

**INFORMATION TO PREPARE  
FOR THE  
NATIONAL COMPETENCY EXAM**

# **Study Guide**



*Prepared by the National Board for Certification  
in Hearing Instrument Sciences*

## Acknowledgements

The National Board for Certification in Hearing Instrument Sciences (NBC-HIS) Executive Council wishes to thank the following committees and companies who contributed to the development of this guide:

- NBC-HIS Examination Committee and the Item Writers Committee for development of the questions and responses.
- Assessment Learning Systems for their initial work in developing the Role Delineation Study and Competency Models.
- Kryterion for their assistance in moving into computer-based testing and ongoing psychometric assistance.
- Lastly, we acknowledge you, the reader, for taking the initiative to demonstrate your experience and professionalism by becoming Board Certified.

Without these cooperative efforts, this Study Guide would not have become a reality.

## Purpose of this Study Guide

The purpose of this guide is to familiarize you with the different item formats and competency areas that will be tested. The items are representative of the style and content of the items used on the current National Competency Examination (NCE) and are based on the most recent Competency Model and the 2012 NBC-HIS Role Delineation Study.

Use this guide as a tool to help you succeed with the NCE. Be sure to read ALL instructions carefully before you read the sample items. When you complete the items, stop and check your responses. The purpose of this exercise is to introduce you to the format of the NCE.

***Please note: Use of this guide does not imply you will receive a passing score on the NCE. The design and purpose of the NCE is to test your skill as a hearing healthcare professional. The accomplishment of the designation rests upon your successful completion of the NCE.***

# NBC-HIS STUDY GUIDE

## Table of Contents

Table of Contents.....	3
Introduction.....	5
Role of the Hearing Healthcare Professional.....	5
Professional Practice Profile.....	9

### Section I : Administrative Policies

Eligibility Requirements.....	15
Eligibility Appeals Process.....	15
Application Process.....	16
Exam Process.....	17
Before the Examination.....	18
Non-Discrimination Policy .....	18
Exam Composition and Scoring.....	18
Accommodations Request .....	19
Creating a Test Taker Account .....	19
Scheduling an Examination Appointment .....	22
Rescheduling an Examination Appointment.....	30
Exam fee refunds .....	37
No Shows .....	37
WebAssessor Help .....	38
Taking the Examination.....	41
After the Examination .....	43
Results .....	43
Exam Score Review and Appeal.....	44
Responsibilities of Board Certificant.....	44
Code of Ethics .....	45
Tips for Taking the Examination .....	49

## Section II

Revised Competency Model .....	50
Sample Board Certification Exam.....	52
Answer Key.....	56
Recommended Reading List.....	57

## **Introduction**

The unique preparation a hearing healthcare professional receives makes it difficult to judge the needed skills and expertise with standard assessments used in classroom study. Individuals who dispense hearing aids learn a multitude of needed skills through supervised “hands-on” training with individuals with hearing loss. This “hands-on” experience, above and beyond the minimum requirements for licensure, is necessary for successful completion of the NCE.

In the late 1970's, concerns were expressed within the industry regarding the lack of a standardized method for measuring the skills of the experienced hearing healthcare professional. Because of those concerns and subsequent discussions, a certifying body known as “The National Board for Certification in Hearing Instrument Sciences” (NBC-HIS) was formed under the umbrella of the organization presently known as the International Hearing Society. In 1999, NBC-HIS separated from IHS and became an independent credentialing entity.

The purpose of NBC-HIS is to develop an unbiased exam to measure the skills of hearing healthcare professionals and provide certification to candidates who pass the examination.

Research involved in the development of the exam includes a series of Role Delineation Studies to determine the current skills needed to be a successful hearing healthcare professional. From this study of dispensing practice, skills are grouped into specific competency areas, thus creating the Competency Model upon which the NCE is based.

“Board Certified in Hearing Instrument Sciences” (BC-HIS), accredits the skills and competency achieved by a hearing healthcare professional. By earning the BC-HIS designation, you have demonstrated your competency to the public and hearing healthcare professionals.

The NBC-HIS National Competency Exam (NCE) is the only Board Certification examination for hearing healthcare professionals approved by the National Commission for Certifying Agencies (NCCA), a nationally recognized organization that reviews and accredits international competency testing for certifying organizations.

