



MEMORANDUM

DATE	August 18, 2023
TO	Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board
FROM	Maria Liranzo, Legislation/Regulation/Budget Analyst
SUBJECT	Agenda Item 10(i): Discussion and Possible Action to Amend Regulations Regarding Hearing Aid Dispensers Trainee and Temporary License Supervision as Stated in Title 16, California Code of Regulations (CCR) Sections 1399.102 and 1399.115 through 1399.119

Background

Business and Professions Code Section 2538.28 allows a Hearing Aid Dispenser (HAD) trainee to work under the supervision of a hearing aid dispenser who is approved by the Board for up to 18 months. At its October 2017 meeting, the Board discussed concerns with the HAD trainee and supervision requirements. Concerns discussed included the need for clarity in the amount and type of supervision and the need to better define supervision. Also discussed were concerns with the requirements for supervisors and the training of trainees. The Board delegated two Board members to work with Board staff and Department of Consumer Affairs (DCA) Legal to draft regulatory language that further clarifies trainee supervision and training requirements.

The proposed regulatory language was reviewed and discussed at the Board's August 2018 meeting. The discussion focused on continuing education requirements for supervising dispensers, knowledge and skills that must be included during the training, and the requirements for direct and immediate supervision. At its November 2018 meeting, the Board approved revisions to proposed regulatory language; however, due to limited staff resources and the COVID-19 pandemic, this regulatory package has been delayed and no further Board discussion has occurred or actions have been taken since 2018. The Hearing Aid Dispensing Committee (Committee) reviewed the proposed regulation at its August 2022, October 2022, and February 2023 meetings.

Summary of Changes

The following are changes made to the proposed regulations since the November 2018 Board-approved amendments:

- Amended section 1399.102 per the Committee discussion on October 27, 2022. Board staff amended subsection (c) to make it applicable to temporary licensees who require supervision and dispensing audiologists, and in subsection (e) removed "-applicant" from "trainee-applicant." Removed subsection (f).

- Amended section 1399.115 to make requirements applicable to both hearing aid dispensers and dispensing audiologists, and to trainees and temporary licensees; restate the Hearing Aid Dispensers Licensing law as a citation to the Business and Professions Code sections; align requirements with section 1399.116 and 1399.119; clarify text to distinguish probation terms and condition from restrictions; added open complaint as a cause for denial to supervise, and remove “applicant” from “trainee-applicant.”
- Amended section 1399.116 to make requirements applicable to both hearing aid dispensers and dispensing audiologists, and to trainees and temporary licensees. Amended the supervision limitation and set out criteria for waivers per the Committee discussion on August 11, 2022. Amended the continuing education requirements and added the requirements for multiple supervision per the Committee discussion on October 27, 2022. Board staff removed “-applicant” from “trainee-applicant.”
- Amended section 1399.117 to replace a gendered term, make the requirements applicable to both trainees and temporary licensees, and remove “-applicant” from “trainee-applicant.”
- Amended section 1399.118 to move the termination of supervision to section 1399.119. Amended the required knowledge and skills for training and added a recordkeeping requirement per the Committee discussion on August 11, 2022. Board staff removed “applicant” from “trainee-applicant.”
- Amended section 1399.119 to add the termination of supervision, specify the supervision termination process, make the requirements applicable to both trainees and temporary licensees, and remove the definition of supervision because one already exists in section 1399.102(d). Amended the timeframe after the first 90 days per DCA Legal’s suggestion on October 21, 2022. Amended the phrase “licensing examination” to say, “the written and/or the practical examination” and added a recordkeeping requirement per the Committee discussion on August 11, 2022. Board staff removed “-applicant” from “trainee-applicant.”
- Removed “or temporary licensee ” from subsection (j)(3).

Discussion Questions

1. Does the required practice experience for superiors in sections 1399.115(b) and 1399.116(b) need to be “immediately” before supervision or is it three consecutive years any time before the supervision?
2. Should “knowledge of sound field testing” be included as a verification technique in section 1399.118(c)(10) since that is covered in the knowledge points in the Hearing Aid Dispensers examination?
3. The proposed required training components in 1399.118 may require an economic analysis by the Board due to the cost of requiring experience with specific equipment rather than the knowledge of the equipment. Analysis would need to justify this requirement and explain the change to requiring specific equipment, what it can be used to assess, and whether there are less costly alternative methods available. Will it be administratively burdensome to proceed with requiring training on electroacoustic analysis equipment and real ear measurement if other alternatives exist?
4. Should the definition of “direct” and “immediate” supervision in section 1399.119 be similar? If so, suggest removing “and the supervising dispenser is available at all times” from subsection (a) and adding “where the trainee or temporary licensee is engaged in the practice of fitting and selling of hearing aids” in subsection (b) after “same room.”

5. Should the amount of supervision in section 1399.119 be similar? If so, suggest replacing “one hundred (100) percent of the time” in subsection (e) with “at all times” and adding “at all times” in subsection (f) at the end of the sentence.

Action Requested

Staff recommends the Board review and discuss the provided materials. The Board may wish to determine whether or not to amend and approve the revised regulatory language and initiate the rulemaking process.

Suggested Motion Language

Move to approve the proposed regulatory text for 16 CCR sections 1399.102 and 1399.115 through 1399.119, direct staff to submit the text to the Director of the Department of Consumer Affairs and the Business, Consumer Services, and Housing Agency for review, authorize the Executive Officer to take all steps necessary to initiate the rulemaking process, make any non-substantive changes to the package, and set the matter for a hearing if requested. If no adverse comments are received during the 45-day comment period and no hearing is requested, authorize the Executive Officer to take all steps necessary to complete the rulemaking, including any non-substantive changes to the package, and adopt the proposed regulations at 16 CCR sections 1399.102 and 1399.115 through 1399.119 as noticed.

Attachment A: Hearing Aid Dispensers Temporary License Supervision Proposed Text

Attachment B: HAD Trainee and Supervisor Requirements Proposed Language as Adopted on November 30, 2018

Attachment C: 2020 HAD Written Examination Outline

Attachment D: 2020 HAD Practical Examination Outline

Attachment E: Electroacoustic Analysis Equipment Economic Impact

DEPARTMENT OF CONSUMER AFFAIRS
**TITLE 16. SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY
AND HEARING AID DISPENSERS BOARD**

PROPOSED REGULATORY LANGUAGE
Hearing Aid Dispensers Trainee and Temporary Licensee Supervision

Legend:	Added text is indicated with an <u>underline</u> . Omitted text is indicated by (* * * *) Deleted text is indicated by strikeout .
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Amend Sections 1399.102 of Article 1 of Division 13.3 of Title 16 as follows:

§ 1399.102. Definitions.

For the purpose of the regulations contained in this chapter, the term:

- (a) “Code” means the Business and Professions Code.
- (b) “Board” means the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board.
- (c) “Supervisor” or “supervising dispenser” means a person who holds a license issued pursuant to the provisions of Sections 2538.26 ~~and 2538.27~~ or 2539.1 of the Code and who accepts responsibility for the supervision and training of a person issued a temporary license under Section 2538.28 of the Code or the supervision of a person issued a temporary license under Section 2538.27 of the Code who fails the written or the practical examination.
- (d) “Supervision” means adequate direction and inspection by a supervisor.
- (e) “Training” means the instruction of a trainee ~~applicant~~ in the practice of fitting or selling of hearing aids.
- (f) ~~“Trainee applicant” means a temporary licensee authorized to fit or sell hearing aids under Section 2538.28 of the Code under the supervision of a licensed hearing aid dispenser.~~

NOTE: Authority cited: Sections 2531.06 and 2531.95, Business and Professions Code.
Reference: Sections 2531.06 and 2538.28, Business and Professions Code.

