

September – December 2021 Hearing Aid Dispenser Walk-in Written Examination Instructions and Schedule

Albany, Buffalo, New York, Rochester and Utica

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

Mandatory COVID-19 Precaution checklist for exam candidates

- Do not appear for an exam if you meet any of the below:
 - Have had known close contact with a person confirmed (by diagnostic test) or suspected (based on symptoms) within the past 10 days.

Note: This does not apply to individuals that have been fully vaccinated or have recovered from COVID-19 within the past 3 months and have not developed any symptoms following the close contact. Close contact is defined by DOH as being within 6 feet of an individual for 10 minutes or more within a 24-hour period starting 2 days before symptom onset or, if asymptomatic, 2 days before the date the positive sample was collected. Close contact does not include individuals who work in a health care setting wearing appropriate, required personal protection equipment. Fully vaccinated is defined as being 2 weeks or more after either receipt of the second dose in a 2-dose vaccine series, or 2 weeks or more after receipt of one dose of a single-dose vaccine.
 - Currently experiencing or have recently (within the past 48 hours) experienced ANY of the following symptoms of COVID-19:
 - Fever (above 100.4 degrees Fahrenheit)
 - Chills
 - Cough (new or worsening)
 - Shortness of Breath (new or worsening)
 - Troubled Breathing (new or worsening)
 - Muscle Pain or Body Aches (new or worsening)
 - Headache (new or worsening)
 - New Loss of Taste or Smell
 - Sore Throat (new or worsening)
 - Congestion or Runny Nose
 - Nausea or Vomiting
 - Diarrhea

Note: A few of the above symptoms may occur with pre-existing medical conditions such as allergies or migraines. You should not appear to your exam if your symptoms are new or worsening. If you are experiencing symptoms, you should contact your health care provider or seek diagnostic testing for COVID-19.
 - Have tested positive for COVID-19 through a diagnostic test in the past 10 days
- Do not bring anyone with you to the exam site.
- Wear a face covering or mask to your exam. Face coverings are mandatory at exam sites. Face masks are required regardless of individuals vaccination status.
- Maintain 6 feet from others when possible at an exam site.
- Bring two sanitized #2 pencils to your exam. Pencils will not be provided at the exam site.**

Test sites and times are subject to change and exams may be canceled due to weather conditions or other emergencies. If hazardous weather conditions exist in your area, you may check the Department of State's Facebook ([facebook.com/NewYorkDepartmentOfState/](https://www.facebook.com/NewYorkDepartmentOfState/)) and Twitter (@NYSDOS) accounts or call 518-474-4429 to see if an exam has been canceled. **Please do not call the test centers listed below.**

If you need assistance or exam information, you may contact a Division of Licensing Services office in your area or call the Albany phone 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.

EXAM SITES AND DATES:

Note: Seats are limited and assigned on a first-come/first-served basis. Dates and times are subject to change. Before traveling to your exam, please visit our website for the most up-to-date schedule.

ALBANY – ALBANY COUNTY (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>	September 28th 9:00am & 1:00pm	October 26th 9:00am & 1:00pm	November 16th 9:00am & 1:00pm	December 21st 9:00am & 1:00pm
BUFFALO – ERIE COUNTY 295 Main Street, room 845 Buffalo, NY 14203	September 28th 9:00am & 1:00pm	October 26th 9:00am & 1:00pm	November 16th 9:00am & 1:00pm	December 21st 9:00am & 1:00pm
NEW YORK CITY – NEW YORK COUNTY 123 William Street, 2 nd Floor New York, NY 10038 <i>Note: Enter doors to the left of the main lobby. Take escalator to the 2nd floor</i>	September 28th 9:00am & 1:00pm	October 26th 9:00am & 1:00pm	November 16th 9:00am & 1:00pm	December 21st 9:00am & 1:00pm
ROCHESTER – MONROE COUNTY (Finger Lakes DDSO) 620 Westfall Road Rochester, NY 14620 <i>Note: Park in lot on right. DO NOT ENTER THROUGH MAIN LOBBY. Look for Sign, "New York State Testing."</i>	September 28th 1:00pm	October 26th 1:00pm	November 16th 1:00pm	December 21st 1:00pm
UTICA – ONEIDA COUNTY (State Office Building) 207 Genesee Street, 2 nd Floor, Room 205 Utica, NY 13501	September 27th 9:30am	October 25th 9:30am	November 22nd 9:30am	December 20th 9:30am

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
 - Mexico Voter ID Card
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.

Firearms are not allowed at the exam center. Please contact our exam unit at (518) 473-2731 for questions pertaining to this policy.

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.

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 ([@NYSDOS](#)) 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.