Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
Written Examination

CANDIDATE INFORMATION BULLETIN
FOR EXAMS APRIL 1, 2014 AND AFTER

| CONTENT OUTLINE |
|-----------------|-----------------|
| Purpose          | Reporting to the Examination Site |
| Objective of the Board | Required Identification at the Examination Site |
| Examination Development | California Law Security Procedures |
| Examination Scheduling | Taking the Examination by Computer |
| Internet Scheduling | Identification Screen |
| Telephone Scheduling | Tutorial |
| Canceling an Examination Appointment | Test Question Screen |
| Missed Appointment or Late Cancellation | Examination Review |
| Re-examination | Understanding the Written Examination Results |
| Examination Site Closing for an Emergency | Abandonment of Application/Ineligibility |
| Social Security Number Confidentiality | Written Examination Content Outline |
| Special Accommodations Available | Examination References |
| Examination Site Locations | Business & Professions Code and CCR Security Sections |

Please refer to our website to check for the most updated information at www.psiexams.com.

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Revised April 2014
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 for information regarding the practical examination.

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 postfitting 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.

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.

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.

The Department of Consumer Affairs, the Board, has contracted with PSI licensure:certification (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 licensure:certification
3210 E Tropicana
Las Vegas, NV  89121
(877) 392-6422 • Fax (702) 932-2666 • TTY (800) 735-2929
www.psiexams.com

Eligibility for the examination is determined by the Board. Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
2005 Evergreen Street
Suite 2100
Sacramento, CA 95815
(916)263-2666
www.speechandhearing.ca.gov

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 www.psiexams.com, 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:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
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<tr>
<td>Labor Day</td>
<td>Closed September 4, 2017</td>
</tr>
<tr>
<td>Thanksgiving</td>
<td>Closed November 23-24, 2017</td>
</tr>
<tr>
<td>Christmas</td>
<td>Closed December 24-25, 2017</td>
</tr>
<tr>
<td>New Years Day</td>
<td>Closed January 1, 2018</td>
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<tr>
<td>Martin Luther King Jr.</td>
<td>Closed January 15, 2018</td>
</tr>
<tr>
<td>Independence Day</td>
<td>Closed July 4, 2018</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Closed May 28, 2018</td>
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**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, www.psiexams.com. 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.

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your test.
3. You will need to choose a date to complete your registration.
4. Upon successful registration, you will receive a traceable confirmation number.

**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 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.

**MISSING 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)263-2666.

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

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

ANAHEIM
2301 W. LINCOLN AVE, SUITE 252
ANAHEIM, CA 92801
(714) 254-1453
DIRECTIONS FROM LA: TAKE 5 SOUTH EXIT BROOKHURST AND TURN RIGHT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY), AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

(ORANGE COUNTY) DIRECTIONS FROM SAN DIEGO, IRVINE, MISSION VIEJO, ETC: TAKE 5N EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

IF BROOKHURST EXIT IS CLOSED: TAKE 5 N EXIT EUCLID AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS BROOKHURST AND SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

***KEEP IN MIND THAT THE EUCLID EXIT COMES FIRST AND THEN BROOKHURST.***

OR 91 FREeway: TAKE 91 W EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.

ATASCADERO
7305 MORRO RD, SUITE 201A
ATASCADERO, CA 93422
(805) 462-8983
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.

BURBANK
2835 N. NAOMI STREET, SUITE 110
BURBANK CA 91504
(818) 566-9882
FROM I-5 SOUTH: TAKE HOLLYWOOD WAY EXIT 149. KEEP LEFT TO TAKE THE RAMP TOWARD WOODBURY UNIVERSITY. TURN LEFT ONTO N. HOLLYWOOD WAY. TURN RIGHT ONTO N. GLENOAKS BLVD. TURN RIGHT ONTO N. NAOMI ST. 2835 N NAOMI ST IS ON THE RIGHT.

FROM I-5 NORTH: TAKE BUENA VISTA STREET EXIT 148. TURN LEFT ONTO N. BUENA VISTA. TURN LEFT ONTO N. GLENOAKS BLVD. TURN LEFT ONTO N. NAOMI ST. 2835 N NAOMI ST IS ON THE RIGHT.

CARSON
17420 AVALON BLVD, SUITE 205
CARSON, CA 90746
(310) 217-1066
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 HANDSIDE. (**SAME PARKING LOT AS CARL’S JR).**

EL MONTE - SANTA FE SPRINGS
10330 PIONEER BOULEVARD, SUITE 285
SANTA FE SPRINGS, CA 90670
(562) 325-8113
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, SUITE 101
FRESNO, CA 93710
(559) 221-9006
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.

