

**I. Client History (18%) – This area assesses the candidate’s ability to gather health information and medical history related to the client’s hearing to determine client’s hearing status.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Medical Referral Case History (7%)</b>	<ul style="list-style-type: none"> <li>Assess client's medical history to determine whether client needs to be referred to a physician.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws and regulations pertaining to symptoms and/or medical conditions requiring a medical referral.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may contribute to hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of effect of conductive ear pathologies on hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of effect of sensorineural ear pathologies on hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to gather and assess client’s hearing complaints.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of FDA regulations regarding the sale of hearing aids.</li> </ul>
	<ul style="list-style-type: none"> <li>Assess client’s medical history by interviewing client about medical conditions (e.g., otosclerosis, tympanic membrane perforation).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of inherited health conditions and family history that could contribute to client’s hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may impact audiometric assessment.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may contribute to hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of childhood illnesses that affect hearing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of medical treatments and medications (e.g., antibiotics) that affect hearing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of effect of neurological pathologies on hearing loss.</li> </ul>
	<ul style="list-style-type: none"> <li>Assess client’s medical history by interviewing client about previous ear surgeries.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of client’s exposure to physical or acoustic trauma or incidents associated with hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to gather and assess client’s hearing complaints.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may impact audiometric assessment.</li> </ul>
	<ul style="list-style-type: none"> <li>Identify any sudden physical or acoustic trauma that may affect client’s hearing by interviewing client.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of anatomical changes to ear resulting from ear surgeries.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to gather and assess client’s hearing complaints.</li> </ul>
	<ul style="list-style-type: none"> <li>Assess client’s medical history by interviewing client about medical treatments (e.g., antibiotic, chemotherapy).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of client’s exposure to physical or acoustic trauma or incidents associated with hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to gather and assess client’s hearing complaints.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of inherited health conditions and family history that could contribute to client’s hearing loss.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may impact audiometric assessment.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may contribute to hearing loss.</li> </ul>		

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<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Medical Referral Case History (7%)</b>  <i>continued</i>	<ul style="list-style-type: none"> <li>Assess client’s medical history by interviewing client about medical treatments (e.g., antibiotic, chemotherapy).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of effect of neurological pathologies on hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of client’s exposure to physical or acoustic trauma or incidents associated with hearing loss.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide client with disclosure policies in accordance with HIPAA regulations (informed consent and acknowledgement).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to gather and assess client’s hearing complaints.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of FDA regulations regarding the sale of hearing aids.</li> </ul>
<b>B. Audiometric Case History (5%)</b>	<ul style="list-style-type: none"> <li>Obtain medical clearance or client signature for medical waiver for purchase of hearing instrument when required.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of FDA regulations regarding the sale of hearing aids.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of laws and regulations regarding HIPAA.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of laws and regulations pertaining to symptoms and/or medical conditions requiring a medical referral.</li> </ul>
	<ul style="list-style-type: none"> <li>Request and maintain client information to develop hearing history and assessment (baseline, profile, or intake/maintenance).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may contribute to hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of FDA regulations regarding the sale of hearing aids.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to gather and assess client’s hearing complaints.</li> </ul>
	<ul style="list-style-type: none"> <li>Request, collect, and maintain client information to establish and update client hearing and basic health profile.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of criteria used to compare client’s previous audiometric test results with current hearing complaints.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of criteria used to compare new audiometric test results with prior audiometric assessment.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of effects of previous hearing instrument history on client’s motivation for hearing assistance.</li> </ul>
	<ul style="list-style-type: none"> <li>Assess client’s previous audiometric test results to assist in current audiometric assessment.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may contribute to hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing difficulties related to hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of laws and regulations regarding HIPAA.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may impact audiometric assessment.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of types of medical treatments and medications (e.g., antibiotics) that affect hearing.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of effect of conductive ear pathologies on hearing loss.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of effect of sensorineural ear pathologies on hearing loss.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of effect of neurological pathologies on hearing loss.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of criteria used to identify significant changes in hearing.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of criteria used to compare client’s previous audiometric test results with current hearing complaints.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of criteria used to compare new audiometric test results with prior audiometric assessment.</li> </ul>		

