



Candidate Information Bulletin Delaware Hearing Aid Dispenser Examination

The Delaware Board of Speech Pathologists, Audiologists, and Hearing Aid Dispensers (Board) regulates the practice of speech/language pathology, audiology, and hearing aid dispensing practices in Delaware by licensing those who meet minimum standards of competency.

The Board has contracted with Prometric Inc., to administer the Hearing Aid Dispenser exam. The state of Delaware has sole jurisdiction for issuing licenses.

At a glance

This bulletin is your guide for taking the Hearing Aid Dispenser exam. The steps below summarize the process.



To obtain your license

- 1 Submit your license application and appropriate license fee to the Board.
Once the Board approves your application, you will receive an exam registration form.
- 2 Submit your exam registration form and exam fee to Prometric—Page 2.
In return, you will receive an admission letter and exam appointment.
- 3 Present your required identification; then take the exam—Page 3.



To get answers not provided in this bulletin

For questions about the exam process:

Prometric
 ATTN: DE Hearing Aid Dispenser Program
 1260 Energy Lane
 St. Paul, MN 55108
 Phone: 800.626.0750
www.prometric.com/delaware

At a glance.....	1
Registering and scheduling exams ...	2
Rescheduling an appointment	2
Admission letter	2
Special consideration	3
If absent or late for your appointment.....	3
Preparing for your exam.....	3
What to bring on exam day	3
Testing regulations	3
Your exam results	4
Appeals process	5

For questions about applications and licensing:

Delaware Board of Speech Pathologists, Audiologists, and Hearing Aid Dispensers
 Division of Professional Regulations
 Cannon Building
 861 Silver Lake Boulevard, Suite 203
 Dover, DE 19904
 Phone: 302.739.4533
<http://dpr.delaware.gov/boards/speechaudio/index.shtml>

Key	
	Overview information
	Important note

Registering and scheduling exams

Once you receive a signed and sealed exam registration form from the Board, you must complete Part 2 of the form. Send the completed registration form with the \$120 exam fee to Prometric. Payment can be made by cashier's check or money order. **Cash and personal checks are not accepted.** Exam registration fees are not refundable or transferable.

When completing the registration form, you must provide your contact information, Social Security number and exam scheduling preferences. Prometric treats your Social Security number as **confidential**. It is used only as an identification number in maintaining your record and reporting your grades to the Board.

Exam dates and registration cutoff dates

Exam appointments are assigned according to availability and preference. Exams are offered in two locations on the first Saturday in the months of February, May, August and November. Locations are subject to change.

Delaware exam and registration cutoff dates

Dover		Newark	
Cutoff	Exam	Cutoff	Exam
01/22/10	02/06/10	01/22/10	02/06/10
04/16/10	05/01/10	04/16/10	05/01/10
07/23/10	08/07/10	07/23/10	08/07/10
10/22/10	11/06/10	10/22/10	11/06/10



Note Prometric must receive your registration form and fee on or before the cutoff date. No exceptions will be made to this policy. If your registration form is received **after** the deadline, you will be scheduled for the next available date at the selected site.

Rescheduling an appointment

Once your application has been processed, you may not reschedule without forfeiting your exam fee.

Admission letter

If your registration form and payment are received by the cutoff deadline, Prometric will send you an admission letter. This letter provides information regarding the specific date, time and location of your exam. You **must** present this letter at the testing center or you will not be allowed to test.

You should receive your admission letter approximately five days before the exam. If you lose your admission letter or have not received it three days before the exam, call Prometric immediately at 800.626.0750.

Be sure to notify Prometric and the Board of any change of address.



Important If you do not appear for your exam on the date and at the time shown on your admission letter, you forfeit all fees.

Special consideration

ADA accommodation. If you require testing accommodations under the Americans with Disabilities Act (ADA), call Prometric at 800.626.0750 to obtain an accommodation request form. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge.