Amend Sections 1399.115, 1399.116, 1399.117, 1399.118, and 1399.119 of Article 3 of Division 13.3 of Title 16 as follows:

§ 1399.115. Denial, Suspension, or Revocation of Authority to Supervise.

(a) The Board ~~shall may~~ refuse to approve, or approve subject to restrictions, terms and conditions ~~a hearing aid dispenser's~~ the authority of a supervising dispenser as defined in section 1399.102 to supervise a trainee-applicant or temporary licensee issued a license and meeting the conditions of Section 2538.27(c) of the Code (hereinafter "temporary licensee"), or ~~shall may~~ suspend, revoke, or impose ~~probationary conditions~~ restrictions on a supervising hearing aid dispenser's authority to supervise a ~~trainee-applicant or temporary licensee~~ for any of the following causes:

(1) The failure to comply with ~~section~~ Section 2538.28 of the Code or any of the regulations contained in this ~~article~~ Article which is a prima facie violation, or is confirmed by an internal investigation report signed by the Executive Officer, or by a formal investigation by the Division of Investigation of the ~~d~~ Department of Consumer Affairs within the preceding 36 months. "Confirmed by formal investigation" means the investigator assigned the matter has written a final investigation report which has been countersigned by a Supervising Special Investigator.

(2) The violation of any provision of Chapter 5.3 of Division 2 of the Code Hearing Aid Dispensers Licensing Law or the regulations contained in this division which is confirmed by an internal investigation report signed by the Executive Officer, or by a formal investigation by the Division of Investigation of the ~~d~~ Department of Consumer Affairs within the preceding 36 months. "Confirmed by formal investigation" means the investigator assigned the matter has written a final investigation report which has been countersigned by a Supervising Special Investigator.

(3) The supervising dispenser's license has been revoked, suspended, or subject to any ~~restrictions~~ probationary terms and conditions within the preceding 36 months.

(4) An Accusation has been filed against the supervising dispenser under the Administrative Procedure Act by the Attorney General's office and the charges are pending.

(5) The provision of false or misleading information during the application process.

(6) The conviction of a crime involving fiscal dishonesty for which the supervising dispenser has been on probation or parole within the preceding 36 months.

(7) There is an unresolved complaint against the supervising dispenser that the Board is investigating.

(b) The Board shall refuse to approve a supervising hearing aid dispenser's authority to supervise a trainee-applicant or temporary licensee if the supervising hearing aid dispenser has not possessed a valid, current, active, and unrestricted license as a hearing aid dispenser or dispensing audiologist in California for at least three (3) consecutive years immediately preceding the date on which the application for approval was received by the Board.

(c) A supervising hearing aid dispenser may appeal the denial, suspension, revocation, or imposition of probationary conditions-restrictions upon his or her-their authority to supervise a trainee-applicant or temporary licensee by filing such an appeal in writing with the Board's office in Sacramento within 60 days of denial, suspension, revocation or imposition of probationary conditions-restrictions. The appeal will be considered by the Board within 45 days of receipt of the appeal in the Board's office. If action under this section results in the termination of supervision-and training of a trainee-applicant or temporary licensee, then the supervising hearing aid dispenser shall so notify the Board in accordance with section 1399.118, subsection (g)1399.119(j)(2).

Note: Authority cited: Sections 2531.06 and 2531.95, Business and Professions Code.
Reference: Sections 2531.4 and 2538.28, Business and Professions Code.

§ 1399.116. Supervision of Trainee Applicants Requirements of the Supervisor.

(a) A licensed hearing aid supervising dispenser shall not supervise more than one trainee-applicant or temporary licensee at any one time unless a specific waiver has been granted by the Board. Criteria for such a waiver shall be:

(1) A written request to the Board that contains the following information:

(A) Supervisor's full legal name, address of record, license number, business telephone number, business name, business address, and the supervisor's email address, if any;

(B) The applicant's full name, business name, business address, business telephone number, applicant's license number, and the applicant's email address, if any;

(C) A written statement, signed by the applicant, certifying that the applicant has discussed the plan for supervision with the supervisor and agreed to its implementation and will not provide professional services until the applicant has been issued a trainee or temporary license, and further certifying under penalty of perjury that all of the statements made in

the application are true and correct, and that any misrepresentation shall be cause for denial of a license.

(D) A written statement, signed by the supervisor, certifying that the supervisor has discussed the plan for supervision with the applicant and accepts responsibility for their performance, understands that professional services cannot be rendered until a trainee or temporary license has been issued, and further certifying that under penalty of perjury that all of the statements made in the application are true and correct.

(b) To supervise trainees or temporary licensees, a supervising dispenser shall meet the following criteria prior to the commencement of supervision:

(1) the supervising dispenser shall have possessed a ~~valid~~ current, active, and unrestricted license as a hearing aid dispenser or dispensing audiologist and engaged in the practice of fitting and selling hearing aids for at least three (3) consecutive years;

(2) the supervising dispenser ~~shall~~ has not ~~have~~ been the subject of successful disciplinary action or of a complaint which has been investigated and verified by ~~an~~ internal investigation report or the ~~department's~~ Division of Investigation of the Department of Consumer Affairs within the preceding three (3) years; and

(3) the supervising dispenser shall not have been found to be in violation of any of the regulations contained in this ~~a~~Article within the preceding three (3) years.

(~~b~~c) A licensed ~~hearing aid~~ supervising dispenser shall not in any circumstance supervise more than three (3) trainee ~~applicants~~ or temporary licensees at any one time.

(d) For any supervision commencing on **Month XX, 20XX (next full year after the effective date)** or thereafter, the supervising dispenser shall complete a minimum of four (4) hours of continuing professional education in supervision training prior to assuming responsibility as a supervisor, and complete two (2) hours of continuing education in supervision every four (4) years thereafter.

(1) Continuing education obtained from a Board-approved provider as defined in section 1399.141 may be applied towards the continuing education requirement for licensees set forth in section 1399.140.

(2) Any lapse in supervision will require the completion of a minimum of four (4) hours of continuing professional education in supervision training prior to reassuming responsibility as a supervisor.

(3) The supervisor shall maintain records of course completion in supervision training for a period of four (4) years after the renewal period in which it was earned.

(e) If a trainee or temporary licensee has more than one supervisor, each supervisor shall submit a written request for a waiver as stated in subsection (a). Of the multiple supervisors, one shall be designated as the lead supervisor for purposes of assisting the trainee or temporary licensee in their compliance with the requirements set forth in this Article.

Note: Authority cited: Sections 2531.06 and 2531.95, Business and Professions Code.
Reference: Sections 2531.4 and 2538.28, Business and Professions Code.

§ 1399.117. Representation of ~~Trainee-Applicant~~ Temporary Licensee.