## **Role of the Hearing Healthcare Professional**

The hearing aid specialist plays a vital role within the community of hearing healthcare professionals. Their professional interactions with those with hearing loss provides a direct link to that person's enhanced quality of life.

The expertise needed to be successful in this profession is not derived solely from textbooks or classroom study. The successful hearing healthcare professional also relies upon skills that have been developed through years of actual “hands-on” experience. The training and commitment needed to successfully develop these skills has gained the hearing healthcare professional one of the highest consumer satisfaction ratings within the health care industry. (MarketTrak VIII: Twenty-five year trends in the Hearing Health Market)

## **A Professional Practice Profile for Hearing Health Professionals**

Hearing aid dispensing includes several professions that overlap. There are traditional hearing aid dispensers, board certified hearing healthcare professionals, hearing aid practitioners, hearing instrument specialists, audioprosthologists, audiologists, doctors of audiology, otolaryngologists, and other doctors of medicine. This Professional Practice Profile does not replace or supersede current state/provincial or federal regulations governing the practice of hearing aid dispensing but is specific to the training and day-to-day activities of those professionals licensed in hearing aid dispensing.

A role delineation study, also known as a job task analysis or practice analysis, is based on a national survey of the critical tasks and responsibilities performed by hearing healthcare professionals. The NBC-HIS Role Delineation Studies have provided the Competency Model used as the blueprint in the development of the NBC-HIS Board Certification Examination in the Hearing Instrument Sciences (National Competency Exam or NCE). A Job Task Analysis (JTA) and Role Delineation Study are performed periodically so that the Competency Model used in the development of the NCE is consistent with current best practices.

Hearing healthcare professionals serve patients of all ages appropriate to their training and scope of licensed practice, regardless of their ethnicity, racial, religious, cultural, linguistic, or socioeconomic status. They also recognize and respect the scope of practice and services provided by other professionals within the medical, clinical, rehabilitative, and related hearing healthcare professions. Furthermore, they work cooperatively with these professionals in the best interests of the consumer they serve.

The following guiding principles and assumptions were used in the development of this Professional Practice Profile for Hearing Health Professionals:

- Only those professionals who hold professional licenses which allow hearing aid dispensing and who have appropriate training and experience may provide specific procedures.
- Safety and health of the patient are the most important considerations in all practice decisions and actions.
- All dispensing procedures are performed in a manner as to prevent bodily injury and infection.
- Hearing aids may be only part of the solution for improved communication; therefore, it is important to recognize and to encourage the use of other assistive listening devices for patients.
- Hearing health care requires a team effort. Dispensers must work with other professionals, as needed, to maximize patient care and inter-professional collaboration.
- Hearing Healthcare Professionals form a partnership with each of their patients to help achieve total communication with their own world, thus enabling their development and participation in all aspects of their life.
- All equipment must be maintained according to the manufacturer's specifications and recommendations. Equipment must be properly calibrated and necessary records maintained.
- Decontamination, cleaning and disinfection of multiple-use equipment must be carried out according to facility-specific infection-control policies and manufacturer's guidelines.

- Ambient noise levels in the test environment must be appropriate to the practice setting.
- Documentation must be maintained in accordance with local regulations and in keeping with good professional practice.

The NBC-HIS 2012 Role Delineation Study analyzed the responses of survey participants to 100 tasks in terms of the “frequency” with which each task was performed, and in terms of the “level of supervision” occurring with each task performance. Sixteen broad procedures were identified using statistical clustering of the tasks and are listed below:

