PROFESSIONAL LICENSING BOARDS DIVISION
GEORGIA HEARING AID DEALERS AND DISPENSERS
LICENSURE EXAMINATION
CANDIDATE INFORMATION BULLETIN

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

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Updated 5/23/2017
EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed as a Hearing Aid Dealer/Dispenser in the State of Georgia.

Georgia State law requires Hearing Aid Dealer/Dispensers to be licensed and regulated by the Professional Licensing Board. Eligibility for examination is determined by the Board.

The Board has contracted with PSI Services LLC (PSI) to administer the written portions of the State Practical Examination: Section XIV - Audiogram and Section XIII - Laws and Rules. The Audiogram and Laws and Rules portions of the State Practical Examination will be administered as a computer based test through a network of examination centers located throughout Georgia. The exam is developed through a collaboration of PSI and the Georgia State Board of Hearing Aid Dealers and Dispensers. The examination is developed to meet state as well as national requirements in basic principles and examination development standards.

HOW TO OBTAIN A LICENSE

Application for Licensure

1. Candidates as asked to contact the Georgia State Board of Hearing Aid Dealers and Dispensers to request an application for licensure.

2. The Board staff will process the application for licensure. Candidates will be notified of their eligibility for an examination by the Board.

Candidates approved for the examination will be provided an applicant number, telephone number and instructions on how to contact PSI and register for an examination.

3. Any questions concerning licensure should be directed to the Board office or website listed below:

   Professional Licensing Boards Division
   Georgia State Board of Hearing Aid Dealers and Dispensers
   237 Coliseum Drive
   Macon, GA 31217-3858
   (478) 207-2440
   www.sos.georgia.gov/plb/hearingaid

REGISTRATION FOR EXAMINATION

1. Candidates must contact PSI to register for their examination.

2. All questions and requests for information about examination(s) should be directed to PSI at the address or website listed below:

   PSI Services LLC
   3210 E Tropicana
   Las Vegas, NV 89121
   (800) 733-9267 • Fax (702) 932-2666
   www.psiexams.com

INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. In order to register over the Internet, candidates will need to have a valid credit card (Visa, MasterCard, American Express or Discover). Candidates register online by accessing PSI’s registration website at www.psiexams.com. Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below.

1. Log onto PSI’s website and complete the associated 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 exam dates and locations for scheduling your examination. Select your desired testing date

TELEPHONE REGISTRATION

Call (800) 733-9267, PSI registrars are available to receive payment and to schedule your appointment for the examination. Please call Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time.

To register by phone, you need a valid credit card (VISA, MasterCard, American Express or Discover.)

FAX REGISTRATION

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

Complete the Examination Registration Form, including your credit card number and expiration date.

1. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.

2. If your information is incomplete or incorrect, it will be returned for correction.

Please allow 4 business days to process your Registration. After 4 business days, you may call PSI to schedule the examination, (800) 733-9267.

EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES FOR THE LAWS AND RULES EXAMINATION

If you fail the examination, you must wait 30 days before you can retest.
For those desiring to make payment for their examination using cashiers checks or money orders, or for those that simply do not wish to provide credit card information over the phone or Internet, you must use the Standard Mail Registration. In order to register, please follow the steps below.

1. Complete the PSI registration form, and appropriate examination fee to PSI. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), money order, cashier’s check or company check. Personal checks and cash are NOT accepted. Money orders and checks should be made payable to PSI. Print your ID number on your cashier’s check or money order to ensure that your fees are properly assigned.

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121
(800) 733-9267  •  Fax (702) 932-2666
www.psiexams.com

BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORMS. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.

2. If your application or fees are not correct, we will return them to you immediately with instructions on correct application procedures.

3. Please allow 2 weeks to process your Registration. After 2 weeks, you may call PSI at (800) 733-9267, Monday-Friday between 7:30 am and 10:00 pm, or Saturday and Sunday between 9:00 am and 5:30 pm, Eastern Time, to schedule the examination.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 2 days before the scheduled examination date. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may reschedule online at www.psiexams.com or 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.

In order to retest, you must re-register following the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone or by mail. Once registered, you can reschedule for your re-examination.

MISSED APPOINTMENT OR LATE CANCELLATION

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

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

EXAM ACCOMMODATIONS

All examination centers are equipped to provide access in accordance with the American Disabilities Act (ADA) of 1990. Qualified applicants with disabilities that would prevent them from taking the examination under standard conditions must complete the form at the end of the Candidate Information Bulletin and fax it to PSI at (702) 932-2666.