A ~~trainee-applicant~~ or temporary licensee shall, when engaged in the fitting or selling of hearing aids, present ~~himself or herself themselves~~ to the public as a hearing aid dispenser trainee or temporary licensee. ~~Trainees-applicants~~ or temporary licensees ~~shall~~may not refer to themselves in any advertising or promotional literature as anything but a hearing aid dispenser trainee or temporary licensee, as appropriate.

Note: Authority cited: Sections 2531.06 and 2531.95, Business and Professions Code.
Reference: Sections 335, 2538.30, and 2533, Business and Professions Code.

§ 1399.118. ~~Supervision and Training Required~~.

~~The supervision and training of a trainee-applicant under Section 2538.28 of the Code engaged in the fitting or selling of hearing aids shall include the following:~~

- (a) Intervention into the fitting and selling process by the supervisor.
- (b) Inspection of the fitting and selling process by the supervisor.
- (c) Training consisting of at least the following for the duration of the trainee's temporary license:
 - (1) ~~Review of the results of each fitting and sale of a hearing aid~~ Pure tone air and bone conduction audiometry;
 - (2) ~~Reevaluation of the fitting and selling techniques of the trainee-applicant at least weekly~~ Speech Recognition Threshold;
 - (3) ~~Being readily available to the trainee-applicant to render advice and give instruction and assistance in the fitting and selling of hearing aids~~ Most Comfortable Loudness;

(4) Word Recognition;

(5) Uncomfortable Loudness;

(6) Masking for pure tone air and bone conduction audiometry, Speech Recognition Threshold, and Word Recognition;

(7) Electroacoustic analysis equipment and essential American National Standards Institute standards;

(8) Choosing appropriate hearing aid styles relative to hearing loss, client dexterity, and cosmetic concerns;

(9) Hearing aid fitting software;

(10) Verification techniques for hearing aid fitting including real ear measurements;

(11) Hearing aid troubleshooting;

(12) Assessment of ear mold impression and creation of ear mold impressions; and

(13) Otoscopic inspection of the ear.

(d) Instruction in the procedures for the fitting and selling of hearing aids required by Chapter 5.37-5, Division 2 of the Code.

(e) Training with instruments and equipment generally considered to produce valid hearing measurements necessary to the fitting and selling of hearing aids.

(f) A statement that the supervisor has agreed to accept the responsibility for the ~~supervision and training of the applicant~~ trainee as required by Section 2538.28 of the Code.

~~(g) The supervisor shall be responsible for providing supervision until whichever of the following first occurs:~~

~~(1) The trainee-applicant obtains a permanent license.~~

~~(2) The supervisor or trainee-applicant gives written notification to the Board that he or she is terminating supervision and training.~~

(g) The supervisor shall maintain a record in the trainee's personnel file that verifies that the trainee has met the requirements set forth in this section.

Note: Authority cited: Sections 2531.06 and 2531.95, Business and Professions Code.
Reference: Section 2538.28, Business and Professions Code.

§ 1399.119. Direct Supervision Requirements.

~~A trainee applicant under Section 2538.28 of the Code shall fit or sell hearing aids only under the direct supervision of the supervising licensed hearing aid dispenser. "Direct supervision" as used in this section means all of the following: Supervision shall be provided by the supervising dispenser for the duration of the trainee license or temporary license. Supervision shall not include supervision by telephonic or electronic means.~~

(a) "Direct supervision" means the supervising dispenser is on-site and in proximity to where the trainee or temporary licensee is engaged in the practice of fitting and selling of hearing aids, and the supervising dispenser is available at all times to provide observation, guidance, and assistance to the trainee or temporary licensee.

(b) "Immediate supervision" means the supervising dispenser is physically present and immediately available in the same room to give aid, direction, and instruction to the trainee or temporary licensee.

(c) Pursuant to Section 2538.30(a) of the Code, "manage" means to be in charge of, oversee, or administer the day-to-day operations of a business which engages in the fitting or sale of hearing aids.

(d) The supervising dispenser shall provide immediate supervision any time one of these services are provided: otoscopic inspection of the ear, or ear impressions for hearing aids or ear molds.

~~(ae) The supervising dispenser is present within the same work setting a minimum of 20 shall provide immediate supervision one hundred (100) percent of the time in which the trainee applicant is providing services during the first ninety (90) calendar days of the supervision.~~

(bf) After a minimum of ninety (90) calendar days or until the supervisor determines competency, whichever occurs later, with the exception of those services provided in subsection (d), the supervising dispenser shall approve the selection of hearing aid by a trainee applicant provide direct supervision.

(eg) The supervising dispenser shall countersign the audiogram and all sales documents prepared and consummated by a trainee applicant or temporary licensee.

(dh) If a trainee-applicant or temporary licensee fails the license examination the written or the practical examination, the supervising dispenser is required to be physically present provide immediate supervision at all fittings and sales made by the trainee-applicant or temporary licensee regardless of whether these occur in or outside the supervising dispenser's business location.

(i) The supervisor shall maintain a record in the trainee's or temporary licensee's personnel file that verifies that the trainee or temporary licensee has met the requirements set forth in this section.

(j) The supervisor shall be responsible for providing supervision until whichever of the following first occurs:

(1) The trainee or temporary licensee obtains a permanent license,

(2) The supervisor, trainee, or temporary licensee gives written notification to the Board that they are terminating the supervision and training.

(A) Written notification for the purposes of this subdivision shall consist of a Termination of Supervision document that shall include the full legal name, license number, and signature of both the trainee or temporary licensee and the supervisor; the supervisor's business address, business telephone number, email address, if any, and the effective date of the termination.

(B) The written notification shall contain a certification under penalty of perjury that all statements made in the Termination of Supervision document are true and correct in every respect and that misstatements or omissions of material facts may be cause for denial of the application to terminate supervision, or for suspension or revocation of a license.

(3) The trainee reaches the maximum number of renewal periods set forth in Section 2538.28(c) of the Code.

Note: Authority cited: Sections 2531.06 and 2531.95, Business and Professions Code.
Reference: Sections 2538.11, 2538.28, and 2538.30, Business and Professions Code.

**SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY AND HEARING
AID DISPENSERS BOARD
November 29-30, 2018**

**Title 16, Chapter 13.3
Hearing Aid Dispensers Regulations
Article 3. Temporary Licenses**

Amend Sections 1399.116, 1399.118, and 1399.119 of Article 6 of Division 13.3 of Title 16 as follows:

1399.116. Supervision of Trainee-Applicants.

(a) A licensed hearing aid dispenser shall not supervise more than ~~one~~three trainee-applicants at any one time ~~unless a specific waiver has been granted by the Board.~~ Criteria for such a ~~waiver~~supervision shall be:

(1) the supervising dispenser shall have possessed a valid license as a hearing aid dispenser and engaged in the practice of fitting and selling hearing aids for at least ~~three~~ (3) consecutive years prior to the commencement of supervision;

(2) the supervising dispenser has not been the subject of successful disciplinary action or of a complaint which has been investigated and verified by internal investigation report or the department's Division of Investigation within the preceding ~~three~~ (3) years; and

(3) the supervising dispenser shall not have been found to be in violation of any of the regulations contained in this article within the preceding ~~three~~ (3) years.

