

## Hearing Aid Dispenser Written Examination Instructions and Schedule

You must submit your Hearing Aid Dispenser Registration application to the Division of Licensing Services and receive an admission card/notice *before* scheduling your written examination. A Hearing Aid Dispenser Registration will not be issued until you pass *both* the written and practical exams.

**See scheduling information listed below the Mandatory COVID-19 Precaution checklist for exam candidates.**

### Mandatory COVID-19 Precaution checklist for exam candidates

- Do not appear for an exam if you meet any of the below:
  - Have a temperature greater than or equal to 100.0 degrees Fahrenheit.
  - Have had known close contact with a person confirmed or suspected to have COVID-19 in the past 14 days.
  - Have traveled within a state with significant community spread of COVID-19 for longer than 24 hours within the past 14 days. For a list of states currently under New York's travel advisory requiring a 14-day quarantine upon return, please visit: <https://coronavirus.health.ny.gov/covid-19-travel-advisory>
  - Currently experiencing ANY of the following symptoms:
    - Cough (new or worsening);
    - Shortness of Breath (new or worsening);
    - Troubled Breathing (new or worsening);
    - Fever;
    - Chills;
    - Muscle Pain (new or worsening);
    - Headache (new or worsening);
    - Sore Throat (new or worsening); or
    - New Loss of Taste New Loss of Smell
  - Have tested positive for COVID-19 through a diagnostic test in the past 14 days
- If you must reschedule your exam due to illness, email [exams@dos.ny.gov](mailto:exams@dos.ny.gov) to reschedule.
- Do not bring anyone with you to the exam site.
- Do not appear to the exam site unless your requested exam date is confirmed.
- Wear a face covering or mask to your exam. Face coverings are mandatory at exam sites.
- Maintain 6 feet from others when possible at an exam site.
- Be prepared to sanitize your hands before and after your exam. Hand sanitizer is provided by the exam site.
- Bring two sanitized #2 pencils to your exam. Pencils will not be provided at the exam site.**

### Exam Scheduling Procedure

To schedule your exam, email [exams@dos.ny.gov](mailto:exams@dos.ny.gov). Type in the subject line, "Schedule Hearing Aid Dispenser Exam". Provide your name, address, telephone number, and the exam site and date(s) of your choice from the list below. The Exam Unit will attempt to accommodate your request; however, exams are limited at this time and there is no guarantee you will be scheduled for the date you requested. You will be provided with an email confirmation from [exams@dos.ny.gov](mailto:exams@dos.ny.gov) of your scheduled exam date and time. Only those who receive the emailed exam schedule confirmation are to report to the exam site.

**Do not report to an exam site unless you receive email confirmation of your scheduled exam date and time. Arrive to your exam 15 minutes prior to the start time. Those who appear at an exam site unscheduled or after the exam start time, will be turned away.**

### EXAM SITES AND DATES:

<b>ALBANY – ALBANY COUNTY</b>  (Alfred E. Smith State Office Building) 80 South Swan Street Albany, New York 12239  <i>Note: Located at the corner of Washington Avenue and South Swan Street</i>	<b>September</b>  <b>No Dates Available</b>	<b>October</b>  <b>1, 27</b>
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<b>BINGHAMTON – BROOME COUNTY</b> <b>(State Office Building)</b> 44 Hawley Street, 15 <sup>TH</sup> Floor Binghamton, NY 13901	<b>September</b>  <b>29</b>	<b>October</b>  <b>27</b>
<b>BUFFALO – ERIE COUNTY</b> <b>(State Office Building)</b> 65 Court Street, Main Floor, Hearing Room, Part 5 Buffalo, NY 14202	<b>September</b>  <b>29</b>	<b>October</b>  <b>27</b>
<b>FRANKLIN SQUARE – NASSAU COUNTY</b> <b>(VFW Hall)</b> 68 Lincoln Road, Basement Franklin Square, NY 11010	<b>September</b>  <b>29</b>	<b>October</b>  <b>27</b>
<b>HAUPPAUGE – SUFFOLK COUNTY</b> <b>(Perry Duryea State Office Building)</b> 250 Veterans Memorial Highway Basement Conference Room Hauppauge, NY 11788  <i>Note:</i> Building sits back off highway. Look for the green sign near the road.	<b>September</b>  <b>No Dates Available</b>	<b>October</b>  <b>27</b>
<b>NEW YORK CITY – NEW YORK COUNTY</b> 123 William Street, 2 <sup>nd</sup> Floor New York, NY 10038 <i>Note:</i> Enter doors to the left of the main lobby. Take escalator to the 2 <sup>nd</sup> floor	<b>September</b>  <b>29</b>	<b>October</b>  <b>27</b>
<b>POMONA – ROCKLAND COUNTY</b> <b>(Rockland County Fire Training Center)</b> 35 Firemen's Memorial Drive Pomona, NY 10970	<b>September</b>  <b>No Dates Available</b>	<b>October</b>  <b>26</b>
<b>ROCHESTER – MONROE COUNTY</b> <b>(Finger Lakes DDSO)</b> 620 Westfall Road Rochester, NY 14620  <i>Note:</i> Park in lot on right. <b>DO NOT ENTER THROUGH MAIN LOBBY.</b> Look for Sign, "New York State Testing."	<b>September</b>  <b>29</b>	<b>October</b>  <b>27</b>
<b>SYRACUSE – ONONDAGA COUNTY</b> <b>(APWU Union Hall)</b> 407 East Taft Road North Syracuse, NY 13212  <i>Note:</i> Park behind the building and enter through the back door.	<b>September</b>  <b>29</b>	<b>October</b>  <b>27</b>
<b>UTICA – ONEIDA COUNTY</b> <b>(State Office Building)</b> 207 Genesee Street, 2 <sup>nd</sup> Floor, Room 205 Utica, NY 13501	<b>September</b>  <b>29</b>	<b>October</b>  <b>27</b>