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 (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at www.psiexams.com.

VETERAN PREFERENCE POINTS

1. Georgia law (General Provisions Volume 30, Title 43-1-9 (1)(2)(3)) provides that veterans meeting certain conditions are eligible for the addition of five or ten percentage points to their examination scores.

2. To qualify, veterans must have served for a minimum of one year in active duty status, and must have served during a period of conflict or war for a minimum of 90 days. The law provides that you may also qualify for veterans preference points if you were “discharged for injury or illness incurred in [the] line of duty...if [your] disability is rated at 10 percent or above at the time of taking the examination.”

To apply for Veterans’ Preference Points candidates must submit a copy of their DD-214 form and documentation of disability if applicable, to the Board office at the time of application.

Candidates approved for Veteran Preference Points will receive a revised score report from the Board office.
EXAMINATION SITE LOCATIONS

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

**PSI Atlanta (Practical exams held at this site only)**
1000 Circle 75 Parkway, Suite 720
Atlanta, GA 30339
From the North of Atlanta (I-75 Southbound) exit onto Cobb Parkway and then turn right onto Circle 75 Parkway.
From I-285 Southbound take exit 20 and stay right to exit onto Cobb Parkway and then go right onto Circle 75 Parkway.
From the Atlanta and South of Atlanta (I-75 N), take exit 259B (this exit is a 270 degree turn). Stay right to exit onto Cobb Parkway.
From 285 Northbound, take exit directly onto Cobb Parkway but at Exit 19 and go left toward Circle 75 and turn right.
You must park on Level P-2 in the parking deck.

**PSI Atlanta (Duluth) (Written)**
3505 Koger Blvd, Suite 175
Duluth, GA 30096
From I-85 N: Use the right lane to take exit 104 for Pleasant Hill Rd. Use the second to the right lane to turn right onto Pleasant Hill Road. Use the left two lanes to turn left onto Breckinridge Blvd. Turn right onto Centerview Dr., NW. Turn right onto Koger Blvd. The building is on the right.

**PSI Atlanta (Marietta) (Written)**
The Pavilions at East Lake Shopping Center
2100 Roswell Road NE, Suite 2128
Marietta, GA 30062
Exit I-75 at North Marietta Parkway (Loop 120/Exit 263). Drive approximately 1.5 miles to the 120 Roswell Road exit (go past Powers Ferry and Lower Roswell Roads). Exit at the 120 East Roswell Road and head east for approximately 1 mile. The Pavilions at East Lake Shopping Center is on the right side of the road.

**PSI Macon**
3902 Northside Dr, Suite C5
Macon, GA 31210
From the North, take I-75 South to exit 169. Turn right onto Arkwright Road. Turn right at the second traffic light. Turn left at Ashley Park Office Building. You must enter and park from rear of buildings.

From the South, take I-75 North to exit 169. Turn left onto Arkwright Road. Turn right at the third traffic light. Turn left at Ashley Park Office Building. You must enter and park from the rear of buildings.

**PSI Tifton**
251 Southwell Blvd, Suite A
Tifton, GA 31794

REPORTING TO THE EXAMINATION SITE

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

**REQUIRED IDENTIFICATION AT EXAMINATION SITE**

You must provide 2 forms of identification. One must be a VALID form of government issued identification (driver’s license, state ID, passport), which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the Examination Registration Form and your Registration Confirmation Notice.

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 examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.

**SECURITY PROCEDURES**

The following security procedures will apply during the examination:

- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
  - **Electronic devices of any type**, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
  - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes, 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 examination candidate** may not wait in the examination center, inside the building or on the building’s property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
During the check-in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.

Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates’ pockets.

If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.

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

Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.

Copying or communicating examination content is violation of a candidate’s contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.

Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

### TAKING THE EXAMINATION BY COMPUTER

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

#### 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 provides mouse-click access to the features available while taking the examination.

#### EXPERIMENTAL QUESTIONS

In addition to the number of questions per examination, a small number of five to ten “experimental” questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

#### EXAMINATION REVIEW

PSI, in cooperation with the Georgia State Board of Hearing Aid Dealers and Dispensers, will be consistently evaluating the examination being administered to ensure that the examination accurately measures competency in the required knowledge areas. While taking the examination, examinees may submit comments on any questions. Comments may be entered by clicking the Comments link on the function bar of the test question screen.