~~(b) A licensed hearing aid dispenser shall not in any circumstance supervise more than three (3) trainee applicants at any one time.~~

(b) Beginning one year after effective date of these regulations, the supervising dispenser shall complete a minimum of four (4) hours of continuing professional education in supervision training prior to the commencement of supervision, and complete two (2) hours of continuing education in supervision every four (4) years thereafter. Continuing education obtained by a Board-approved provider as defined in Section 1399.141 of the California Code of Regulation may be applied towards the continuing education requirement for licensees set forth in Section 1399.140 of the California Code of Regulations.

Note: Authority cited: Section 2531.06, Business and Professions Code. Reference: Sections 2531.4 and 2538.28, Business and Professions Code.

1399.118. Supervision and Training Required.

The supervision and training of a trainee₂-applicant under Section 2538.28 of the Code₂, engaged in the fitting or selling of hearing aids shall include the following:

- (a) Intervention into the fitting and selling process by the supervisor.
- (b) Inspection of the fitting and selling process by the supervisor.
- (c) Training consisting of at least the following for the duration of the trainee-applicant's temporary license:
 - (1) ~~Review and counter signing of the results of each fitting and sale of a hearing aid~~Pure tone air and bone conduction audiometry;
 - (2) ~~Reevaluation of the fitting and selling techniques of the trainee-applicant at least weekly~~Speech Recognition Threshold;
 - (3) ~~Being readily available to the trainee-applicant to render advice and give instruction and assistance in the fitting and selling of hearing aids~~Most Comfortable Loudness;
 - (4) Word Recognition;
 - (5) Uncomfortable Loudness;
 - (6) Masking for pure tones and speech testing;
 - (7) Electroacoustic analysis equipment and essential American National Standards Institute standards;
 - (8) Choosing appropriate hearing aid styles relative to hearing loss, client dexterity, and cosmetic concerns;
 - (9) Hearing aid fitting software;
 - (10) Knowledge of verification techniques for hearing aid fitting including real ear measurements;
 - (11) Hearing aid troubleshooting;
 - (12) Assessment of ear mold impression and creation of ear mold impressions;
and
 - (13) otoscopic inspection of the ear.

(d) Instruction in the procedures for the fitting and selling of hearing aids required by Chapter 5.37-5, Division 2 of the Code.

(e) Training with instruments and equipment generally considered to produce valid hearing measurements necessary to the fitting and selling of hearing aids.

(f) A statement that the supervisor has agreed to accept the responsibility for the supervision and training of the applicant as required by Section 2538.28 of the Code.

(g) The supervisor shall be responsible for providing supervision until whichever of the following first occurs:

(1) The trainee-applicant obtains a permanent license.

(2) The supervisor or trainee-applicant gives written notification to the Board that ~~he or she is~~they are terminating supervision and training.

Note: Authority cited: Section 2531.06, Business and Professions Code. Reference: Section 2538.28, Business and Professions Code.

1399.119. Direct Supervision Requirements.

A trainee-applicant under Section 2538.28 of the Code shall fit or sell hearing aids only under the ~~direct~~ supervision of the supervising licensed hearing aid dispenser. Supervision shall be provided by the supervising dispenser for the duration of the trainee-applicant's temporary license at all times while the trainee-applicant is engaged in the practice of fitting or selling hearing aids. "Direct sSupervision" as used in this section means all of the following: shall mean either direct supervision or immediate supervision. Supervision shall not include supervision by telephonic or electronic means.

(a) "Direct supervision" means the supervising dispenser is on-site and in proximity to where the trainee-applicant is engaged in the practice of fitting and selling of hearing aids, and the supervising dispenser is available at all times to provide observation, guidance, and assistance to the trainee-applicant.

(b) "Immediate supervision" means the supervising dispenser is physically present and immediately available in the same room to give aid, direction and instruction to the trainee-applicant.

(c) For purposes of Section 2538.30(a), "manage" means to be in charge of, oversee, or administer the day-to-day operations of a business which engages in the fitting or sale of hearing aids.

(d) The supervising dispenser shall provide immediate supervision any time the trainee-applicant is providing one of these services: otoscopic inspection of the ear, and ear impressions for hearing aids or ear molds.

(~~a~~e) The supervising dispenser is ~~present within the same work setting~~ a minimum of 20 shall provide direct supervision one-hundred (100) percent of the time in which the trainee-applicant is providing services during the first ninety (90) calendar days of the trainee-applicant's services of fitting or selling hearing aids.

(~~b~~ f) After a minimum of ninety (90) calendar days or until the supervisor determines competency, with the exception of those services provided in subsection (d) which require immediate supervision for the duration of the trainee-applicant's temporary license, ~~The supervising dispenser shall approve the selection of hearing aid by a trainee-applicant~~ provide direct supervision for all other services in connection with the practice of fitting and selling hearing aids to the trainee at all times.

(eg) The supervising dispenser shall countersign the audiogram and all sales documents prepared and consummated by a trainee-applicant.

(~~d~~h) If a trainee-applicant fails the license examination, the supervising dispenser is required to be physically present at all fittings and sales made by the trainee-applicant regardless of whether these occur in or outside the supervising dispenser's business location.

Note: Authority cited: Section 2531.06, Business and Professions Code. Reference: Sections 2538.11, 2538.28, and 2538.30, Business and Professions Code.

2020 HEARING AID DISPENSER WRITTEN EXAMINATION OUTLINE

1. Equipment / Pre-visit (4%) - This content area assesses the candidate's knowledge of preparing testing equipment and environment to obtain valid and reliable test results.

<i>Task</i>		<i>Associated Knowledge Statements</i>	
T1	Verify function and calibration of test equipment.	K1	Knowledge of calibration requirements for audiometric equipment.
		K2	Knowledge of methods to perform a listening check of audiometric equipment.
		K3	Knowledge of function and procedures to operate audiometric equipment.
T2	Sanitize equipment (e.g., examination and audiometric equipment) before contact with client.	K5	Knowledge of methods to sanitize equipment that will be used on client.
T3	Maintain an environment that is conducive to audiometric assessment.	K6	Knowledge of physical, medical, and environmental conditions that affect audiometric assessment procedures.

2. Case History (8%) - This content area assesses the candidate's knowledge of pertinent client information to gather prior to assessment and the management of protected information.

<i>Tasks</i>		<i>Associated Knowledge Statements</i>	
T4	Obtain client report of symptoms.	K7	Knowledge of techniques to gather and assess client symptoms.
T5	Obtain pertinent client health and family health history.	K8	Knowledge of health, genetic, and medical conditions that may contribute to hearing loss.
		K9	Knowledge of the effect of hearing aid use history on assessment and treatment.
		K10	Knowledge of the effect of ear surgery history on assessment and treatment.
		K11	Knowledge of types of illnesses, medical treatments, and medications that may affect hearing.
		K12	Knowledge of health history questions to assess for conditions that may contribute to hearing loss.
		K13	Knowledge of effects of ear pathologies on hearing loss.
T6	Obtain pertinent client social and environmental history.	K14	Knowledge of the effect of exposure to physical or acoustic trauma on hearing loss and treatment.
		K15	Knowledge of lifestyle activities that could impact hearing loss and treatment.
T7	Document and maintain protected client hearing and health information.	K16	Knowledge of HIPAA laws and regulations.