HAYWARD
24301 SOUTHLAND DRIVE, SUITE B-1
HAYWARD, CA 94545
(510) 784-1114
FROM I-880 N TOWARD OAKLAND, TAKE THE WINTON AVENUE EXIT. MERGE ONTO W WINTON AVE TOWARD HEALD COLLEGE. TURN LEFT ONTO SOUTHLAND DR.

FROM I-880 S TOWARD SAN JOSE/SAN MATEO BR, TAKE THE WINTON AVE WEST EXIT TOWARD HEALD COLLEGE. MERGE ONTO W WINTON AVE. TURN LEFT INTO SOUTHLAND DR.

REDDING
2861 CHURN CREEK, UNIT C
REDDING, CA 96002
(530) 221-0945
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 WARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO 1-5 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 WARDS REDDING, START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/C-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO 1-5 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
951-789-0348
FROM THE CA-91W TOWARD RIVERSIDE/BECH 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 PKWY.

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
9719 LINCOLN VILLAGE DR.
BUILDING 100, SUITE 100
SACRAMENTO, CA 95827
(916) 363-6455
FROM SAN FRANCISCO/VALLEJO ON I-80 E, TAKE US 50 E TOWARD SACRAMENTO/SOUTH LAKE TAHOE. TAKE BRADSHAW ROAD, EXIT 13, TURN RIGHT ONTO BRADSHAW ROAD. TURN IMMEDIATE LEFT ONTO LINCOLN VILLAGE DR.

SAN DIEGO
5440 MOREHOUSE DRIVE, SUITE 2300
SAN DIEGO, CA 92121
(858) 550-5940
FROM I-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 I-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
(415) 330-9700
I-80 W BECOMES US 101 S. TAKE EXIT 429 A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

SANTA ROSA
160 WIKIUP DRIVE, SUITE 105
SANTA ROSA, CA 95403
(707) 544-6723
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.

SANTA CLARA
2936 SCOTT BLVD
SANTA CLARA, CA 95054
(408) 844-0008


VENTURA
4245 MARKET ST, SUITE 208
VENTURA, CA 93003
(805) 650-5220
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
(559) 627-6700
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 1ST LEFT ONTO W MINERAL KING AVENUE.

WALNUT CREEK
175 LENNON LANE, SUITE 203
WALNUT CREEK, CA 94598
(925) 906-9165
FROM I-5 N, 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 ON LENNON LANE.

OUT-OF-STATE EXAMINATION SITE LOCATIONS

The following out-of-state sites will also offer this examination.

ALBUQUERQUE
2301 YALE BLVD, SE
BUILDING C, SUITE 4
ALBUQUERQUE, NM 87106
FROM INTERSTATE 25, TAKE THE GIBSON BLVD EXIT AND TRAVEL EAST ON GIBSON BLVD UNTIL YOU REACH YALE BLVD SOUTHEAST. TURN RIGHT ON YALE BLVD S.E. (HEADING SOUTH), JUST PAST RENARD PLACE AND THEN TURN RIGHT INTO THE COMMERCE CENTER. THE SITE IS ACROSS THE STREET FROM THE WAFFLE HOUSE AND COMFORT INN.

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 POWER 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. THE SITE IS LOCATED IN SUITE 2128 IN THE SAME SHOPPING CENTER AS KROGERS.

FROM I-75 SOUTHBOUND, TAKE EXIT#265 - GA 120 LOOP/EAST. TURN LEFT ONTO NORTH MARIETTA PKWY. AFTER 1.4 MILES, TAKE THE RIGHT-SIDE OFF RAMP TO GA-3/ROSWELL/MARIETTA. TURN LEFT ONTO GA-120 EAST/ROSWELL RD. GO .3MILE TO PAVILIONS AT EAST LAKE SHOPPING CENTER. TURN RIGHT INTO SHOPPING CENTER. THE SITE IS LOCATED IN SUITE 2128 IN THE SAME SHOPPING CENTER AS KROGERS.

BOSTON (CHARLESTOWN)
WASHINGTON CROSSING
56 ROLAND ST, SUITE 305
CHARLESTOWN, MA 02129
FROM THE NORTH: TAKE I-93 SOUTH. EXIT 28 - BOSTON/SULLIVAN SQ./CHARLESTOWN. MERGE INTO MYSTIC AVE. TAKE I-935 RAMP TO BOSTON/SULLIVAN SQ./CHARLESTOWN (TAKE RAMP DO NOT GET ON HIGHWAY). MAKE SLIGHT LEFT TURN ON TO MAFFA WAY. MAKE SLIGHT RIGHT TURN ON TO CANTERBURY STREET. AT FIRST TRAFFIC LIGHT, MAKE LEFT ON TO CARTER STREET. TURN RIGHT ON TO ROLAND STREET. END AT 56 ROLAND. ENTER THROUGH NORTH LOBBY. DO NOT PARK IN THE BUILDING'S PARKING LOT.