1. Elicit patient/client case histories, including medical, otological, pharmacological, previous amplification history, and patient attitudes and expectations.
2. Administer otoscopy for identifying possible otological conditions, including, but not limited to, the FDA red flag conditions that may indicate the need for medical referral, or which may have a bearing on needed rehabilitative measures, outcomes, and/or recommendations.
3. Administer cerumen management in the course of examining ears, taking ear impressions and/or fitting of hearing instruments.
4. Administer and interpret tests of human hearing, including appropriate objective and subjective methodology and measures.
5. Determine candidacy for hearing instruments, assistive devices, or for referral for cochlear implant evaluation or other clinical/rehabilitative/medical intervention.
6. Prescribe, select, and fit appropriate hearing instruments and assistive devices, including appropriate technology, electroacoustic targets, programming parameters, and special applications as indicated.
7. Assess hearing instrument efficacy utilizing appropriate fitting verification methodology, including all available fitting validation methods.
8. Take and prepare ear impressions for prosthetic adaptation of hearing instruments, assistive devices, telecommunications applications, ear protection, and other related applications.
9. Design and modify earmolds and auditory equipment requisite to meet individual patient needs.
10. Provide rehabilitative advice and counseling in the use and care of hearing instruments, assistive devices, and in effectively utilizing communication coping strategies and other approaches to foster optimal patient rehabilitation (see appendix for list of resources).
11. Counsel family member and other interested parties relative to psychosocial and rehabilitative considerations for optimal patient outcomes.
12. Provide long-term patient care, including periodic audiometric updates and recommendations for modifying rehabilitation programs to help meet patients' changing needs over time.
13. Refer and cooperate with other allied professionals in meeting the needs of the individuals with a hearing loss.
14. Provide supervision and in-service training of those entering the dispensing profession.
15. Maintain and update knowledge and skills in current and future diagnostic and technological advancements within the hearing industry.
16. Consult with industry in the development of products and services relating to aiding hearing loss.

The sixteen procedures listed above were then grouped into 5 major areas as follows:

1. Assess patient presenting problem and needs.
2. Test and analyze patient hearing.
3. Prescribe and analyze hearing instruments.
4. Fit, adjust, program, and service hearing instruments and equipment.
5. Counseling, Rehabilitation and Professional Practice.

This Professional Practice Profile details expected outcomes, indications for procedures, and the procedures for each of the five areas outlined above. The Profile represents currently accepted practices in dispensing hearing instruments for hearing health professionals. As technology and education advance over time, new methods, skills, and services will be added.

#### 1. Expected Outcomes

- Although results vary from person to person and the outcome cannot be guaranteed, a reasonable statement of prognosis may be made to the patient, the family, and other professionals.
- While patient satisfaction is the ultimate determining factor in a successful fitting, measurement and monitoring of results should be done to ensure and/or improve the quality of service.
- Regularly scheduled follow-up services should be provided to assess the need for other services and to monitor the effectiveness of the fitting and/or the level of hearing.

#### 2. Indications for Procedures

- Hearing screening may be used to identify individuals who may need further hearing evaluation and/or hearing rehabilitation.
- Services are provided when there is a reasonable prognosis of benefit to the patient.

#### 3. Procedures

- All procedures are done in accordance with standard levels of practice.
- Counseling of the patient and family/caregiver is critical to the understanding of the nature of the communication problem and to the setting of reasonable expectations from services.
- When indicated by results of procedures, referrals are made to the appropriate medical and/or other professional.
- The lifestyle, preferences, special needs, and economic priorities of the patient are critical components of the products recommended by the dispenser.

# PROFESSIONAL PRACTICE PROFILE

## DOMAIN 1: ASSESS PATIENT PRESENTING PROBLEM AND NEEDS

- Given a patient scenario that includes a family history of hearing loss, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario that includes childhood hearing-related illnesses, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario that includes hearing loss duration and/or dizziness and/or loss of balance and/or trauma and/or discomfort and/or tinnitus, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario that includes past and/or current health conditions and/or medication/drug history, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario that includes occupations or recreational activities that includes exposure to noise and acoustic trauma, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario including history of ear surgeries, diseases and treatments, identify the most likely type/degree/slope of hearing loss or potential impact to hearing
- Given a patient scenario with different types of hearing loss, identify the potential impact on patient's lifestyle (family, work and social activities).
- Given a patient scenario, identify which symptom would MOST likely require a medical referral.
- Given patient scenario involving noise exposure, identify the most appropriate type of preventative hearing protection.
- Differentiate between scenarios that indicate a hearing loss vs. lack of understanding.