3. Assessment (24%) - This content area assesses the candidate's knowledge of audiometric assessment techniques that determine degree, type, and configuration of hearing loss, and need for medical referral.

<i>Subarea</i>		<i>Tasks</i>		<i>Associated Knowledge Statements</i>
3.1 Pre-Assessment (2%)	T9	Determine need for referral to a physician by assessing client symptoms, objective signs, and medical history.	K24	Knowledge of objective signs and subjective symptoms that require a medical referral.
			K25	Knowledge of laws and regulations pertaining to signs and symptoms that require a medical referral.
3.2 Assessment (16%)	T10	Develop audiometric assessment plan to accommodate client needs.	K26	Knowledge of health, genetic, and medical conditions that may impact audiometric assessment.
			K28	Knowledge of logical order of assessment procedures.
			K29	Knowledge of issues that would require a modification to assessment procedures.
			K30	Knowledge of methods to perform sound field testing.
			K31	Knowledge of anatomical features that require a change in testing methodology.
			K32	Knowledge of methods and procedures to test clients with abnormal anatomy.
3.2 Assessment (16%)	T11	Explain procedures to client before and during audiometric assessment.	K33	Knowledge of methods to inform clients about audiometric assessment procedures.
			K35	Knowledge of techniques to describe audiometric assessment procedures to clients.
3.2 Assessment (16%)	T12	Perform pure tone air and bone conduction assessments.	K36	Knowledge of purposes and procedures of performing pure tone air conduction assessment.
			K37	Knowledge of purposes and procedures to perform pure tone bone conduction assessment.
			K40	Knowledge of methods to monitor and assess client subjective response to auditory stimuli.

3. Assessment, continued (24%) - This content area assesses the candidate's knowledge of audiometric assessment techniques that determine degree, type, and configuration of hearing loss, and need for medical referral.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge Statements</i>
3.2 Assessment, continued (16%)	T13 Perform masking during hearing assessment.	K41 Knowledge of purpose of performing masking. K42 Knowledge of concept and implications of under and overmasking. K43 Knowledge of procedures of masking during pure tone air conduction testing. K44 Knowledge of procedures of masking during pure tone bone conduction testing. K45 Knowledge of procedures of masking during speech testing.
	T14 Measure client threshold of discomfort (i.e., TD, UCL, LDL), to determine loudness tolerance.	K47 Knowledge of purposes of measuring threshold of discomfort. K48 Knowledge of procedures to determine dynamic range of hearing. K49 Knowledge of principles and procedures to establish client threshold of discomfort for pure tones and speech discrimination.
	T15 Perform most comfortable level assessment (MCL).	K51 Knowledge of purposes, principles, and procedures of establishing client most comfortable level (MCL) for speech.
	T16 Perform speech reception threshold assessment.	K52 Knowledge of principles and procedures of establishing speech reception threshold. K53 Knowledge of procedures to perform speech reception threshold testing.
	T17 Perform speech WRS/SD (word recognition score / speech discrimination) assessment.	K54 Knowledge of principles and procedures to perform speech discrimination / word recognition assessment.
	T18 Chart and document results of audiometric assessment.	K56 Knowledge of methods to chart and document assessment results.

3. Assessment, continued (24%) - This content area assesses the candidate's knowledge of audiometric assessment techniques that determine degree, type, and configuration of hearing loss, and need for medical referral.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge Statements</i>
3.3 Evaluation and Interpretation of Results (6%)	T19 Evaluate client audiometric assessment results to determine if retesting is necessary.	K57 Knowledge of reliable assessment results based on client audiometric and behavioral indications.
		K58 Knowledge of relationship between audiometric results and speech assessment results.
		K59 Knowledge of conditions, error, or reliability issues that indicate retesting is necessary.
	T20 Evaluate client audiometric assessment results to determine degree, type, and configuration of hearing loss.	K61 Knowledge of principles and criteria for determining significant air-bone gap.
		K62 Knowledge of criteria to identify asymmetrical hearing loss.
		K63 Knowledge of how to interpret audiometric assessment results.
		K65 Knowledge of audiometric test results that require medical referral.
		K66 Knowledge of type, degree, and configuration of hearing loss indicated by audiometric assessment results.
	T21 Explain and discuss client audiometric assessment results and evaluation of hearing loss with implications for communication.	K67 Knowledge of criteria to compare client audiometric test results with subjective symptoms.
		K68 Knowledge of criteria to identify changes in hearing.
K69 Knowledge of symptoms associated with specific audiometric assessment results.		
K70 Knowledge of counseling techniques to help explain audiometric assessment results to clients.		
K71 Knowledge of methods to counsel clients and explain implications of hearing loss.		
K72 Knowledge of hearing difficulties related to the degree, type, and configuration of hearing loss.		
K73 Knowledge of consequences of untreated hearing loss.		

4. Selection and Sales (13%) - This content area assesses the candidate's knowledge of patient candidacy and selection of hearing aids.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge Statements</i>
4.1 Hearing Aid Candidacy, Recommendation, and Selection (10%)	T22 Determine client candidacy for hearing aids.	K74 Knowledge of how to use assessment results to determine amplification recommendations.
		K75 Knowledge of anatomical variations that affect client candidacy for amplification.
		K76 Knowledge of hearing amplification requirements for different hearing losses.
		K77 Knowledge of indications for monaural, binaural, or CROS systems, and implantable devices.
		K78 Knowledge of the advantages of different styles of hearing aids.
		K79 Knowledge of audiometric assessment results that affect earmold/dome selection.
		K80 Knowledge of physical considerations that affect manipulation of hearing aids.
	T23 Apply client historical information to hearing aid selection and settings.	K81 Knowledge of client needs that affect hearing aid selection and fitting.
		K82 Knowledge of previous hearing aid use and how that impacts new hearing aid fitting.
		K83 Knowledge of effects of previous hearing aid use on client motivation for hearing assistance.
	T24 Determine client lifestyle compatibility with hearing aid features.	K84 Knowledge of hearing aid features.
		K85 Knowledge of criteria for selecting hearing aid parameters based on client needs.
	T25 Determine hearing aid options and accessories to recommend to clients.	K86 Knowledge of benefits of hearing aid amplification for various lifestyles.
		K87 Knowledge of types of hearing aid options and accessories (e.g., Bluetooth, remote controls, TV, telecoil, and FM).
		K88 Knowledge of types of hearing aid controls.
K89 Knowledge of methods to explain hearing aid options to clients.		
K90 Knowledge of dynamic range considerations for hearing aid selection.		
		K92 Knowledge of advantages of different styles of hearing aids.

4. Selection and Sales, continued (13%) - This content area assesses the candidate's knowledge of patient candidacy and selection of hearing aids.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge Statements</i>
4.1 Hearing Aid Candidacy, Recommendation, and Selection, continued (10%)	T38 Select user-controlled options of hearing aid.	K122 Knowledge of purposes and procedures to select user-controlled options of hearing aids. K123 Knowledge of purposes and procedures of adjusting acoustic characteristics of hearing aids.
	T37 Select physical characteristics of earmold or domes to fit client needs.	K121 Knowledge of purposes and procedures of selecting options and styles of earmolds or domes.
4.2 Sale (3%)	T39 Obtain signed medical clearance or medical waiver from client before selling hearing aids.	K124 Knowledge of requirement to obtain medical clearance or waiver for clients.
	T40 Dispense hearing aid to client by adhering to state and federal guidelines and regulations.	K125 Knowledge of dispenser legal obligation to client to adjust, replace, and refund hearing aids.
		K126 Knowledge of laws and regulations regarding the sale and fitting of hearing aids.
		K127 Knowledge of FDA regulations regarding the sale of hearing aids.
	K128 Knowledge of requirements of documenting hearing aid sales.	

