



PSI licensure:certification
3210 E Tropicana
Las Vegas, NV 89121
www.psiexams.com



Utah Division of Occupational
and Professional Licensing

CANDIDATE INFORMATION BULLETIN:
UTAH LAW AND RULES EXAMINATION FOR
HEARING INSTRUMENT SPECIALISTS

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To check for the most updated information, go to www.psiexams.com

GENERAL INFORMATION

The Utah Division of Occupational and Professional Licensing (DOPL) has contracted with PSI licensure:certification (PSI) to conduct its exam program.

This Candidate Information Bulletin provides you with information about taking the **UTAH LAW AND RULES EXAMINATION FOR HEARING INSTRUMENT SPECIALISTS**. This exam is a prerequisite for:

- licensure as a **Hearing Instrument Intern**; or
- licensure as a **Hearing Instrument Specialist** (if you have not previously taken this exam to become licensed as a Utah Hearing Instrument Intern)

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**EXAM Questions?**

Visit PSI at [www.psiexams.com](http://www.psiexams.com)

**Mail:** 3210 E Tropicana  
Las Vegas, NV 89121

**Toll-Free:** (800) 733-9267  
**Fax:** (702) 932-2666  
**Email:** [mschedule@psionline.com](mailto:mschedule@psionline.com)

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UTAH LICENSING Questions?

Visit DOPL at www.dopl.utah.gov/hearing_instrument.html

In-Person: Division of Occupational and Professional Licensing
Heber Wells Building, 160 East 300 South, Salt Lake City

Mail: P.O. Box 146741
Salt Lake City, Utah 84114-6741

Phone: (801) 530-6628
Toll-Free: (866) 275-3675

Submit your license application to DOPL only after completing ALL exam, education, and experience requirements for your license. Applications are available at www.dopl.utah.gov.

EXAM INFORMATION

UTAH LAW AND RULES EXAMINATION FOR HEARING INSTRUMENT SPECIALIST

- This exam is 19 questions, and you will have 45 minutes to complete it.
- To pass the exam, you must receive a score of at least 85%.
- This exam is given via computer at a PSI test site.
- You will receive your score report immediately upon completion of the exam. (You may request a duplicate score report after your exam by emailing scorereport@psionline.com, or by calling PSI at 800-733-9267.)
- If you fail the exam, you must wait 30 days before retesting.

This exam is not intended to be difficult. Its purpose is to bring to your attention specific practice issues you need to know in order to avoid violating Utah statutes and Utah rules.

The exam is OPEN BOOK. The following reference material IS allowed in the exam center:

✓ *Utah Code:*

Title 58, Chapter 46a, **Hearing Instrument Specialist Licensing Act**

http://le.utah.gov/xcode/Title58/Chapter46A/C58-46a_1800010118000101.pdf

✓ *Utah Administrative Code:*

Rule R156-46a, **Hearing Instrument Specialist Licensing Act Rule**

<https://rules.utah.gov/publicat/code/r156/r156-46a.htm>

Candidates are responsible for bringing their own references to the exam center. Reference materials may be highlighted, underlined, and/or indexed prior to the exam session. However, references may not be written in.

Any candidate caught writing in the references during the exam will have the references confiscated and will be reported to DOPL and the Hearing Instrument Specialist Licensing Board.

You may not bring in any additional papers (loose or attached) with your approved references. Any additional materials will be removed from the references and confiscated. References may be tabbed/indexed with permanent tabs only. Temporary tabs, such as Post-It notes, are NOT allowed and must be removed from the reference before the exam will begin.

If you download a reference from the Internet, it must be spiral bound or hole-punched and placed in a binder, or stapled in the left-hand corner.

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

IDENTIFICATION SCREEN

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

TUTORIAL

Before you start your exam, 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 exam time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers.

The “Function Bar” at the top of the test question provides mouse-click access to the features available while taking the exam.

