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

CANDIDATE INFORMATION BULLETIN

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Revised July 2018
POURPOSE

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.

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 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

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 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:

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<th>Holiday</th>
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<tr>
<td>Independence Day</td>
<td>Closed July 4, 2018</td>
</tr>
<tr>
<td>Labor Day</td>
<td>Closed September 3, 2018</td>
</tr>
<tr>
<td>Thanksgiving</td>
<td>Closed November 22-23, 2018</td>
</tr>
<tr>
<td>Christmas</td>
<td>Closed December 24-25, 2018</td>
</tr>
<tr>
<td>New Years Day</td>
<td>Closed January 1, 2019</td>
</tr>
<tr>
<td>Martin Luther King Jr.</td>
<td>Closed January 21, 2019</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Closed May 27, 2019</td>
</tr>
<tr>
<td>Independence Day</td>
<td>Closed July 4, 2019</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 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)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**
Park Gate Center  
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.

DIRECTIONS FROM SAN DIEGO, IRVINE, MISSION VIEJO, ETC: TAKE 5N 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.

IF BROOKHURST EXIT IS CLOSED: TAKE 5N 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) 462-8893

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. GLEN Oaks 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. GLEN Oaks 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) 400-7393

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).

**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) 538-3975

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 BARSTOW 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) 901-7992

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 ONTO SOUTHLAND DR.

**REDDING**
2861 CHURN CREEK, UNIT C  
REDDING, CA 96002  
(530) 221-0945

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

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

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO 1-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRUS AVE EXIT (677). TURN LEFT ONTO E. CYPRUS AVE. TURN RIGHT ON 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 1-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE CYPRUS AVE EXIT (677). TURN LEFT ONTO E. CYPRUS AVE. TURN RIGHT ON CHURN CREEK RD.

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RIVERSIDE
7888 MISSION GROVE PARKWAY S., SUITE 130
RIVERSIDE, CA 92508
951-565-8037
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. VEE TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKWY 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
SACRAMENTO, CA 95826
916-476-5926
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 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.

SANTA CLARA
2936 SCOTT BLVD
SANTA CLARA, CA 950547
(408) 844-0008

SANTA ROSA
160 WIKUP DRIVE, SUITE 105
SANTA ROSA, CA 95403
(707) 791-3113
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 WIKUP 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 WIKUP DRIVE. FIRST DRIVEWAY ON RIGHT.

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 ON 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-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 448 TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ON LENNON LANE.

ALBUQUERQUE
2820 BROADBENT PARKWAY
SUITE E & F
ALBUQUERQUE, NM 87107
FROM I-40 W TAKE EXIT 159D, FOLLOW FRONTAGE RD. N TO MENAUL BLVD NE, MAKE A LEFT ONTO MENAUL BLDV NE, MAKE A RIGHT ONTO BROADBENT PKWY NE. BUILDING WILL BE ON THE RIGHT.

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. 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.

OUT-OF-STATE EXAMINATION SITE LOCATIONS
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-93S 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 CAMBRIDGE 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 CAMBRIDGE ST. AT FIRST TRAFFIC LIGHT, MAKE LEFT ON TO CARSTER 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

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
1701 N COLLINS BLVD, SUITE 130
RICHARDSON, TX 75080
FROM US 75 NORTH TAKE EXIT 26 ONTO N. CENTRAL EXPRESSWAY TOWARD COLLINS BLVD / CAMPELL RD. TURN LEFT ONTO CAMPELL 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.

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 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 ON 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 ON TO I-15N. TAKE EXIT 312 AND MERGE ON TO US 89 NORTH FOR ABOUT 1.8 MILES. TURN LEFT ONTO E CENTER ST AND GO WEST FOR ABOUT 6.6 MILES. TURN RIGHT ON 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 ON 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 STOP 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.

WWW.PSIEXAMS.COM
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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 in addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages...
IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. The thumbprint 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:

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

*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.

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

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.

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.
EXAMINATION REFERENCES

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


Skinner, Margaret W., *Hearing Aid Evaluation*, 1988


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)
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.
STATE OF CALIFORNIA
NOTICE OF ELIGIBILITY

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.