FROM THE SOUTH: TAKE I-93 NORTH. EXIT 28 - RT 99/SULLIVAN SQ./SOMERVILLE. MAKE LEFT ON TO CANTERBURY ST. AT FIRST TRAFFIC LIGHT, MAKE LEFT ON TO CARTER STREET. TURN RIGHT ON TO ROLAND STREET. END AT 56 ROLAND (BUILDING ON LEFT, PARKING LOT ON RIGHT). ENTER THROUGH NORTH LOBBY. DO NOT PARK IN THE BUILDING'S PARKING LOT.

CHARLOTTE
TYVOLA EXECUTIVE PARK 1
5701 WESTPARK DR. #202
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
950 N. KINGS HWY., SUITE 301
CHERRY HILL, NJ 08034
FROM THE NEW JERSEY TPK E, EXIT 45/PHILADELPHIA/CAMDEN ONTO RT-73 N TOWARD CAMDEN/PHILADELPHIA. TAKE RAMP ONTO I-295 S TOWARD DEL MEM BR. TAKE EXIT #34B/CHERRY HILL/CAMDEN ONTO MARLTON PIKE (RT-70 W). TURN RIGHT ON KINGS HWY N (RT-41). NOTE BUILDING 950 IS BEHIND BUILDINGS #900 AND #1030.

CHICAGO
332 S. MICHIGAN AVENUE
SUITE 410
CHICAGO, IL 60604

CRANBERRY TOWNSHIP
CRANBERRY CORPORATE BUSINESS CENTER
213 EXECUTIVE DR., SUITE 150
CRANBERRY TOWNSHIP, PA 16066
FROM I-79 EXIT CRANBERRY-MARS ROUTE 228, GO WEST. CROSS OVER ROUTE 19 ONTO FREEDOM ROAD. GO THREE TRAFFIC LIGHTS THEN TURN RIGHT ONTO EXECUTIVE DRIVE. BUILDING IS DIRECTLY ACROSS FROM HAMPTON INN.

DALLAS
300 N COIT, SUITE 172
RICHARDSON, TX 75080
FROM 75 SOUTH, TAKE THE BELT LINE ROAD EXIT AND TURN RIGHT ON BELT LINE ROAD. STAY ON BELT LINE ROAD UNTIL YOU REACH COIT. TURN RIGHT ONTO N COIT. THE BUILDING IS ON THE RIGHT HAND SIDE. IF YOU ARE COMING IN FROM LBJ (1635) AND GOING NORTH ON 75, YOU WILL TURN LEFT ONTO BELT LINE AND TURN RIGHT ONTO COIT.

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.

LAS VEGAS
3210 E TROPICANA AVENUE
LAS VEGAS, NEVADA 89121
FROM I-15 - EXIT EAST ON TROPICANA. TRAVEL APPROXIMATELY 4 MILES, TURN LEFT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT. FROM I-95 - EXIT WEST ON TROPICANA. TRAVEL APPROXIMATELY 1 MILE, TURN RIGHT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT.

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
1100 KERMIT DRIVE, SUITE 103
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 GIANT 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 PKWY. EXIT ONTO MURFREESBORO RD. STAY IN THE RIGHT LANE. TURN RIGHT ONTO KERMIT DRIVE. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

NORTH OREM (PROVO)
581 WEST 1600 NORTH, SUITE C
NORTH OREM, UT 84057

NORTH SALT LAKE CITY
25 NORTH 400 WEST, SUITE 7
NORTH SALT LAKE CITY, UT 84054
(THE CITY OF NORTH SALT LAKE NOT SALT LAKE CITY PROPER. THE PSI TEST SITE IS IN DAVIS COUNTY JUST NORTH OF THE FLYING J REFINERY.) FROM SALT LAKE CITY AND THE SOUTH, MERGE ONTO I-15N. TAKE EXIT 312 AND MERGE ON TO US89 NORTH FOR ABOUT 1.8 MILES. TURN LEFT ONTO E CENTER ST AND GO WEST FOR ABOUT .6 MILES. TURN RIGHT ONTO TO 400 W. FROM THE NORTH MERGE ONTO I-15 S SALT LAKE. TAKE THE CENTER ST., EXIT 314. TURN RIGHT ONTO W CENTER ST. TURN RIGHT ONTO 400 W. FROM I-80 EAST MERGE TO I-215 NORTH. TAKE THE REDWOOD RD/UT-68 EXIT 28 AND TURN RIGHT ONTO CENTER STREET.