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



The screenshot shows a test interface with a top navigation bar containing icons for Mark, Comments, Goto, Help, and End. Below this is a status bar with the text: "Question: 3 of 40", "Answered: 2", "Unanswered: 1", "Marked: 0", "View: All", and "Time Left(Min): 3:59". The main question area displays "3. What do the stars on the United States of America's flag represent?" followed by a text input field. Below the input field is the instruction "(Choose from the following options)" and a list of four radio button options: "1. Presidents", "2. Colonies", "3. States", and "4. Wars". At the bottom of the interface are two buttons: "<< Back" and "Next >>".

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

HOW TO REGISTER FOR AN EXAM

PSI will make every effort to schedule the exam center place and time that is most convenient for you. **If space is available in the exam center of your choice, you may schedule an exam one day prior to the date of your choice, up to 5:00 p.m. MT. Please be prepared to offer *alternate* choices.**

INTERNET REGISTRATION

For the fastest and most convenient exam scheduling process, register using PSI's Internet registration website at www.psiexams.com. Internet registration is available 24 hours a day. To register, you will need a valid credit card (VISA, MasterCard, American Express, or Discover).

1. Complete the registration form online at www.psiexams.com.
2. Upon completion of the online registration form and online submission of your payment, you will be given the available exam dates and locations for scheduling your exam. Select your desired testing date and location.

EMAIL REGISTRATION

For email registration, you will need a valid credit card (VISA, MasterCard, American Express, or Discover).

1. Complete and SIGN the Exam Registration Form at the end of this Bulletin, including your credit card number and expiration date.
2. Email the form to PSI at examschedule@psionline.com. Email registrations are accepted 24 hours a day.
3. Allow 4 business days to process your registration. After 4 business days, call PSI to schedule your exam at (800) 733-9267.

STANDARD MAIL REGISTRATION

1. Complete and SIGN the Exam Registration Form at the end of this Bulletin. **READ ALL DIRECTIONS CAREFULLY. IMPROPERLY COMPLETED FORMS ARE RETURNED UNPROCESSED.**
2. Mail your signed original form to PSI with the exam fee. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), company check, cashier's check, or money order. Make check or money order payable to PSI and print your social security number on it to ensure that your fees are properly assigned. **CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.**
3. Allow 2 weeks to process your registration. After 2 weeks, call PSI to schedule your exam at (800) 733-9267.

TELEPHONE REGISTRATION

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover).

1. Complete the Exam Registration Form at the end of this Bulletin, including your credit card number and expiration date, so that you will be prepared with the information needed.
2. Call PSI at (800) 733-9267 (Monday through Friday between 5:30 am and 8:00 pm, and Saturday and Sunday between 7:00 am and 3:30 pm, Mountain Time), and give the registrar your information written on your Exam Registration Form to schedule your exam.

EXAM CENTER LOCATIONS

Directions are generated from current mapping services. However, road construction and modifications may result in discrepancies. *If you are not familiar with the exam center area, consult a reliable map prior to your test date.*

Hurricane (St. George): **473 N. Old Highway 91, Suite 6**
Hurricane, UT 84737

From I-15N, take the UT-9 exit 16 toward Hurricane/Zion Natl. Park. Merge onto UT-9/W State St toward Hurricane. Turn left onto N 6300 W/UT-212. 473 Old Hwy 91 in Hurricane approximately 1.5 miles past the Wal-Mart Distribution Center (on the right side is Crocker Ventures Park) turn left into parking lot.

North Orem (Provo): **581 West 1600 North, Suite C**
North Orem, UT 84057

From US 89, turn right onto W Center St/UT-114. Merge onto I-15 N via the ramp on the left toward Salt Lake. Take the 1600 North exit 273. Turn east onto West 1600 North. Go one mile east.

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. This 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 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 onto Center Street.

PSI is on the Northwest corner of 400 West and Center Street.

Sunset (Ogden): **2465 N Main Street #11C**
Sunset, UT 84015

From I-15 S, take the UT-97 exit-338- toward Clinton/Roy/ Sunset. Turn right onto W 5600 S/UT-97. Turn left onto S 1900 W/UT-126. Continue to follow UT-126.