5. Ear Impression (8%) - This content area assesses the candidate's knowledge of how to take and evaluate an ear impression.

<i>Tasks</i>		<i>Associated Knowledge Statements</i>	
T26	Evaluate client ear canal to determine whether an ear impression can safely be performed.	K93	Knowledge of purpose and procedures to take an ear impression.
		K94	Knowledge of purpose and procedures of evaluating client ear canal before an ear impression.
T27	Inform client about ear impression procedures to make client aware of sensations.	K95	Knowledge of expectations and sensations experienced during impression procedures.
T28	Select type and size of blocking material (e.g., cotton dam) to use during ear impression process.	K97	Knowledge of procedures to take ear impressions on clients with abnormal anatomy (e.g., mastoid cavities).
		K98	Knowledge of methods to determine size and type of blocking material needed during an ear impression.
		K99	Knowledge of how to determine placement of blocking material.
		K100	Knowledge of purposes of using blocking material during an ear impression.

6. Pre-Fitting (5%) - This content area assesses the candidate's knowledge of procedures to establish hearing aid settings and physical characteristics before fitting.

<i>Tasks</i>		<i>Associated Knowledge Statements</i>	
T41	Check hearing aids to verify functionality and consistency with order before fitting.	K129	Knowledge of the American National Standards Institute (ANSI) standards for hearing aid performance.
		K130	Knowledge of purposes and methods of evaluating physical characteristics of hearing aids.
		K131	Knowledge of methods to verify function of hearing aids.
		K132	Knowledge of manufacturer specifications (included features and settings) for hearing aids.
T42	Evaluate physical characteristics of custom products and earmolds before fitting (e.g., shell, canal, consistency with order, defects).	K133	Knowledge of methods used to verify earmold received from manufacturer.
		K134	Knowledge of purposes and methods of evaluating physical characteristics of earmolds.
T44	Pre-program or adjust hearing aid settings for client.	K136	Knowledge of procedures of setting levels of maximum output for hearing aids.
		K137	Knowledge of how to program and adjust hearing aids.
		K138	Knowledge of methods to configure and verify program settings of hearing aids.
		K139	Knowledge of audiometric test results that affect selection of acoustic properties of hearing aids.

7. Fitting (17%) - This content area assesses the candidate's knowledge of how to fit a hearing aid and associated accessories and apps.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge Statements</i>
7.1 First Fit (8%)	T45 Insert hearing aid into client ear to assess fit.	K140 Knowledge of how to insert and remove different style hearing aids. K141 Knowledge of methods to determine whether hearing aid is a good fit for client.
	T46 Modify hearing aid or earmold to fit client.	K143 Knowledge of hearing aid physical characteristics that need adjustment or to be remade. K144 Knowledge of modifications for custom products and earmolds. K145 Knowledge of common complaints and their indications for physical hearing aid fit. K146 Knowledge of physical characteristics that can be modified on earmolds to improve fit or address client complaints. K147 Knowledge of methods and tools to modify physical characteristics of hearing aids and earmolds. K148 Knowledge of questions to ask clients regarding hearing aid fit. K149 Knowledge of physical characteristics that can be modified on hearing aids to improve fit or address client complaints.
T47	Adjust hearing aid electroacoustic characteristics (e.g., gain, frequency response, maximum power output) to meet client fitting needs.	K150 Knowledge of purpose and methods to set and adjust electroacoustic characteristics of hearing aids. K151 Knowledge of procedures to assess electroacoustic characteristics and performance of hearing aid. K152 Knowledge of common client complaints associated with electroacoustic characteristics of hearing aids. K153 Knowledge of procedures to help client adapt to sensory stimuli with hearing aid use. K154 Knowledge of relationship between adjustable acoustic characteristics of hearing aid and client perceptions of sound quality. K155 Knowledge of adjustments to reduce feedback. K156 Knowledge of adjustments that need to be made to hearing aid programming, including telecoil.

7. Fitting, continued (17%) - This content area assesses the candidate's knowledge of how to fit a hearing aid and associated accessories and apps.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge Statements</i>
	T52 Evaluate outcome of hearing aid fitting with verification measures (i.e., sound field testing, real ear).	K170 Knowledge of purposes and procedures of performing unaided and aided sound field testing. K171 Knowledge of purpose and procedures to perform real ear/probe measurement. K172 Knowledge of necessary adjustments to hearing aids based on performance. K173 Knowledge of methods to validate client hearing aid benefit.
7.2 Delivery (9%)	T48 Demonstrate and explain techniques to insert, remove, and manipulate hearing aids.	K157 Knowledge of common issues associated with insertion and removal of hearing aids. K159 Knowledge of procedures to insert and remove client hearing aids.
	T49 Teach client to use hearing aid and assistive listening device controls.	K160 Knowledge of information to provide client regarding use of hearing aids (e.g., controls, features). K162 Knowledge of information to provide to client regarding phone and app use with hearing aid. K163 Knowledge of questions to ask clients regarding hearing aid fit.
	T50 Instruct client how to use, maintain, and dispose of hearing aid batteries.	K164 Knowledge of procedures to care for and dispose of hearing aid batteries. K165 Knowledge of procedures to use and maintain rechargeable hearing aids.
	T51 Instruct client on hearing aid care and maintenance to optimize hearing aid function.	K167 Knowledge of purposes, procedures, and information regarding care and maintenance of hearing aids. K168 Knowledge of methods to reinforce proper hearing aid use. K169 Knowledge of methods to reinforce proper hearing aid care.
	T53 Instruct client on how to use hearing aid options, features, and accessories.	K175 Knowledge of techniques to assess client proficiency in using hearing aid options, features, and accessories. K176 Knowledge of use of hearing aid options, features, and accessories. K178 Knowledge of purposes and methods of evaluating client use of telecoil.

8. Follow-Up Care (11%) - This content area assesses the candidate's knowledge of procedures to resolve client issues including physical fit and acoustic targets.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge Statements</i>
8.1 Postfitting Care (8%)	T54 Provide client with follow-up care.	K179 Knowledge of techniques to conduct ongoing client counseling on hearing aid use. K180 Knowledge of methods to maintain hearing health. K181 Knowledge of methods to compare previous and new audiometric test results.
	T55 Gradually adjust programming of hearing aid in follow-up visits to help client become accustomed to target settings.	K182 Knowledge of necessary adjustments based on client experience or adaptation level. K183 Knowledge of necessary adjustments required to achieve real ear measure target.
	T56 Modify physical characteristics of custom products and earmolds to fit client and troubleshoot client complaints.	K184 Knowledge of procedures used to modify earmolds for physical fit and acoustic performance. K185 Knowledge of methods to select domes to modify acoustic performance. K186 Knowledge of methods to use buffers and grinders. K187 Knowledge of ear anatomy that affects hearing aid fitting.
	T57 Identify electroacoustic adjustments to be performed on hearing aid based on client complaints.	K188 Knowledge of techniques to identify and eliminate acoustic feedback. K189 Knowledge of purposes and methods of identifying circuit noise of hearing aids. K190 Knowledge of procedures to identify causes of feedback in hearing aids. K191 Knowledge of purposes and methods of evaluating frequency response of hearing aid. K192 Knowledge of purposes and methods of evaluating gain of hearing aids.