QUEENS
THE SHOPS AT ATLAS PARK
71-19 80TH STREET, SUITE 8307
GLENDALE (QUEENS), NY 11385
FROM I-678 S., TAKE THE J ROBINSON PKWY EXIT- EXIT 7. TAKE THE FOREST PARK DR EXIT- EXIT 4- TOWARD MYRTLE AVE / WOODHAVEN BLVD. TAKE THE RAMP TOWARD MYRTLE AVE / WOODHAVEN BLVD. TURN SLIGHT RIGHT ONTO FOREST PARK DR. TURN RIGHT ONTO MYRTLE AVE. TURN LEFT ONTO 80TH ST. GO TO 2ND LIGHT PAST MYRTLE AVE OVER SMALL OVERPASS MAKE A RIGHT INTO ATLAS PARK. MAKE A RIGHT AT TOP SIGN TO GET INTO PARKING LOT. ONCE PARKED, GO TO TOP FLOOR OF PARKING LOT, TURN RIGHT AND WALK UNTIL YOU SEE "MARKET PLAZA". TAKE ELEVATOR TO THE 3RD FLOOR. OFFICES ARE LOCATED IN THE RED BRICK BUILDING.
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

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 and re-entry into the testing room after an approved absence. If a candidate passes the examination, the thumbprint record will be destroyed. If a candidate abandons his or her application for licensure, as determined by the appropriate regulatory authority, the thumbprint will also be destroyed. If a candidate is unsuccessful, the thumbprint record will be retained by PSI to ensure proper identification on any subsequent examination attempts. If the thumbprint doesn’t match upon exit and re-entry, the candidate shall be disqualified from the examination, his or her test results invalidated, and the appropriate regulatory entity will be notified of the occurrence. The taking of the thumbprint is an additional measure to enhance examination security. The Department’s Office of Professional Examination Services shall ensure that the appropriate safeguards for the storage and destruction of the thumbprint records are in place.

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. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination.

3. There are timing mechanisms available at the test site and on the computer console to help candidates keep track of time during the test administration. Watches or other timekeeping devices are not permitted in the examination rooms.

4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when you leave the room and when you return. If a candidate’s restroom break takes longer than five minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence, which will take appropriate action.

5. The following items are not permitted in the examination rooms:
   - All personal electronic devices except those that are a medical necessity.
   - Cellular telephones, personal digital assistants (PDAs), recording devices, cameras, pagers, purses, notebooks, notebook computers, reference or readings material, music players, radios, electronic games, calculators, or briefcases.
   - Personal items including watches, backpacks, wallets, pens, pencils, or other writing devices, food, drinks (unless prior approval is obtained by your regulatory entity) and good-luck items.
   - Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, heavy jackets or overcoats.

   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 shall return these items to their vehicle or other place of safekeeping. Neither PSI, nor the Department of Consumer Affairs, shall be responsible for the items.

   Any candidate possessing the prohibited items in the examination room shall have his or her test results invalidated, and PSI shall notify the appropriate regulatory entity of the occurrence.

6. Copying or communicating examination content is a violation of PSI security policy and existing law. Either one shall result in the disqualification or invalidation of examination results, the denial of your license, and may subject the candidate to criminal prosecution.

7. If you are asked by a proctor to step into the lobby during your examination, the proctor will suspend your examination and you will not lose any remaining test time.

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.

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)263-2666. 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 subscore 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:

<table>
<thead>
<tr>
<th>Area I</th>
<th>Client History (13%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area II</td>
<td>Ear Inspection (8%)</td>
</tr>
<tr>
<td>Area III</td>
<td>Audiometric Assessment (10%)</td>
</tr>
<tr>
<td>Area IV</td>
<td>Audiometric Interpretation (17%)</td>
</tr>
<tr>
<td>Area V</td>
<td>Candidacy (10%) &amp; Selection (8%)</td>
</tr>
<tr>
<td>Area VI</td>
<td>Ear impression (4%)</td>
</tr>
<tr>
<td>Area VII</td>
<td>Evaluating Ear Instruments (10%)</td>
</tr>
<tr>
<td>Area VIII</td>
<td>Fitting (11%)</td>
</tr>
<tr>
<td>Area IX</td>
<td>Post-fitting (9%)</td>
</tr>
</tbody>
</table>

Please go to the Board’s website:

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.


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


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)

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)
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 materials, 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.
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.