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<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>	
<b>B. Audiometric Case History (5%)</b>  <i>continued</i>	<ul style="list-style-type: none"> <li>Review client’s family history of hearing loss to assess client’s predisposition to hearing loss.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of inherited health conditions and family history that could contribute to client’s hearing loss.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of types of health/medical conditions that may contribute to hearing loss.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of types of childhood illnesses that affect hearing.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of types of medical treatments and medications (e.g., antibiotics) that affect hearing.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of effect of conductive ear pathologies on hearing loss.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of effect of sensorineural ear pathologies on hearing loss.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of effect of neurological pathologies on hearing loss.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing difficulties related to hearing loss.</li> </ul>	
<b>C. Previous Hearing Instrument Experience (3%)</b>	<ul style="list-style-type: none"> <li>Assess client’s previous experience with hearing instruments to assist with client’s hearing aid use.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of previous hearing instrument (e.g., linear) selection and fitting(s) that impact current hearing instrument (e.g., WDRC) fitting.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of purpose(s) for understanding client’s experience with hearing instruments.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of effects of hearing instrument history on client’s hearing aid use.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of effects of previous hearing instrument history on client’s motivation for hearing assistance.</li> </ul>	
	<ul style="list-style-type: none"> <li>Assess client’s previous experience with hearing instruments to assist with client’s hearing aid fitting.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of previous hearing instrument (e.g., linear) selection and fitting(s) that impact current hearing instrument (e.g., WDRC) fitting.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of purpose(s) for understanding client’s experience with hearing instruments.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of effects of hearing instrument history on client’s fitting.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of lifestyle (cosmetic, social) factors that influence successful hearing instrument use.</li> </ul>	
	<ul style="list-style-type: none"> <li>Assess client’s previous experience with hearing instruments to assist with client’s audiometric assessment.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of criteria used to compare client’s previous audiometric test results with current hearing complaints.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of effects of hearing instrument history on client’s audiometric assessment.</li> </ul>	
	<b>D. Symptoms of Hearing Loss (3%)</b>	<ul style="list-style-type: none"> <li>Identify client’s complaint(s) associated with hearing difficulties by interviewing client.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to gather and assess client’s hearing complaints.</li> </ul>
			<ul style="list-style-type: none"> <li>Knowledge of types of hearing difficulties related to hearing loss.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of effects of hearing difficulties on client’s ability to communicate.</li> </ul>			
<ul style="list-style-type: none"> <li>Knowledge of lifestyle (cosmetic, social) factors that influence successful hearing instrument use.</li> </ul>			

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<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>D. Symptoms of Hearing Loss (3%)</b>  <i>continued</i>	<ul style="list-style-type: none"> <li>Assess client’s activities (e.g., work, recreation, and/or daily exposure) by interviewing client to determine whether hearing difficulty could be associated with activities.</li> </ul>	• Knowledge of types of health/medical conditions that may contribute to hearing loss.
		• Knowledge of types of lifestyle activities that could impact hearing loss.
		• Knowledge of effects of hearing difficulties on client’s ability to communicate.
		• Knowledge of lifestyle (cosmetic, social) factors that influence successful hearing instrument use.
	<ul style="list-style-type: none"> <li>Assess client’s hearing difficulties to determine whether family members or others are being affected.</li> </ul>	• Knowledge of effect of hearing difficulty on client’s life.
		• Knowledge of types of lifestyle activities that could impact hearing loss.
		• Knowledge of types of hearing difficulties related to hearing loss.
		• Knowledge of effects of hearing difficulties on client’s ability to communicate.
		• Knowledge of effect of hearing difficulty on client’s life.

**II. Ear Inspection (8%) – This area assesses the candidate’s ability to visually inspect the external ear to evaluate the physical condition of the client’s ear.**

<i>Job Task</i>	<i>Associated Knowledge</i>
<ul style="list-style-type: none"> <li>Uses safe techniques to perform otoscopic examination and inspection of client ears as needed.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of safe techniques used to conduct an otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of anatomy and characteristics of the ear (normal vs. abnormal).</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of methods used to sanitize equipment used during otoscopic examination.</li> </ul>
<ul style="list-style-type: none"> <li>Assess client’s external ear for blockage (e.g., amount of cerumen, foreign object) to determine whether client needs physician referral.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of safe techniques used to conduct an otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of criteria used to determine medical referral due to blockage of or foreign objects in the ear canal.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of types of conditions (physical, medical, environmental) that limit audiometric testing procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of assessing the condition of the ear canal and tympanic membrane.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> </ul>
<ul style="list-style-type: none"> <li>Assess condition of client’s tympanic membrane to determine whether client needs physician referral.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of safe techniques used to conduct an otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of anatomy and characteristics of the ear (normal vs. abnormal).</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of types of conditions (physical, medical, environmental) that limit audiometric testing procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of assessing the condition of the ear canal and tympanic membrane.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of safe techniques used to conduct an otoscopic examination.</li> </ul>
<ul style="list-style-type: none"> <li>Assess client’s external ear conditions (i.g., abnormalities, deformities) to determine whether client needs physician referral.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to determine whether client has collapsed canal.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of anatomy and characteristics of the ear (normal vs. abnormal).</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of types of conditions (physical, medical, environmental) that limit audiometric testing procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of assessing the condition of the ear canal and tympanic membrane.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of safe techniques used to conduct an otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of methods used to sanitize equipment used during otoscopic examination.</li> </ul>
<ul style="list-style-type: none"> <li>Sanitize equipment prior to performing otoscopic examination on client.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> </ul>
<ul style="list-style-type: none"> <li>Assess size, length, and direction of client’s ear canal by performing otoscopic examination.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to assess size, length, and direction of ear canal.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> </ul>
<ul style="list-style-type: none"> <li>Assess client’s external ear for a collapsed canal to determine type of method to use during audiometric testing.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of safe techniques used to conduct an otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of procedures used to determine whether client has collapsed canal.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of types of conditions (physical, medical, environmental) that limit audiometric testing procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of purposes for performing otoscopic examination.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of procedures used to inspect client’s external ear.</li> </ul>