Grand Junction: **743 Horizon Court, #203**
Grand Junction, CO 81506

From I-70 West turn right onto Horizon Drive Exit, #31. Go for 0.3 miles turn right onto Horizon Ct.

From I-70 East turn left onto Horizon Drive Exit, #31 and turn right onto Horizon Ct.

From US-50 turn right on 32 RD. go for approximately 5 miles. Turn right onto I-70 Business Loop. Continue on I-70 Business Loop until it merges with US I-70. Take US I-70 West towards Green River. Take the Horizon Drive Exit #31. Turn right onto Horizon Dr. and right onto Horizon Ct.

On Horizon Ct., the site is the last Building on your right. Use the entrance on the East side of the building.

PSI also has exam centers in many other regions across the United States. You may take this exam at any of these locations. If you register for your exam on PSI's Internet website www.psi.com, you may enter your zip code and a list of the centers closest to you will appear.

ADA DISABILITY ACCOMMODATIONS

All exam 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.

Applicants with disabilities or those who would otherwise have difficulty taking the exam must fill out the form at the end of this Candidate Information Bulletin, and fax it to PSI at (702) 932-2666.

CANCELLING AN EXAM APPOINTMENT

You may cancel and reschedule an exam appointment without forfeiting your fee, **if your cancellation notice is received at least TWO days before the scheduled exam date**. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267.

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.

MISSED APPOINTMENT OR LATE CANCELLATION

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

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

EXAM CENTER CLOSING FOR EMERGENCY

If severe weather or another emergency forces the closure of an exam center on a scheduled exam date, your exam will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your exam schedule by calling (800) 733-9267. Every effort will be made to reschedule your exam at a convenient time as soon as possible. You may also check our website at www.psiexams.com.

REPORTING TO THE EXAM CENTER

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

REQUIRED IDENTIFICATION AT EXAM CENTER

You must provide 2 forms of identification to take your exam:

- One ID 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 pre-printed legal name.

If you cannot provide the required identification, you must call (800) 733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide all of the required identification at the time of the exam without notifying PSI is considered a missed appointment, and you will not be able to take the exam.*

SECURITY PROCEDURES AT EXAM CENTER

- Candidates may take only approved items into the exam room.
- All personal belongings, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the exam 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, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
 - **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.
- Person(s) accompanying an exam candidate may not wait in the exam 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 exam 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 exam room shall immediately have his or her test results invalidated, and PSI shall notify the exam sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an exam, found with unauthorized materials, or who violates any security regulations will be asked to surrender all exam materials and to leave the exam center. All such instances will be reported to the exam sponsor.
- Copying or communicating exam content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of exam results and may lead to legal action.
- Once candidates have been seated and the exam begins, they may leave the exam room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the exam.

EXAM REVIEW

PSI, in cooperation with the Utah Division of Occupational and Professional Licensing, consistently evaluates exams to ensure that the exams accurately measure competency in the required knowledge areas. **Therefore, candidates will have the opportunity to provide comments on any questions *while taking the exam.***

Comments may be entered by clicking the "Comments" link on the function bar of the test questions screen.

This is the only review of exam materials available to candidates. PSI will not respond directly to individual candidates regarding these comments, but all substantive comments will be reviewed and analyzed by PSI exam development staff.



All exam 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 exam may request exam accommodations.

Candidates who wish to request exam accommodations because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

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 submitted 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

Date: _____ SSN: _____

Legal Name: _____

Last Name	First Name
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Address: _____

Street	City, State, Zip Code
--------	-----------------------

Telephone: (_____) _____ - _____ (_____) _____ - _____

Home	Work
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Email Address: _____

Check any exam accommodations you require (requests must concur with documentation submitted):

- | | |
|---|---|
| <input type="checkbox"/> Reader (as accommodation for visual impairment or learning disability) | <input type="checkbox"/> Extended time (Additional time requested: _____) |
| <input type="checkbox"/> Large-print written exam | <input type="checkbox"/> Other _____ |

➤ Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to examaccommodations@psionline.com.

➤ After 4 business days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

DO NOT SCHEDULE YOUR EXAM UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI EXAM ACCOMMODATIONS.

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