8. Follow-Up Care, Continued (11%) - This content area assesses the candidate's knowledge of procedures to resolve client issues including physical fit and acoustic targets.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge Statements</i>
8.2 Repairs (3%)	T58 Assess performance of hearing aids and client complaints to determine whether repairs need to be made.	K193 Knowledge of techniques to differentiate between external and internal feedback.
		K194 Knowledge of procedures to run an electroacoustic analysis on a hearing aid to determine if it is performing to manufacturer specifications.
		K195 Knowledge of evaluation techniques to determine whether to repair hearing aids or send to the manufacturer for repair.
		K196 Knowledge of purposes and methods of evaluating volume control of hearing aids.
		K197 Knowledge of techniques to differentiate changes in client hearing from malfunction of hearing aid.
		K198 Knowledge of client complaints that indicate hearing aid malfunction.
		K199 Knowledge of procedures to assess causes of hearing aid malfunction.
	T59 Perform hearing aid maintenance and repair.	K200 Knowledge of types of repairs for hearing aids.
		K201 Knowledge of how to service or repair hearing aids.
		K202 Knowledge of equipment and tools used to repair hearing aids.

9. Counseling (10%) - This content area assesses the candidate's knowledge of methods to establish realistic expectations and educate the client on optimizing communication while using hearing aids and accessories.

<i>Tasks</i>	<i>Associated Knowledge Statements</i>
T60 Determine when hearing aid is no longer adequate for client needs.	K204 Knowledge of indicators that a different hearing aid would be more effective to meet client needs.
	K205 Knowledge of how hearing may change over time.
T62 Establish realistic expectations about potential experiences while wearing hearing aids.	K207 Knowledge of realistic expectations regarding hearing amplification.
	K208 Knowledge of factors that affect successful hearing aid fitting.
	K209 Knowledge of adaptation process and implications for new hearing aid users.
	K210 Knowledge of purposes and methods of evaluating client expectations about amplification.
	K211 Knowledge of cognitive and physical factors that influence successful hearing aid use.
T63 Educate client on practices to optimize communication while using hearing aids and accessories in different circumstances.	K212 Knowledge of strategies for maximizing communication in different listening environments.

HEARING AID DISPENSER PRACTICAL EXAMINATION OUTLINE – 2020

1. Equipment/Pre-Visit - This content area assesses the candidate's ability to prepare testing equipment and environment to obtain valid and reliable test results.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none">• Verify function and calibration of test equipment.	<ul style="list-style-type: none">• Knowledge of calibration requirements for audiometric equipment.• Knowledge of methods to perform a listening check of audiometric equipment.• Knowledge of function and procedures to operate audiometric equipment.• Ability to perform listening check to verify functioning of equipment.
<ul style="list-style-type: none">• Sanitize equipment (e.g., examination and audiometric equipment) before contact with client.	<ul style="list-style-type: none">• Knowledge of methods to sanitize equipment that will be used on client.
<ul style="list-style-type: none">• Maintain an environment that is conducive to audiometric assessment.	<ul style="list-style-type: none">• Knowledge of physical, medical, and environmental conditions that affect audiometric assessment procedures.

2. Assessment - This content area assesses the candidate's ability to perform an audiometric assessment to determine degree, type, and configuration of hearing loss, and need for medical referral.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
2.1 Pre-Assessment	<ul style="list-style-type: none"> Perform ear inspection and otoscopic examination. 	<ul style="list-style-type: none"> Knowledge of purposes and procedures of performing otoscopic examination. Knowledge of purposes and procedures to inspect external ear. Knowledge of anatomy and characteristics of normal and abnormal ears. Knowledge of how to identify normal and abnormal visible conditions of the ear. Knowledge of techniques to assess size, length, and direction of ear canal. Ability to inspect external ear and perform an otoscopic examination. Knowledge of criteria to determine if there is blockage of the ear canal.
	<ul style="list-style-type: none"> Determine need for referral to a physician by assessing client symptoms, objective signs, and medical history. 	<ul style="list-style-type: none"> Knowledge of objective signs and subjective symptoms that require a medical referral. Knowledge of laws and regulations pertaining to signs and symptoms that require a medical referral.
2.2 Assessment	<ul style="list-style-type: none"> Explain procedures to client before and during audiometric assessment. 	<ul style="list-style-type: none"> Knowledge of methods to inform clients about audiometric assessment procedures. Ability to describe procedures to clients before and during assessment.
	<ul style="list-style-type: none"> Perform pure tone air and bone conduction assessments. 	<ul style="list-style-type: none"> Knowledge of purposes and procedures of performing pure tone air conduction assessment. Knowledge of purposes and procedures to perform pure tone bone conduction assessment. Ability to perform pure tone air conduction assessment. Ability to perform pure tone bone conduction assessment. Knowledge of methods to monitor and assess client subjective response to auditory stimuli.

2. Assessment, continued - This content area assesses the candidate's ability to perform an audiometric assessment to determine degree, type, and configuration of hearing loss, and need for medical referral.

<i>Subarea</i>	<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
2.2 Assessment, continued	<ul style="list-style-type: none"> • Perform masking during hearing assessment. 	<ul style="list-style-type: none"> • Knowledge of purpose of performing masking. • Knowledge of concept and implications of under and over masking. • Knowledge of procedures of masking during pure tone air conduction assessment. • Knowledge of procedures of masking during pure tone bone conduction assessment. • Knowledge of procedures of masking during speech assessment. • Ability to perform masking during hearing assessments.
	<ul style="list-style-type: none"> • Measure client threshold of discomfort (i.e., TD, UCL, LDL), to determine loudness tolerance. 	<ul style="list-style-type: none"> • Ability to perform assessment to establish client threshold of discomfort.
	<ul style="list-style-type: none"> • Chart and document results of audiometric assessment. 	<ul style="list-style-type: none"> • Knowledge of methods to chart and document assessment results.