**III. Audiometric Assessment (8%) – This area assesses the candidate’s ability to determine client’s hearing acuity using standardized tests.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Tone Stimuli (3%)</b>	<ul style="list-style-type: none"> <li>Perform pure tone air conduction test during audiometric assessment and masking when required.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of operation and function of audiometric equipment (control and use of equipment).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of situations or test results that require masking during audiometric testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of masking techniques that will assist in determining client fitting requirements.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for performing pure tone air conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for masking during pure tone air conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods and procedures used for testing clients with collapsing/collapsed ear canals.</li> </ul>
	<ul style="list-style-type: none"> <li>Perform pure tone bone conduction test during audiometric assessment and masking when required.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of situations or test results that require masking during audiometric testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of masking techniques that will assist in determining client fitting requirements.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for performing pure tone bone conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for masking during pure tone bone conduction testing.</li> </ul>
	<ul style="list-style-type: none"> <li>Present stimuli to determine client’s threshold of discomfort (TD/UCL/LDL).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client’s uncomfortable level (UCL/LDL/TD) for speech.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client’s UCL/LDL/TD using pure tones.</li> </ul>
<b>B. Speech Stimuli (3%)</b>	<ul style="list-style-type: none"> <li>Perform speech discrimination (WRS/SDS) test during audiometric assessment and masking when required</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of operation and function of audiometric equipment (control and use of equipment).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of masking techniques that will assist in determining client fitting requirements.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for masking during speech testing (SRT/WRS/SDS).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures used for performing speech testing (SRT/WRS/SDS).</li> </ul>
	<ul style="list-style-type: none"> <li>Perform speech reception threshold (SRT) test during audiometric assessment and masking when required.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of masking techniques that will assist in determining client fitting requirements.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for masking during speech testing (SRT/WRS/SDS).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures used for performing speech testing (SRT/WRS/SDS).</li> </ul>

**III. Audiometric Assessment (8%) – This area assesses the candidate’s ability to determine client’s hearing acuity using standardized tests.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>B. Speech Stimuli (3%)</b> <i>continued</i>	<ul style="list-style-type: none"> <li>Present speech stimuli to determine client’s most comfortable level (MCL) for speech.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client’s most comfortable level (MCL) for speech.</li> </ul>
<b>C. Equipment Check and Client Instructions (2%)</b>	<ul style="list-style-type: none"> <li>Provide client with communication and counseling to facilitate audiometric testing for optimum results.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for performing pure tone air conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for performing pure tone bone conduction testing.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures used for performing speech testing (SRT/WRS/SDS).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client’s uncomfortable level (UCL/LDL/TD) for speech.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client’s most comfortable level (MCL) for speech.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and procedures for establishing client’s UCL/LDL/TD using pure tones.</li> </ul>
	<ul style="list-style-type: none"> <li>Perform listening check to verify functioning of equipment prior to performing audiometric tests.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to check function of audiometric equipment (verify/listening check).</li> <li>Knowledge of calibration requirements to maintain audiometric equipment.</li> </ul>

**IV. Audiometric Interpretation (9%) – This area assesses the candidate’s ability to identify degree, type, and configuration of hearing based on audiometric test results and to communicate audiometric test results to client.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Evaluate Audiometric Test Results (8%)</b>	<ul style="list-style-type: none"> <li>Evaluate audiometric test results to determine whether client needs to be referred to a physician.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of type, degree, and configuration of hearing loss indicated by audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of relationships between audiometric results and speech testing results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of useful metrics for comparing client’s current with previous audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of criteria used in identifying a significant asymmetrical sensorineural hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of laws and regulations regarding audiometric test results that require a medical referral.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of how to interpret audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and criteria for determining significant air-bone gap.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s audiometric test results to determine the type of hearing loss (mixed, conductive, sensorineural).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of type, degree, and configuration of hearing loss indicated by audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of criteria used in identifying a significant asymmetrical sensorineural hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of how to interpret audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of principles and criteria for determining significant air-bone gap.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s audiometric test results to determine degree (e.g., mild, moderate, severe) of hearing loss.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of type, degree, and configuration of hearing loss indicated by audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of criteria used in identifying a significant asymmetrical sensorineural hearing loss.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of how to interpret audiometric test results.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s audiometric test results to determine impact on understanding speech (dynamic range, discrimination WRS/SDS, reception SRT).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of type, degree, and configuration of hearing loss indicated by audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of relationships between audiometric results and speech testing results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of useful metrics for comparing client’s current with previous audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of how to interpret audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures for determining dynamic range of hearing.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s audiometric test results to determine whether test results are reliable.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of reliable test results based on client audiometric and/or behavioral indications.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of relationships between audiometric results and speech testing results.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of useful metrics for comparing client’s current with previous audiometric test results.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of how to interpret audiometric test results.</li> </ul>		
<ul style="list-style-type: none"> <li>Evaluate client’s audiometric test results to determine configuration (e.g., flat, sloping, high frequency) of hearing loss.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of type, degree, and configuration of hearing loss indicated by audiometric test results.</li> </ul>	
	<ul style="list-style-type: none"> <li>Knowledge of how to interpret audiometric test results.</li> </ul>	