## DOMAIN 2: TEST AND ANALYZE PATIENT HEARING

- Identify irregularities/obstructions during an otoscopic examination.
- Identify when the patient would benefit from cerumen management, removal, and/or precautions in cerumen management.
- Given an audiogram, identify the degree and type of hearing loss based on the pure-tone air and bone-conduction results (revised) or proper technique modifications.
- Given tympanogram and/or reflex results, identify condition(s) that would cause the tympanogram and/or reflex configuration.
- Identify potential methods for managing tinnitus.
- Identify when to conduct speech awareness and/or speech reception threshold test

- Given speech discrimination test results, identify how it would impact the patient's hearing OR most appropriate treatment option/additional testing.
- Given audiometric test results showing air- and/or bone-conduction testing and masking levels, determine whether was this over masked, under masked, effectively masked, masking was not necessary, or a masking anomaly.
- Given a patient scenario and MCL and UCL levels, identify the potential impact on fitting
- Interpret SIN results and impact on treatment plan.
- Identify when appropriate to use specialized tests or screenings and/or how to interpret the results.
- Identify irregular test results or the potential causes of irregular test results.
- Given otological or hearing test results, identify the results that require medical referral.

### **DOMAIN 3: PRESCRIBE AND ANALYZE HEARING INSTRUMENTS**

- Given a patient scenario that includes physical and/or cognitive limitations, identify the appropriate hearing instrument (e.g., style, configuration, matrix).
- Given a patient scenario including physical/cognitive limitations or knowledge of technology, identify which telephone use options are most appropriate.
- Given a patient scenario that includes lifestyle, physical/cognitive limitations or knowledge of technology, identify which ALDs are most appropriate.
- Given a patient's ear canal, size, hearing loss and lifestyle, identify the contraindications for IIC (i.e., extended or daily wear) use.
- Given a patient scenario, identify the most appropriate modification to the procedures and/or materials during an ear impression.
- Given a patient scenario, identify the most appropriate tube/wire length, dome size, earmold, or receiver power for OTE, RIC, BTE hearing instruments.
- Given a patient scenario, evaluate and explain advantages and disadvantages of custom hearing instruments versus OTE, RIC, and BTE.
- Evaluate possible treatment options for asymmetrical and single-sided deafness (SSD).
- Given a patient scenario that includes lifestyle, history, test results, and ear canal characteristics, determine the most appropriate hearing instrument.

### **DOMAIN 4: FIT, ADJUST, PROGRAM, AND SERVICE HEARING INSTRUMENTS AND EQUIPMENT**

- Given subjective verification outcome results (e.g., sound field aided/unaided, discrimination, sound field aided/unaided warble tones or narrow band noise), identify the appropriate adjustment.
- Given results from real ear or speech mapping, identify potential causes of problems or identify the appropriate modification.
- Given a patient complaint, identify the appropriate methodologies for modifying the physical fit of earmolds, custom shells, over-the-ear (OTE) behind-the-ear (BTE) and receiver-in-canal (RIC) instruments.
- Given a patient complaint, troubleshoot and adjust/modify programming of hearing instrument.
- Identify or resolve potential hearing instrument problems caused by obstructions or moisture.
- Troubleshoot pairing and wireless connectivity between hearing-related devices.

#### **DOMAIN 5: COUNSELING, REHABILITATION, AND PROFESSIONAL PRACTICE**

- Given results of otoscopic examination and audiometric examination, which is the most appropriate patient explanation?
- Identify potential limitations and benefits of amplification.
- Identify helpful strategies and information for improved hearing and communication in various situations or environments.
- Identify appropriate manual hearing instrument adjustments that patients, family members or caregivers can make.
- Identify principles of NBC-HIS Code of Ethics.
- Identify when a client is a possible candidate for a surgical solution (e.g., cochlear implant, BAHA, etc.).

# SECTION 1: Administrative Policies

## Eligibility Requirements

Exam candidates must have a current State/Provincial Dispensing License or Certificate of Registration (where applicable), and meet a minimum of two (2) years of full-time dispensing experience within the last five (5) years, or a diploma from an approved two-year post-secondary educational program (see below for complete listing of approved programs) to be eligible to take the National Competency Exam (NCE). Eligibility is obtained by submitting:

- A current State/Provincial dispensing license OR Certificate of Registration (where applicable)
- A letter on company letterhead from a current employer or the person that supervised your training attesting to your two years of full-time dispensing experience; OR a diploma in Hearing Instrument Sciences from:

### **In Canada:**

- MacEwan University Hearing Aid Practitioner Program
- Conestoga College
- George Brown College

### **In the United States:**

- Bates Technical College
- Rowan College at Burlington County College
- Ozarks Technical Community College
- Spokane Falls Community College

**Note: If you are self-employed or a business owner, please call the NBC-HIS office for options to provide proof of the two-year dispensing requirement at 734-522-2900.**

Hearing Instrument Specialists who have completed fifteen (15) or more months of the two-year dispensing requirement are eligible to sit for the exam. However, upon successfully passing the exam, they will remain "Board Eligible" until such time that the two-year requirement is fulfilled and appropriate fees are paid.