### What to Bring

1. A form of government issued signature identification which must be photo-bearing. Your identification **MUST BE CURRENT** and from the following list:
  - Driver's license
  - State issued identification (ex. non-driver ID)
  - Military ID
  - United States Passport
  - Employment Authorization Card (issued by U.S. Citizenship and Immigration Services)
  - United States INS issued ID

- Certificate of US citizenship
  - Foreign Passport
  - IDNYC (NYC Resident ID card)
  - Brazilian, Mexican, Honduran or Ecuadorian Consular ID
2. \$50 examination fee. The initial \$50 fee is to be paid in advance. This entitles you to take one written exam and one practical exam. For each component that you retake, there will be an additional fee of \$50 payable at the time of the exam. You may pay by check or money order made payable to the Department of State or charge the fee to MasterCard or Visa. **Cash will not be accepted.** Examination fees are nonrefundable. A \$20 fee will be charged for any returned check.
  3. Admission notice.
  4. Two #2 pencils. **Pencils will not be provided at the exam site.**
  5. Your own face mask/covering to be worn while you are at the exam site.

### ***Exam Center Policies***

Calculators are permitted if they are battery or solar powered, silent, nonprinting and do not contain an alphabetic keyboard. PDA's are not allowed.

Cellular phones, beepers and any other electronic devices **MUST** be turned off during the exam.

Dictionaries, books, other reference materials, large bags and briefcases are not allowed at the exam center. Do not bring these materials to the exam center as there is no place to store them.

Eating, drinking or smoking is not permitted at the exam center. If you bring food or beverages, you will be asked to dispose of them before entering the exam room.

Visitors, guests and children are not permitted at the exam center.

**Any person found using notes, books, or other aids; giving or receiving help; removing examination materials or notes from the exam center; causing a disturbance or engaging in practices contrary to the rules of proper examination conduct will be dismissed from the exam center. Any decisions regarding disciplinary measures will be made by the Exam Supervisor at the Department of State.**

### ***Score Reporting***

All exam results are reported as either **passed** or **failed**; you will not get a numerical score.

You will be notified by mail as soon as your exam results are available.

You will be issued a certificate of registration only after you pass both the written and the practical exams, your proofs of course instruction and traineeship have been reviewed and deemed satisfactory (if required) and your application and fee have been submitted.

**If you pass** the written exam, you will receive a notice in the mail. Apply by submitting your application form and license fee. (Complete application details are provided in the application form instructions.)

**If you fail** the written exam, you will receive a notice in the mail. You may request a new exam date at the site of your choice by emailing [exams@dos.ny.gov](mailto:exams@dos.ny.gov).

### ***About the Exam***

The exam is multiple choice.

**Exam topics include:** License law; puretone audiometry; hearing analysis; hearing aids and instruments; infection control; acoustics; anatomy and physiology of the human ear; disorders of hearing; and professional conduct.

Applicants will be allowed **2½ hours** to complete the exam. The allotted time begins at the conclusion of the instructions.

**Exams may be canceled due to weather conditions or other emergencies.** If hazardous weather conditions exist in your area, you may check the [Examination Cancellations and Office Closures](#) page of the Division of Licensing Service's website, the Department of State's Facebook (<https://www.facebook.com/NewYorkDepartmentOfState/>) and Twitter ([@NYSDDS](#)) accounts or call 518-474-4429 to check for exam cancellations. **Please do not call the exam centers listed below.**

If you need further assistance or exam information, you may contact a Division of Licensing Services office in your area or call the Albany call center at 518-474-4429. TDD users may contact the New York State relay operator at 1-800-662-1220. Persons with disabilities who require accessibility information may call 518-474-4429.

*Remember that you must bring your written exam admission notice and photo ID and arrive to the exam site 15 minutes prior to the exam start time.*