These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. This is the only review of examination materials available to candidates.

#### SCORE REPORTING

Your score report will be mailed to you within 4-8 weeks after you take the examination.
**PREPARING FOR YOUR LICENSE EXAMINATION**

The following suggestions will help you prepare for your examination.

- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Bulletin and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

**EXAMINATION INFORMATION**

It is not possible to produce a single list of references, which will provide all the knowledge required to pass the examinations. You may wish to review materials that cover the content areas. Candidates may visit the website for a current copy of the Georgia Laws and Rules for Hearing Aid Dealers and Dispensers at [http://sos.ga.gov/index.php/licensing/plb/24](http://sos.ga.gov/index.php/licensing/plb/24).

**STATE LICENSING EXAMINATION**

Section XIII - Audiogram Evaluation Examination: This examination consists of 24 multiple-choice items. You are required to read and interpret eight audiograms and answer three questions about each one.

You will have 40 minutes to complete this portion of the examination. A score of 70 is required for the Audiogram (Section XIII) portion of the State Practical Exam.

Section XIV - Laws and Rules Examination: This examination consists of 30 multiple choice items. You are required to demonstrate adequate knowledge of applicable Georgia rules and ethics promulgated by the Georgia State Board and with state law. Candidates may visit the Hearing Aid Dealers and Dispensers website: [http://www.sos.georgia.gov/plb/hearingaid/default.asp](http://www.sos.georgia.gov/plb/hearingaid/default.asp) to access a copy of the laws (Title 43, Chapter 20) and rules (Chapter 276-4). You will have 40 minutes to complete this portion of the examination. A scaled score of 70 is required for you to pass the Laws and Rules (Section XIV) portion of the State Practical Exam.

Candidates failing any part of the examination must retake and pass that portion in order to become licensed.

**INTERNATIONAL LICENSING EXAMINATION (ILE)**

For information on the national licensure examination - International Licensing Examination (ILE) for the Hearing Instrument Dispenser please visit the Board’s website at [http://sos.ga.gov/index.php/licensing/plb/24](http://sos.ga.gov/index.php/licensing/plb/24). You may order the Distance Learning course or Trainer Manual via the IHS website at [http://www.ihsinfo.org](http://www.ihsinfo.org). Both can be found under "Professional Development".


**GEORGIA HEARING INSTRUMENT PRACTICAL EXAMINATION**

Before ending direct supervision, hearing instrument interns must take and pass a practical examination, demonstrating acceptable skills in the area of hearing testing. The practical examination is not given on a computer, it is a paper/pencil examination. For the Practical examination, you must bring the following items with you on your examination day:

- One calibrated Audiometer, equipment and supplies
- One Otoscope
- One subject/model not associated with the hearing industry
- Materials for ear impression
- Ear mold
- Tubing for demonstration
- Hearing Aid and User Manual

You score report will be sent to you within 3 weeks from the test date.

**PRACTICAL EXAMINATION CONTENT OUTLINE**

Section I: Patient Information & Health Assessment: Case History, Otoscopy, Screening Tympanometry & Referral

In this section, the candidate will orally demonstrate competency in several areas within the scope of practice for hearing instrument specialists: case history, otoscopy, red flag conditions, screening tympanometry and referral protocols.

The candidate must provide an otoscope and items necessary for demonstrating proper hygiene. Another individual or candidate will need to be used as the patient during otoscopy.

Section II: Pure-tone Audiometry: Air, Bone Speech, Masking & Special Considerations

The objective of this section is for the candidate to demonstrate competency in administering pure-tone and speech audiometry, including a good working knowledge in a set-up, maintenance and use of audiometric equipment. Audiometric equipment should be capable of wide-range air and bone conduction testing, speech audiometry (live or recorded source), masking and soundfield testing.
The candidate will need to provide their own audiometer, complete with valid calibration certificate, for this section of the examination. Either the examiner or another designated individual may be used as the subject on whom the candidate will perform various tasks.

Section III: Human Acoustic Couplers: Earmold Impressions, Retubing & Earmold Styles
This section provides the candidate the opportunity to demonstrate competence in the making of an earmold impression and retubing an earmold; a test subject is required. The desired end-result of this section is; an acceptable ear impression ready for submission to the hearing instrument lab, an ability to replace earmold tubing on an earmold and identification of basic earmold styles and configurations.