If a candidate lives in a state or province that requires them to pass the NCE to receive their license, the license requirement is not applicable.

### **Eligibility Appeal Process**

If a candidate has been denied the opportunity to take the NCE and they feel they have met the requirements, they may appeal to the National Board for Certification in Hearing Instrument Sciences (NBC-HIS), Executive Director, by writing a letter indicating the reason(s) they should not be denied. In the event a candidate is not satisfied with the decision of the Executive Director, they may appeal, in writing, to the Executive Council for further consideration. The appeal must be submitted to NBC-HIS within thirty (30) days of denial.

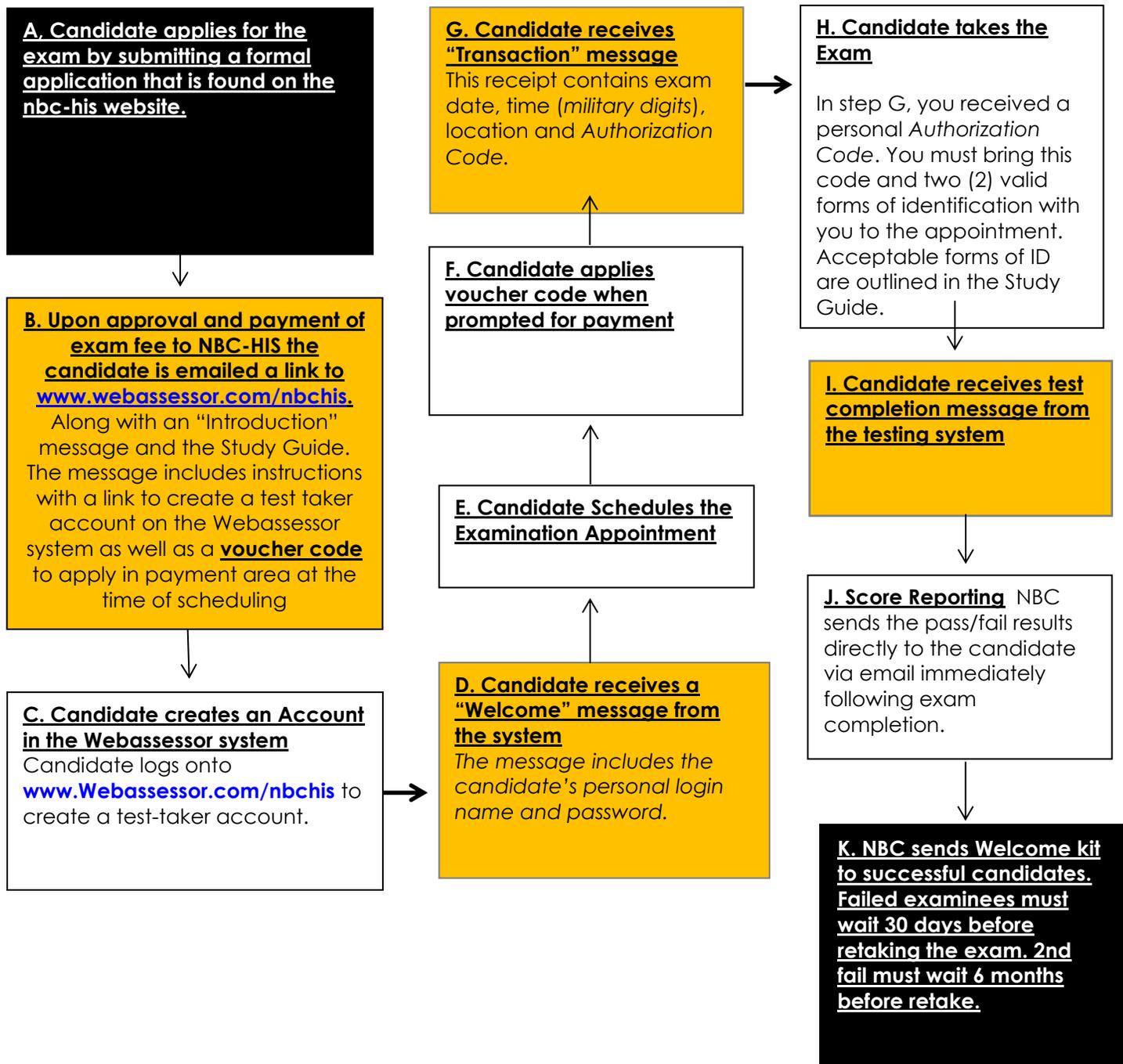
## **Application Process**

If you have met the eligibility requirements, you are qualified to take the exam. An application can be downloaded from the NBC-HIS website [www.nbc-his.com](http://www.nbc-his.com). Complete and return the application with a copy of the following items:

- Your state/provincial license or certificate of registration.
- A letter from the individual or company that supervised your training OR a diploma from one of the approved two-year post-secondary educational programs.
- The applicable exam fee, which is indicated on the exam application.

Your submitted application and documentation are reviewed for eligibility. Once you are determined to be an examination candidate, your application will remain valid and on file for a period of two (2) years.

# Exam Process – How does it work?



\*The National Board Certification will provide a welcome kit to successful candidates two weeks after the passing exam results are provided to the candidate.

# Before the Examination

## Non-Discrimination Policy

No applicant shall be denied eligibility to the NCE because of age, sex, marital status, national origin, sexual preference, religious preference, race, or physical disability. (Except when a physical disability affects the level of professional service that must be provided to the patients). Any individual who wishes to question any of the eligibility requirements of the National Board for Certification in Hearing Instrument Sciences shall submit these concerns in writing to the NBC-HIS office.