Submit professional documentation of your disability with your form to help us determine the necessary testing arrangements. Thirty days' advance notice is required for all special testing arrangements. There is no additional charge for these accommodations.

ESL note. If English is your second language, please note that a language barrier is not considered a disability.

If absent or late for your appointment

If you miss your appointment or arrive late and are not allowed to test, you must pay another full exam fee and schedule another exam appointment.

Preparing for your exam

The International Institute for Hearing Instrument Studies (IIHIS) develops the Hearing Aid Dispenser exam. The IIHIS is the educational division of the International Hearing Society (IHS). Candidates must pass the exam in accordance with scores as recommended by the IIHIS.

Requests for information about exam content or study materials should be directed to:

International Institute for Hearing Instrument Studies (IIHIS)
16880 Middlebelt Road, Suite 4
Livonia, MI 48154
800.521.5247 or 734.522.7200
<http://ihsinfo.org>

What to bring on exam day

Bring all the following items with you to your exam appointment:

- Your admission letter from Prometric.
- A current, valid, government-issued photo identification card, such as a driver's license or passport.
- Two sharpened No. 2 pencils.



Important Failure to provide appropriate identification and your admission letter at the time of the exam is considered a missed appointment. If you miss an appointment, you forfeit your fees.

Testing regulations

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each testing center. Failure to follow any of these security procedures may result in disqualification of your examination. Prometric reserves the right to audiotape and videotape any examination session.

References

- No reference materials, papers or study materials are allowed at the test center. If you are found with these or any other aids, you will not be allowed to continue the exam and your answers will not be scored.

Personal items We recommend that you avoid bringing personal items to the testing center. Note the following:

- Electronic equipment—cell phones, PDAs, pagers, cameras, tape recorders, etc.—is not permitted in the testing area.
- Pocket items—keys, wallet, etc.—must remain in your pocket during testing.
- Other personal items—briefcases, backpacks, etc.—are not permitted in the testing area. **Note:** It is recommended that purses not be brought to the testing center as access to purses will not be allowed during testing.

Breaks

- If you leave the testing room while an exam is in progress, you must sign out/in on the roster and you will lose exam time.
- You are not allowed to use any electronic devices or phones during breaks.

Visitors

- No guests, visitors or family members are allowed in the testing area.

Misconduct or disruptive behavior

- Candidates who engage in any kind of misconduct or disruptive or offensive behavior may be dismissed from the examination. Examples are: giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.

Weapons

- Weapons are not allowed at the testing center.



Important Before an exam begins, the test center administrator will inspect briefcases, purses, and so on to ensure that candidates are not in violation of any of these rules. Any materials that violate the rules will be collected.

If questions arise. Test center administrators are not allowed to answer any questions pertaining to the exam content. If you do not understand a question on the examination, you should answer the question to the best of your ability.

Your exam results

A score report will be mailed to you approximately 10 business days after your exam date. All score reports are mailed simultaneously. To ensure confidentiality, scores will **not** be disclosed over the phone.

Passing score. An overall score of 70 percent or above, with a minimum score of 65 percent on each section, is required to pass the exam. Exam results are also mailed to the Board, who will provide you with further licensing information.

Retake information. If you have an overall passing score but score less than 65 percent in any section, you will be required to retake the sections in which you scored below 65 percent. If you do not pass the exam, you will be sent a retake registration form with your score report. You may apply to retake the exam on any future exam date.



Important If you fail the exam twice, you must wait one year before retaking the exam. Prior to re-examination after a second failure, you must submit proof of additional education and/or training as required by the Board.

Appeals process

Our goal is to provide a quality exam and a pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response about exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must provide your name and Social Security number, the exam title, the date you tested and the details of your concern, including all relevant facts. Be sure to include your signature and return address. Mail your appeal letter to:

Prometric
ATTN: Appeals Committee
1260 Energy Lane
St. Paul, MN 55108

The Appeals Committee will review your concern and send you a written response within 10 business days of receipt. **Faxed appeals are not accepted** because an original signature is required.