**IV. Audiometric Interpretation (9%) – This area assesses the candidate’s ability to identify degree, type, and configuration of hearing based on audiometric test results and to communicate audiometric test results to client.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Evaluate Audiometric Test Results (8%)</b> <i>continued</i>	<ul style="list-style-type: none"> <li>Evaluate client’s previous and current audiometric test results to determine similarities and differences between results.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of useful metrics for comparing client’s current with previous audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used to help explain audiometric test results to client.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of how to interpret audiometric test results.</li> </ul>
<b>B. Inform Client of Results (1%)</b>	<ul style="list-style-type: none"> <li>Inform client about audiometric test results by providing an explanation of the results (pure tone air, pure tone bone, SRT, WRS, SDS).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of how to interpret audiometric test results.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to counsel and explain implications of hearing loss on lifestyle.</li> </ul>

**V. Candidacy and Selection (21%) – This area assesses the candidate’s ability to determine whether a client may benefit from the use of amplification and provide hearing options as necessary.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Evaluate Candidacy (8%)</b>	<ul style="list-style-type: none"> <li>Evaluate client’s audiometric test results to determine whether a recommendation for amplification is needed.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating audiometric test results when making client recommendations for amplification.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of type, degree, and configuration of hearing loss that affect choice of amplification.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of audiometric test results that determine client’s candidacy for specific amplification options.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of dynamic range effects on probable success of hearing instrument use.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s audiometric test results to determine client’s need for monaural or binaural hearing instruments.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of type, degree, and configuration of hearing loss that affect choice of amplification.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of indications for monaural vs. binaural hearing instruments.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s audiometric test results to determine client’s candidacy for different amplification options.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of type, degree, and configuration of hearing loss that affect choice of amplification.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of indications for monaural vs. binaural hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of audiometric test results that determine client’s candidacy for specific amplification options.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing instrument technology most beneficial to client.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s physical needs to determine type of hearing instrument that would be beneficial to the client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of indications for monaural vs. binaural hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of ear anatomy that affect hearing instrument fitting.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of cognitive and physical factors that influence successful hearing instrument use.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing instrument technology most beneficial to client.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of physical needs that affect hearing instrument selection and fitting.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear anatomy to determine client’s candidacy for different hearing instrument styles (e.g., behind the ear, concha lock).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of ear anatomy that affect hearing instrument fitting.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of types of hearing instrument technology most beneficial to client.</li> </ul>		
<ul style="list-style-type: none"> <li>Evaluate client’s lifestyle to determine type of hearing instrument that would be beneficial to the client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of hearing instrument technology most beneficial to client.</li> </ul>	
	<ul style="list-style-type: none"> <li>Knowledge of how to explain hearing instrument amplification options to client.</li> </ul>	
	<ul style="list-style-type: none"> <li>Knowledge of benefits of amplification for various types of lifestyles and hearing losses.</li> </ul>	
<ul style="list-style-type: none"> <li>Evaluate client’s expectations about amplification to better understand client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating client’s expectations about amplification.</li> </ul>	
	<ul style="list-style-type: none"> <li>Knowledge of realistic expectations regarding amplification.</li> </ul>	

**V. Candidacy and Selection (21%) – This area assesses the candidate’s ability to determine whether a client may benefit from the use of amplification and provide hearing options as necessary.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>B. Propose and Select Instrument Options (12%)</b>	<ul style="list-style-type: none"> <li>Select gain of client’s hearing instrument based on client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of audiometric test results that affect selection of electroacoustic or acoustic properties of hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to select gain of hearing instrument based on client’s audiometric test results and needs.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to select electroacoustic characteristics of hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of previous hearing instrument experiences impact on current instrument selection.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of criteria for selecting hearing instrument parameters based on client’s needs.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of how to adjust programmable hearing instruments.</li> </ul>
	<ul style="list-style-type: none"> <li>Select style of hearing instrument based on client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purpose and procedures for selecting style of hearing instrument based on client’s needs.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of the advantages of different styles of available hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing instruments, options, and controls (BTE/custom/RIC/others).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of criteria for selecting hearing instrument parameters based on client’s needs.</li> </ul>
	<ul style="list-style-type: none"> <li>Select characteristics of earmold based on client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of audiometric test results that affect earmold selection.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of audiometric test results that affect selection of electroacoustic or acoustic properties of hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to select electroacoustic characteristics of hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for selecting characteristics of earmold based on client’s needs.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of previous hearing instrument experiences impact on current instrument selection.</li> </ul>
	<ul style="list-style-type: none"> <li>Select feature options of hearing instrument based on client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of sources (VA, charity, Medi-Cal) available to clients to assist in obtaining hearing aids.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of options (budgeting or financial) available to clients in purchasing hearing aids.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing instruments, options, and controls (BTE/custom/RIC/others).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing aid accessories available (blue tooth, remote controls, TV).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of hearing instrument features (e.g., number of channels, noise reduction).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of previous hearing instrument experiences impact on current instrument selection.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of criteria for selecting hearing instrument parameters based on client’s needs.</li> </ul>		