## Exam Composition and Scoring

The NBC-HIS Exam and Item Writers' Committees are composed of experienced and currently practicing Board Certified hearing healthcare professionals. These individuals volunteer their time to research and draft items for the National Competency Exam based upon the NBC-HIS Role Delineation Study results and performance objectives required to be considered a competent hearing healthcare professional.

During the developmental stages of this examination in 1981, 1991, 1999, 2006, 2012, and 2017 a Role Delineation Survey was distributed within the hearing healthcare profession. From these studies a Competency Model was developed. Each competency area is weighted based on its importance to the overall performance of the hearing healthcare provider's day-to-day activities. The percentage of importance determines the approximate number of questions in each area used in the National Competency Exam (NCE).

The NCE consists of 100 scored multiple-choice items and **sometimes** will include 30 additional non-scored BETA items. Exam candidates will receive a score based upon their performance on one hundred (100) scored items. Administering BETA (non-scored) items allows the NBC-HIS to collect data on new items and assemble subsequent exams. **Your exam length will be posted when you register for the exam.** Items from each competency area are randomly distributed though the exam. A successful Exam Candidate should be familiar with the following areas of competency.

## Competency Areas

- |    |   |     |
|----|---|-----|
| 1. | Assess patient presenting problem and needs                 | 22% |
| 2. | Test and analyze patient hearing                            | 26% |
| 3. | Prescribe and analyze hearing instruments                   | 19% |
| 4. | Fit, adjust, program and service hearing aids and equipment | 18% |
| 5. | Counseling, rehabilitation and professional practice        | 15% |

Each item is scored as either correct or incorrect, there is no partial credit given for any items. Items on the exam may have multiple selections required (more than one of the listed answers) to receive credit for the item. Even though the NCE has five competency areas, it is scored as a single exam. The percentage associated with each competency areas reflects the approximate number of items pertaining to that area that will be on the exam.

Computer-based exam results will be reported to you when your exam is submitted and will list either a pass or fail for the entire exam. The actual number of correct answers or percentages will be disclosed only if you fail. Additional instructions based on pass or fail results will be provided as necessary.