A test subject is required for this section. The candidate will also need to bring with them the necessary equipment, tools and materials to sanitize properly, take an earmold impression and change the earmold tubing. The otoscope is required for proper demonstration of ear impression skills.

Section IV: Audiometric Interpretation & Fitting Verification: Audiograms, ANSI Read-Outs & Real Ear Measurements
In this section the candidate will refer to various charts of audiograms to identify characteristics and errors and to provide actual audiometric interpretation.

Section V: Dispensing, Counseling & Trouble-Shooting: Delivery Instructions, Resolving Complaints & Rehab Counseling
In the first portion of this section the candidate will be required to demonstrate an understanding of the hearing instrument delivery process, including patient instructions to help assure that the patient will be able to make the best use of their instruments during the initial stages of the aural rehabilitative process. Next, the candidate will be asked to demonstrate a basic knowledge in post-fitting trouble-shooting of the hearing aids and in resolving user complaints. The final section covers counseling in the use of amplification, assistive devices, referral to other rehabilitative professionals and awareness of consumer resources. The candidate should be familiar with essential assistive devices and coping strategies that are appropriate for the degree of hearing impairment and/or patient’s needs in various situations.

The candidate will need a hearing instrument(s), accessories, and accepted user-instruction manual to demonstrate.
Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. PLEASE TYPE OR PRINT LEGIBLY. Registration forms that are incomplete, illegible, or not accompanied by the proper fee will be returned unprocessed. Registration fees are not refundable or transferable.

Legal Name: ________________________________ (First Name) ________________________________ (Last Name) ________________________________ (M.I.)

ID Number: ________________________________ (Mandatory, you must provide your ID Number from the State)

Mailing Address: ________________________________ ________________________________ ________________________________ ________________________________ ________________________________ ________________________________ ________________________________ ________________________________

City ________________________________ State ________________________________ Zip Code ________________________________

Telephone: ________________________________ Home ________________________________ Office ________________________________

Email: ________________________________________________________________

Examination (please select one):

<table>
<thead>
<tr>
<th>Examination Title</th>
<th>Exam Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Audiogram Interpretation/Laws and Rules Licensing Examination</td>
<td>$60</td>
</tr>
<tr>
<td>State Audiogram Interpretation Licensing Examination Portion (Only)</td>
<td>$30</td>
</tr>
<tr>
<td>State Laws and Rules Licensing Examination Portion (Only)</td>
<td>$30</td>
</tr>
<tr>
<td>Georgia Hearing Instrument Practical Examination</td>
<td>$400</td>
</tr>
</tbody>
</table>

2017 Georgia Hearing Instrument Practical Exam Dates
(all Saturday’s)

- January 21
- February 18
- March 18
- April 15
- May 20
- June 17
- July 15
- August 19
- September 23
- October 21
- November 18
- December 16

Total fees included: $__________ You may pay by credit card (Visa, MasterCard, American Express, or Discover), money order, company check or cashier’s check. Personal checks and cash are NOT accepted.

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

Card No: ________________________________ Exp. Date: ________________________________

Card Verification No: ________________________________

The card verification number may be located on the back of the card (the last three digits on the signature strip) or on the front of the card (the four digits to the right and above the card account number).

Billing Street Address: ________________________________ ________________________________ Billing Zip Code: ________________________________

Cardholder Name (Print): ________________________________ Signature: ________________________________

I am submitting the Exam Accommodations Request Form. ☐ Yes ☐ No

PSI Services LLC * ATTN: Examination Registration GA HEAR
3210 E Tropicana * Las Vegas * NV * 89121
Fax (702) 932-2666 * (800) 733-9267 * TTY (800) 735-2929
www.psiexams.com
EXAM ACCOMMODATIONS REQUEST FORM

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request exam accommodations.

Candidates who wish to request 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: ________________________________

Social Security or ID#: ________________________________

Legal Name: __________________________________________________________

Last Name                                      First Name

Address: ______________________________________________________________

                   Street                          City, State, Zip Code

Telephone: (_______) _______ - _______________ (_______) _______ - _______________

                      Home                          Work

Email Address: __________________________________________

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

☐ Reader (as accommodation for visual impairment or learning disability)
☐ Extended time
   (Additional time requested: _____________)

☐ Large-print written examination
☐ Other________________________________________

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

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

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