**V. Candidacy and Selection (21%) – This area assesses the candidate’s ability to determine whether a client may benefit from the use of amplification and provide hearing options as necessary.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>B. Propose and Select Instrument Options (12%)</b>  <i>continued</i>	<ul style="list-style-type: none"> <li>Select feature options of hearing instrument based on client’s needs. <i>(continued)</i></li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for selecting dispenser-controlled options of hearing instrument based on client’s needs during fitting and post-fitting.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for selecting user-controlled options of hearing instrument based on client’s needs.</li> </ul>
	<ul style="list-style-type: none"> <li>Select technology level of hearing instrument based on client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to select electroacoustic characteristics of hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of sources (VA, charity, Medi-Cal) available to clients to assist in obtaining hearing aids.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of options (budgeting or financial) available to clients in purchasing hearing aids.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of assistive listening devices (ALD) available.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of hearing instrument features (e.g., number of channels, noise reduction).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of previous hearing instrument experiences impact on current instrument selection.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of criteria for selecting hearing instrument parameters based on client’s needs.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for selecting user-controlled options of hearing instrument based on client’s needs.</li> </ul>
	<ul style="list-style-type: none"> <li>Select user-controlled options of hearing instrument based on client’s needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of options (budgeting or financial) available to clients in purchasing hearing aids. Knowledge of types of hearing instruments, options, and controls (BTE/custom/RIC/others).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing instruments, options, and controls (BTE/custom/RIC/others).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing aid accessories available (blue tooth, remote controls, TV).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of how to adjust nonprogrammable hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for selecting user-controlled options of hearing instrument based on client’s needs.</li> </ul>
	<ul style="list-style-type: none"> <li>Inform client of dispenser’s legal obligations pertaining to purchase, refund, replacement, exchange, and adjustment of assisted listening devices according to state laws and regulations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws and regulations regarding the sale and fitting of hearing instruments.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of requirements to inform client of dispenser’s legal obligation regarding refund, replacement, and adjustment of hearing instruments.</li> </ul>		

**V. Candidacy and Selection (21%) – This area assesses the candidate’s ability to determine whether a client may benefit from the use of amplification and provide hearing options as necessary.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>	
<b>B. Propose and Select Instrument Options (12%)</b>	<ul style="list-style-type: none"> <li>Inform client of dispenser’s legal obligations pertaining to purchase, refund, replacement, exchange, and adjustment of hearing aids according to state laws and regulations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws and regulations regarding the sale and fitting of hearing instruments.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of requirements to inform client of dispenser’s legal obligation regarding refund, replacement, and adjustment of hearing instruments.</li> </ul>	
	<i>continued</i>	<ul style="list-style-type: none"> <li>Provides client details and specifications to place order for hearing aid or ALD product(s).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of sources (VA, charity, Medi-Cal) available to clients to assist in obtaining hearing aids.</li> </ul>
			<ul style="list-style-type: none"> <li>Knowledge of options (budgeting or financial) available to clients in purchasing hearing aids.</li> </ul>
			<ul style="list-style-type: none"> <li>Knowledge of types of assistive listening devices (ALD) available.</li> </ul>
			<ul style="list-style-type: none"> <li>Knowledge of types of hearing aid accessories available (blue tooth, remote controls, TV).</li> </ul>
	<ul style="list-style-type: none"> <li>Provide updates of licensee name and address to the Board within required timeframe.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws and regulations regarding the sale and fitting of hearing instruments.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of requirements to inform client of dispenser’s legal obligation regarding refund, replacement, and adjustment of hearing instruments.</li> </ul>	
	<ul style="list-style-type: none"> <li>Inform client about assisted listening device (ALD) options that would be beneficial to client needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating audiometric test results when making client recommendations for amplification.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of types of hearing instrument technology most beneficial to client.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of how to explain hearing instrument amplification options to client.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of types of assistive listening devices (ALD) available.</li> </ul>	
	<ul style="list-style-type: none"> <li>Obtain branch or duplicate license as directed by the Board for all routine dispensing service locations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws and regulations regarding the sale and fitting of hearing instruments.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of requirements to inform client of dispenser’s legal obligation regarding refund, replacement, and adjustment of hearing instruments.</li> </ul>	
	<ul style="list-style-type: none"> <li>Provide Board with required licensee information regarding fitting, service, or sales of hearing aids at multiple locations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws and regulations regarding the sale and fitting of hearing instruments.</li> </ul>	
		<ul style="list-style-type: none"> <li>Knowledge of requirements to inform client of dispenser’s legal obligation regarding refund, replacement, and adjustment of hearing instruments.</li> </ul>	