## **Accommodation Requests**

NBC is committed to complying with the *Americans with Disabilities Act of 1990* ("ADA"). To request accommodations, a candidate may contact NBC at [www.info@nbc-his.com](mailto:www.info@nbc-his.com) to obtain a "Candidate Accommodation Request Form". A candidate must submit the complete request form along with the required supporting documentation prior to scheduling an examination appointment.

NBC will conduct an individualized assessment of each request for accommodations based upon the documentation submitted by the candidate in accordance with the Candidate Accommodation Request Form requirements. The accommodation assessment period is typically sixty (60) days.<sup>1</sup> NBC will then notify the candidate whether his/her accommodation request has been approved or denied. The candidate then will receive scheduling assistance from the NBC office.

Under the ADA, NBC is not required to provide accommodations that would fundamentally alter what the examination is intended to test, jeopardize examination security, or result in an undue burden.

## **Creating a Test-Taker Account**

The National Board Certification (NBC) is the administrator of the certification examination. Kryterion is the delivery service provider. Webassessor™ is the online system that you will access to schedule your examination appointment.

NBC determines candidate eligibility to take the examination. Following the determination and approval of the candidate's eligibility as well as payment of the exam fee to NBC-HIS directly, the candidate will receive an email message from NBC with instructions on creating a Webassessor™ test-taker account, which enables the candidate to schedule and use a voucher code to apply for his/her examination

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<sup>1</sup> Please note that the submission of incomplete Application and/or incomplete supporting documentation may delay the assessment process.

appointment. Also attached to this introduction email message is the study guide and a voucher code to apply upon checkout.

**AFTER becoming eligible by NBC and receiving the email instructions from NBC**

**Follow these simple steps to create account:**

1. Access the Webassessor™ system at [www.webassessor.com/nbchis](http://www.webassessor.com/nbchis)

[www.webassessor.com/nbchis](http://www.webassessor.com/nbchis)

The screenshot shows the NBC-HIS website header with the logo and navigation links: Home | Login | Forgot Password | Help | **Create New Account** (circled in red). Below the header is a dark red navigation bar with links: About NBC-HIS | NBC-HIS National Competency Exam | Schedule An Exam | Home.

**WELCOME**

Welcome to the National Board for Certification in Hearing Instrument Sciences (NBC-HIS) exam website. Examinations are available at hundreds of testing centers around the world, which means you have the opportunity to take these exams at a testing location near where you live, learn or work.

The National Board Certification (NBC) is the administrator of the exam. Kryterion is the delivery service provider. Webassessor™ is the online system that you will access to schedule your exam appointment.

**Getting Started**  
Follow these simple steps:

1. Create an account by clicking the "Create New Account" link in the upper right-hand corner of the web page and by completing the online form.
2. *You must wait 72 hours from the time you create your account before you can schedule an exam appointment.*
3. 72 hours after you've created the account, login to schedule an examination date, time and location.

If you have any questions about creating a new account or scheduling an examination, please contact NBC at 734.522.2900.

**Login**

Login

**Password**

Password

log in

2. Create a test taker account by clicking the "Create New Account" link in the upper right-hand corner of the web page.

**CREATE TEST TAKER ACCOUNT**

**Login:**  \*  
Must be an email address or alphanumeric characters.

**Password:**  \*  
The password must be at least 8 characters long and contain at least one uppercase character, one lowercase character, one digit, and one special character: !@#\$%^&\*()[] (e.g., "johnSmith6\$")

**Re-Enter Password**  \*

**Legal First Name:**  \*

**Legal Last Name:**  \*

**Email Address:**  \*

**Secret Word:**  \* 

**Primary Phone:**

**Fax:**

**Address 1:**  \*

**Address 2:**

**City:**  \*

**Province/State:**  \*

**Postal Code:**  \*

**Country:**  \*

**Country of Citizenship:**  \*

3. Click Save.

After the candidate creates his/her test-taker account, the candidate will receive their "Welcome to Webassessor" email message containing their personal login and password.

### IMPORTANT

It is important to note that you will be able to login to schedule an examination date, time and location immediately. When prompted for payment, since you have already supplied the exam fee to NBC-HIS, you will apply the voucher code at this time.