3. Ear Impression - This content area assesses the candidate's ability to take and evaluate an ear impression.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none"> Evaluate client ear canal to determine whether an ear impression can safely be performed. 	<ul style="list-style-type: none"> Knowledge of purpose and procedures to take an ear impression. Knowledge of purpose and procedures of evaluating client ear canal before an ear impression.
<ul style="list-style-type: none"> Inform client about ear impression procedures to make client aware of sensations. 	<ul style="list-style-type: none"> Knowledge of expectations and sensations experienced during impression procedures. Ability to explain impression-taking procedures.
<ul style="list-style-type: none"> Select type and size of blocking material (e.g., cotton dam) to use during ear impression process. 	<ul style="list-style-type: none"> Knowledge of procedures to take ear impressions on clients with abnormal anatomy (e.g., mastoid cavities). Knowledge of methods to determine size and type of blocking material needed during an ear impression. Knowledge of how to determine placement of blocking material. Knowledge of purposes of using blocking material during an ear impression.
<ul style="list-style-type: none"> Insert blocking material (e.g., cotton dam) before taking ear impression. 	<ul style="list-style-type: none"> Ability to insert blocking material into ear canal before taking an ear impression. Knowledge of procedures and instruments used to insert blocking material into ear canal before taking an ear impression.
<ul style="list-style-type: none"> Verify placement of blocking material (i.e., cotton dam) in client ear with otoscope. 	<ul style="list-style-type: none"> Knowledge of purposes and methods of evaluating placement of blocking material in ear canal.
<ul style="list-style-type: none"> Take ear impression by inserting impression material into client ear. 	<ul style="list-style-type: none"> Knowledge of signs of client discomfort during an ear impression. Ability to prepare impression material. Ability to fill ear canal and external ear with impression material. Knowledge of types of impression material used to make an ear impression.
<ul style="list-style-type: none"> Verify curing of impression material. 	<ul style="list-style-type: none"> Knowledge of method to determine if impression material has cured. Ability to verify impression material has cured in the ear before removal.

3. Ear Impression, continued - This content area assesses the candidate's ability to take and evaluate an ear impression.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none"> • Break the seal of impression material. 	<ul style="list-style-type: none"> • Ability to break seal of impression material. • Knowledge of methods to break seal of impression material.
<ul style="list-style-type: none"> • Remove ear impression from client ear. 	<ul style="list-style-type: none"> • Ability to remove impression from ear.
<ul style="list-style-type: none"> • Inspect client ear for injury and impression material with otoscope after removal of ear impression. 	<ul style="list-style-type: none"> • Knowledge of purposes and methods of evaluating client ear canal following ear impression procedures. • Knowledge of conditions resulting from impression procedures which require a medical referral.
<ul style="list-style-type: none"> • Determine accuracy of ear impression by comparing client ear to impression. 	<ul style="list-style-type: none"> • Knowledge of anatomical details that should be found on ear impression. • Knowledge of techniques to determine if ear impression is an accurate representation of an ear. • Ability to identify anatomical details on an ear impression. • Ability to determine if ear impression meets requirements for manufacturing custom products. • Knowledge of purposes and methods of evaluating ear impression. • Knowledge of procedures to identify unique characteristics of ear impression to be represented on the finished product.

4. Fitting and Delivery - This content area assesses the candidate's ability to fit a hearing aid and explain associated accessories and apps.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none"> • Insert hearing aid into client ear to assess fit. 	<ul style="list-style-type: none"> • Knowledge of how to insert and remove different style hearing aids. • Knowledge of methods to determine whether hearing aid is a good fit for client. • Ability to insert and remove hearing aids.
<ul style="list-style-type: none"> • Demonstrate and explain techniques to insert, remove, and manipulate hearing aids. 	<ul style="list-style-type: none"> • Knowledge of common issues associated with insertion and removal of hearing aids. • Ability to explain hearing aid insertion and removal techniques. • Knowledge of procedures to insert and remove client hearing aids.
<ul style="list-style-type: none"> • Teach client to use hearing aid and assistive listening device controls. 	<ul style="list-style-type: none"> • Knowledge of information to provide client regarding use of hearing aids (e.g., controls, features). • Ability to demonstrate operation of hearing aids. • Knowledge of information to provide to client regarding phone use with hearing aid. • Knowledge of questions to ask clients regarding hearing aid fit.
<ul style="list-style-type: none"> • Instruct client how to use, maintain, and dispose of hearing aid batteries. 	<ul style="list-style-type: none"> • Knowledge of procedures to care for and dispose of hearing aid batteries. • Knowledge of procedures to use and maintain rechargeable hearing aids. • Ability to insert and remove batteries from hearing aids.
<ul style="list-style-type: none"> • Instruct client on hearing aid care and maintenance to optimize hearing aid function. 	<ul style="list-style-type: none"> • Knowledge of purposes, procedures, and information regarding care and maintenance of hearing aids. • Knowledge of methods to reinforce proper hearing aid use. • Knowledge of methods to reinforce proper hearing aid care.
<ul style="list-style-type: none"> • Instruct client on how to use hearing aid options, features, and accessories. 	<ul style="list-style-type: none"> • Knowledge of techniques to assess client proficiency in using hearing aid options, features, and accessories. • Knowledge of use of hearing aid options, features, and accessories. • Ability to explain to clients the use of hearing aid options, features, and accessories. • Knowledge of purposes and methods of evaluating client use of telecoil.

5. Follow-Up/Postfitting Care - This content area assesses the candidate's ability to resolve client issues including physical fit and acoustic targets.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none"> • Assess performance of hearing aids and client complaints to determine whether repairs need to be made. 	<ul style="list-style-type: none"> • Knowledge of techniques to differentiate between external and internal feedback. • Knowledge of procedures to run an electroacoustic analysis on a hearing aid to determine if it is performing to manufacturer specifications. • Knowledge of evaluation techniques to determine whether to repair hearing aids or send to the manufacturer for repair. • Knowledge of purposes and methods of evaluating volume control of hearing aids. • Knowledge of techniques to differentiate changes in client hearing from malfunction of hearing aid. • Knowledge of client complaints that indicate hearing aid malfunction. • Knowledge of procedures to assess causes of hearing aid malfunction.
<ul style="list-style-type: none"> • Perform hearing aid maintenance and repair. 	<ul style="list-style-type: none"> • Knowledge of types of repairs for hearing aids. • Knowledge of how to service or repair hearing aids. • Knowledge of equipment and tools used to repair hearing aids. • Ability to service hearing aids including ear mold tube replacement.
<ul style="list-style-type: none"> • Determine if hearing aid can be repaired or if it must be replaced. 	<ul style="list-style-type: none"> • Knowledge of how to determine whether hearing aid can be repaired or needs to be replaced.

6. Counseling - This content area assesses the candidate's ability to establish realistic expectations and educate the client on optimizing communication while using hearing aids and accessories.

<i>Tasks</i>	<i>Associated Knowledge/Ability Statements</i>
<ul style="list-style-type: none"> • Establish realistic expectations about potential experiences while wearing hearing aids. 	<ul style="list-style-type: none"> • Knowledge of realistic expectations regarding hearing amplification. • Knowledge of factors that affect successful hearing aid fitting. • Knowledge of adaptation process and implications for new hearing aid users. • Knowledge of purposes and methods of evaluating client expectations about amplification. • Knowledge of cognitive and physical factors that influence successful hearing aid use.
<ul style="list-style-type: none"> • Educate client on strategies to optimize communication while using hearing aids and accessories in different circumstances. 	<ul style="list-style-type: none"> • Knowledge of strategies for maximizing communication in different listening environments. • Ability to describe strategies for maximizing communication to clients in different listening environments.

Potential Economic Impacts
Electroacoustic Analysis Equipment
For Informational Use Only

Company	Product Name	Price
Audio Precision, Inc.	APx511	\$15,000
Brüel & Kjær	Anechoic Test Box Type 4232 and Type 3670 Data Acquisition System	\$17,453
Frye Electronics	FONIX 8000	\$29,000
Listen, Inc	SoundCheck	\$35,886