**VI. Ear Impression (9%) – This area assesses the candidate’s ability to produce an accurate impression of the client’s ear.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Evaluate Ear Canal (6%)</b>	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope to determine whether ear impression can be performed.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of impression material used during an ear impression.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope to determine placement of blocking material (i.e., cotton dam) before ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purpose and procedures for evaluating client’s ear canal before an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes for using blocking material (i.e., cotton dam) during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating placement of blocking material (i.e., cotton dam) in client’s ear.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take ear impressions on clients with mastoid cavities.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope to determine type and size of blocking material (i.e., cotton dam) to use during ear impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purpose and procedures for evaluating client’s ear canal before an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to determine size of blocking material (i.e., cotton dam) needed during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures and implements used to insert blocking material (i.e., cotton dam) into client’s ear during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating placement of blocking material (i.e., cotton dam) in client’s ear.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear canal with otoscope following an ear impression to determine that client’s ear canal is clear from injury and ear impression material(s).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take ear impressions on clients with mastoid cavities.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating client’s ear canal following ear impression procedures.</li> </ul>
	<ul style="list-style-type: none"> <li>Evaluate client’s ear to determine ear irregularities that may need to be indicated on the impression.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of conditions resulting from impression procedures requiring a medical referral.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating ear impression mold(s).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to determine if ear impression is an accurate representation of the ear.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of anatomical irregularities found on ear impression mold(s).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge and ability to determine characteristics of an adequate impression for manufacturer’s use.</li> </ul>

**VI. Ear Impression (9%) – This area assesses the candidate’s ability to produce an accurate impression of the client’s ear.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>B. Procedures (2%)</b>	<ul style="list-style-type: none"> <li>Evaluate placement of blocking material (i.e., cotton dam) with otoscope to verify accurate placement in client’s ear.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes for using blocking material (i.e., cotton dam) during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating placement of blocking material (i.e., cotton dam) in client’s ear.</li> </ul>
	<ul style="list-style-type: none"> <li>Inform client about ear impression procedures to make client aware of sensations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take ear impressions on clients with mastoid cavities.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to inform client about ear impression procedures (expectations, sensations, or effects).</li> </ul>
<b>C. Remove and Evaluate Ear Impression (1%)</b>	<ul style="list-style-type: none"> <li>Evaluate client’s ear impression to determine whether ear impression needs to be retaken.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to take an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of and ability to recognize signs of client discomfort during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of impression material used during an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes for developing an ear impression.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to determine if ear impression is an accurate representation of the ear.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of modifications that need to be made to ear impression mold(s).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to make modifications on ear impression mold(s).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of anatomical irregularities found on ear impression mold(s).</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of procedures used to identify desired shell modifications on ear impression mold(s).</li> </ul>	
	<ul style="list-style-type: none"> <li>Knowledge and ability to determine characteristics of an adequate impression for manufacturer's use.</li> </ul>	

**VII. Evaluating Hearing Instruments (6%) – This area assesses the candidate’s ability to determine whether hearing instruments meet manufacturer and dispenser specifications.**

<i>Job Task</i>	<i>Associated Knowledge</i>
<ul style="list-style-type: none"> <li>Evaluate hearing instrument to verify that manufacturer sent the requested hearing instrument.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to verify hearing instrument and/or earmold received from manufacturer.</li> <li>Knowledge of purposes and methods for evaluating physical characteristics of hearing instrument.</li> <li>Knowledge of manufacturer’s specifications when evaluating hearing instrument.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate physical characteristics of custom products and earmold to determine whether product is damaged or needs repair.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for evaluating physical characteristics of earmold.</li> <li>Knowledge of physical characteristics of earmold that need modification.</li> <li>Knowledge of purposes and methods for evaluating whether internal feedback is present in hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating physical characteristics of hearing instrument.</li> <li>Knowledge of types of hearing instrument physical characteristics that need repair.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate hearing instrument to verify function(s) of the hearing instrument.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of purposes and methods for verifying function(s) of the hearing instrument.</li> <li>Knowledge of listening check procedures used when evaluating hearing instrument performance.</li> <li>Knowledge of purposes and methods for evaluating gain of hearing instrument.</li> <li>Knowledge of procedures used to assess electroacoustic (e.g., THD, SSPL) performance of hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating frequency response of hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating volume control of hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating circuit noise of hearing instrument.</li> <li>Knowledge of purposes and methods for evaluating whether internal feedback is present in hearing instrument.</li> <li>Knowledge of procedures used to identify causes of feedback in a hearing instrument.</li> <li>Knowledge of standards for hearing instrument performance of the American National Standards Institute (ANSI).</li> <li>Knowledge of manufacturer’s specifications when evaluating hearing instrument.</li> </ul>
<ul style="list-style-type: none"> <li>Evaluate earmold to verify that manufacturer sent the requested product.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to verify hearing instrument and/or earmold received from manufacturer.</li> <li>Knowledge of purposes and methods for evaluating physical characteristics of earmold.</li> </ul>

