by the proper fee will be returned unprocessed. Examination fees are **not** refundable or transferable.

Last Name		Full First Name		Full Middle Name	
Social Security Number or DMV Number			Phone Number (including area code)		
_____			(_____) _____ - _____		
Mailing Address					
City		State		Zip Code	
Email Address				DOB: Month/Date/Year	

Pay by credit card, company check, money order or cashier's check, made payable to PSI. **Cash and personal checks are not accepted.**

Exam Name	Exam Fee
<input type="checkbox"/> VA HEARING AID RULES/REGULATION	\$35.00

**NOTE:** EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

If paying by credit card, check one:  VISA  MasterCard  American Express  Discover

Card No: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Card Verification No: \_\_\_\_\_ *The card verification number may be located on the back of the card (the last three digits on the signature strip) or on the front of the card (the four digits to the right and above the card account number).*

Billing Street Address: \_\_\_\_\_ Billing Zip Code: \_\_\_\_\_

Cardholder Name (Print): \_\_\_\_\_ Signature: \_\_\_\_\_

If you are registering by mail, email or fax, sign and date this registration form on the lines provided. Complete and forward this registration form with the applicable examination fee to:

PSI Services LLC \* ATTN: Examination Registration - VA HA  
3210 E Tropicana Ave \* Las Vegas, NV\* 89121  
Email DPORSupport@psionline.com  
\* Fax (702) 932-2666 \* (855) 340-3910 \* TTY (800) 735-2929 \* <https://test-takers.psiexams.com/vaha>





All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990.

Applicants with disabilities or those who would otherwise have difficulty taking the examination should request for alternative arrangements by [Clicking Here](#).

**Requirements for exam accommodation requests:**

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

**MAKE SURE YOU ARE REGISTERED FOR THE EXAMINATION BEFORE REQUESTING EXAMINATION ACCOMMODATIONS**

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Las Vegas, NV 89121