**VII. Evaluating Hearing Instruments (6%) – This area assesses the candidate’s ability to determine whether hearing instruments meet manufacturer and dispenser specifications.**

<i>Job Task</i>	<i>Associated Knowledge</i>
<ul style="list-style-type: none"> <li>• Preprogram hearing instrument (and ALD) by entering the client’s audiometric test results prior to client’s fitting appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of purposes and methods for evaluating gain of hearing instrument.</li> <li>• Knowledge of safe levels of maximum output for hearing instrument.</li> <li>• Knowledge of purposes and methods for evaluating frequency response of hearing instrument.</li> <li>• Knowledge of manufacturer’s specifications when evaluating hearing instrument.</li> <li>• Knowledge of procedures used to preprogram hearing instrument prior to client fitting.</li> <li>• Knowledge of audiometric test results that affect preprogramming hearing instrument.</li> </ul>
<ul style="list-style-type: none"> <li>• Evaluate assisted listening device controls to verify functionality (volume, push button, switches or remotes).</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of purposes and methods for verifying function(s) of the hearing instrument.</li> <li>• Knowledge of purposes and methods for evaluating function of telecoil of hearing instrument.</li> <li>• Knowledge of purposes and methods for evaluating volume control of hearing instrument.</li> <li>• Knowledge of manufacturer’s specifications when evaluating hearing instrument.</li> </ul>

**VIII. Fitting (11%) – This area assesses the candidate’s ability to validate fitting and instruct client in care and use of hearing instrument.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Client Counseling and Training (7%)</b>	<ul style="list-style-type: none"> <li>Inform client about potential experiences from wearing hearing instruments to assist client in establishing realistic expectations.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding realistic expectations when wearing hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of common client complaints during fitting process.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of client indications that adjustments need to be made to hearing instruments during fitting.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of strategies for maximizing communication in different listening environments.</li> </ul>
	<ul style="list-style-type: none"> <li>Demonstrate and explain to client techniques to use when inserting and removing hearing instrument(s).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of adaptation process for new hearing instrument users.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to insert and remove client’s hearing instrument.</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client on hearing instrument care and maintenance to improve hearing instrument longevity.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding the use of hearing instrument (controls, features, insert/remove).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes, procedures, and information regarding care and maintenance of hearing instrument.</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client about use, care, and disposal of hearing instrument batteries.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to care for and dispose of hearing instrument batteries.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding realistic expectations when wearing hearing instrument.</li> </ul>
	<ul style="list-style-type: none"> <li>Instruct client on communication strategies to use in different listening environments.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of strategies for maximizing communication in different listening environments.</li> </ul>
		<ul style="list-style-type: none"> <li>Demonstrate and explain to client hearing instrument and ALD controls.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding the use of hearing instrument (controls, features, insert/remove).</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of adaptation process for new hearing instrument users.</li> </ul>		
<b>B. Hearing Instrument Fitting and Adjustment (4%)</b>	<ul style="list-style-type: none"> <li>Adjust client’s hearing instrument settings by changing electroacoustic characteristics (e.g., frequency response, maximum power output) based on client’s fitting needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding telephone use and hearing instrument use.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of common client complaints during fitting process.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes and procedures for setting acoustic characteristics of hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of relationship between adjustable acoustic characteristics of hearing instrument and client perceptions of sound quality.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to configure and verify program settings of digital hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of client indications that adjustments need to be made to hearing instruments during fitting.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to adjust hearing instrument during fitting.</li> </ul>

**VIII. Fitting (11%) – This area assesses the candidate’s ability to validate fitting and instruct client in care and use of hearing instrument.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>B. Hearing Instrument Fitting and Adjustment (4%)</b>  <i>continued</i>	<ul style="list-style-type: none"> <li>Inform client of hearing aid instrument care and basic operational instructions (user instruction brochure) as provided by manufacturer.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to insert and remove client’s hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding the use of hearing instrument (controls, features, insert/remove).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to care for and dispose of hearing instrument batteries.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of purposes, procedures, and information regarding care and maintenance of hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of information to provide client regarding telephone use and hearing instrument use.</li> </ul>
	<ul style="list-style-type: none"> <li>Confirm client’s hearing instrument fitting by using fitting verification measurement procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to assess functional gain of hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used for sound field testing (unaided and aided).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to configure and verify program settings of digital hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to verify client’s hearing instrument fitting (REM, speech mapping, sound field).</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to validate client’s hearing instrument post-fitting (COSI, survey).</li> </ul>
	<ul style="list-style-type: none"> <li>Modify client’s hearing instrument (e.g., buffing helix, shortening canal) based on client’s fitting needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of methods used to determine whether hearing instrument is a comfortable and appropriate fit for client.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of common client complaints during fitting process.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods of physical modifications of earmold and domes on acoustic performance.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of methods used to modify physical characteristics of hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of relationship between adjustable acoustic characteristics of hearing instrument and client perceptions of sound quality.</li> </ul>

**IX. Postfitting (10%) – This area assesses the candidate’s ability to identify sources of electronic and acoustic problems associated with common client complaints.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>A. Assessment of Hearing Instrument (3%)</b>	<ul style="list-style-type: none"> <li>Assess performance of hearing instrument to determine whether adjustments need to be made to hearing instrument.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of adjustments that need to be made based on performance.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of adjustments that need to be made based on client's experience or adaptation level.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used based on client's experience.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of physical modifications (e.g., buffing helix, shortening canal) that need to be made to hearing instrument based on client’s complaint during postfitting.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate external and internal feedback.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to identify and eliminate acoustic feedback.</li> </ul>
	<ul style="list-style-type: none"> <li>Identify electroacoustic adjustments (e.g., frequency response, maximum power output) to be performed on hearing instrument based on client’s complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of adjustments that need to be made based on performance.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of adjustments that need to be made based on client's experience or adaptation level.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used based on client's experience.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of adjustments (e.g., frequency response, maximum power output) that need to be made to hearing instrument based on client’s complaint during postfitting.</li> </ul>
	<ul style="list-style-type: none"> <li>Inform client when hearing aid is no longer adequate for their needs (cannot be repaired or adjusted).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate changes in client’s hearing from malfunction of hearing instrument.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of adjustments that need to be made based on performance.</li> </ul>
<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used based on client's experience.</li> </ul>		
<ul style="list-style-type: none"> <li>Knowledge of types of adjustments (e.g., frequency response, maximum power output) that need to be made to hearing instrument based on client’s complaint during postfitting.</li> </ul>		
<b>B. Assess Client Performance and Use (4%)</b>	<ul style="list-style-type: none"> <li>Assess client’s complaint(s) about hearing instrument to determine whether there is a hearing instrument malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to repair or replace hearing instrument based on malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of malfunction indicators that require returning the hearing instrument to the manufacturer.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to assess causes of hearing instrument malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate changes in client’s hearing from malfunction of hearing instrument.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide client with postfitting care to assist client with maintaining hearing health.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate external and internal feedback.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to identify and eliminate acoustic feedback.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used based on client's experience.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing assessment of client’s proficiency in hearing instrument use.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing counseling of client’s proficiency in hearing instrument use.</li> </ul>	

**IX. Postfitting (10%) – This area assesses the candidate’s ability to identify sources of electronic and acoustic problems associated with common client complaints.**

<i>Subarea</i>	<i>Job Task</i>	<i>Associated Knowledge</i>
<b>B. Assess Client Performance and Use (4%)</b>  <i>continued</i>	<ul style="list-style-type: none"> <li>Provide client with postfitting training to assist client when user procedures need review or reinforcement.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used based on client's experience.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing assessment of client’s proficiency in hearing instrument use.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing counseling of client’s proficiency in hearing instrument use.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide client with postfitting care to assist client with maintaining hearing instrument and ALDs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of types of adjustments that need to be made based on client's experience or adaptation level.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of counseling techniques used based on client's experience.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing assessment of client’s proficiency in hearing instrument use.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to conduct ongoing counseling of client’s proficiency in hearing instrument use.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of adjustments (e.g., frequency response, maximum power output) that need to be made to hearing instrument based on client’s complaint during postfitting.</li> </ul>
<b>C. Servicing Hearing Instrument (4%)</b>	<ul style="list-style-type: none"> <li>Service or repair hearing instrument based on hearing instrument malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of malfunction indicators that require returning the hearing instrument to the manufacturer.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to assess causes of hearing instrument malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to differentiate external and internal feedback.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to identify and eliminate acoustic feedback.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of procedures used to provide in-house repair of hearing instrument based on malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of equipment and tools used to repair hearing instruments.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of repair that need to be made to hearing instrument based on hearing instrument malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of evaluation techniques used to determine in-house vs. manufacturer repair.</li> </ul>
	<ul style="list-style-type: none"> <li>Identify physical fit modifications (e.g., buffing helix, shortening canal) to be performed on hearing instrument based on client’s complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of procedures used to repair or replace hearing instrument based on malfunction.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of adjustments that need to be made based on performance.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of types of physical modifications (e.g., buffing helix, shortening canal) that need to be made to hearing instrument based on client’s complaint during postfitting.</li> </ul>
		<ul style="list-style-type: none"> <li>Knowledge of techniques used to identify and eliminate acoustic feedback.</li> </ul>

**IX. Postfitting (10%) – This area assesses the candidate’s ability to identify sources of electronic and acoustic problems associated with common client complaints.**