# Scheduling an Examination Appointment

Following the candidate's creation of his/her test-taker account, the candidate may login to his/her Webassessor™ account to schedule an examination appointment. The candidate will select a testing center, schedule the exam and apply the voucher code at the payment screen.

A voucher code from NBC-HIS will be necessary each time a candidate schedules an appointment to take the examination, including re-takes. The exam fee of \$225.00 US & Canada or \$250.00 (International) (USD) must be paid directly to NBC-HIS at the time of scheduling by Visa®, MasterCard® or check. Upon payment to NBC-HIS, a voucher code will be supplied to apply to the payment screen upon checkout. The candidate will receive an individual "Authorization Code" in an email message following the Webassessor™ scheduling process.

For Technical Assistance with Webassessor™ or the Testing Centers Network, contact:

Kryterion, Inc.  
800.403.6199  
[ktnsupport@KryterionOnline.com](mailto:ktnsupport@KryterionOnline.com)

## Follow these Simple Steps to Schedule an Exam Appointment:

1. **LOG-IN:** Candidate logs into his/her account in [www.webassessor.com/nbchis](http://www.webassessor.com/nbchis) to schedule the examination.

Home | Login | Forgot Password | Help | Create New Account

**NBC HIS** NATIONAL BOARD FOR CERTIFICATION IN HEARING INSTRUMENT SCIENCES

About NBC-HIS | NBC-HIS National Competency Exam | Schedule An Exam | Home

**WELCOME**

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3. 72 hours after you've created the account, login to schedule an examination date, time and location.

If you have any questions about creating a new account or scheduling an examination, please contact NBC at 734.522.2900.

2. SCHEDULE AN EXAM: Candidate clicks on “Schedule An Exam” tab at the top of the screen. Choose the *National Competency Examination* by clicking on the “Add to Cart” button on the right-hand side.

a. Click on “Schedule an exam”.

[Shopping Cart](#) | [Edit Profile](#) | [Change Password](#) | [Help](#) | [Log Out](#)  
Welcome, **Mary Stone**



**NATIONAL BOARD FOR  
CERTIFICATION IN HEARING  
INSTRUMENT SCIENCES**

[NBC-HIS National Competency Exam](#) | [About NBC-HIS](#) | [Receipts](#) | [Schedule An Exam](#) | [My Assessments](#) | [Home](#)

To schedule an exam, please select an examination from the list below.

**NBCHIS National Competency Exam**

NBC-HIS National Competency Exam 100 questions 105 minutes (Onsite)	Retake Policy :	 PR000025	Onsite Proctored	USD 225.00	<a href="#">Add to Cart</a>
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[Return Home](#)



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- [Home](#)

To schedule an exam, please select an examination from the list below.

**NBCHIS National Competency Exam** 

NBC-HIS National Competency Exam 100 questions 105 minutes (Onsite)	Retake Policy :	 PR000025	Onsite Proctored	USD 225.00	<a href="#">Add to Cart</a>
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[Return Home](#)

- National Competency Examination  
b. Click the "Add to Cart" button.

3. SELECT A TESTING CENTER: Candidate chooses the Province/State from the dropdown menu. Then clicks on the "Search" button. A list of testing centers will appear.

### SELECT TESTING CENTER

Choose options below to narrow down the list of testing centers displayed.

Country:  Province/State:  City:  OR  
 Postal Code:  Range:

Select the Testing Center where you wish to take the test.  
Available Testing Centers

<input type="checkbox"/>	Testing Location Name	Address	City	Province/State	Country	Map	Important Location Information
<input type="checkbox"/>	Bellevue College	14673 NE 29th Place, North Campus	Bellevue	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Western Washington University Testing Center	333 32nd Street, AC 120	Bellingham	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Central Washington University	400 East University Way	Ellensburg	Washington	United States	<a href="#">Map</a>	
<input checked="" type="checkbox"/>	Evergreen Safety Council	12545 135th Avenue NE	Kirkland	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	South Puget Sound Community College	4220 6th Avenue SE	Lacey	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	XtremeTest	8271 154th Avenue NE Building D	Redmond	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Vivid Learning Systems	2345 Stevens Drive	Richland	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	North Seattle College	9600 College Way North, CC Building Room #2459C	Seattle	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Tacoma Community College	6501 South 19th Street, Bldg 6	Tacoma	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Clark College	1933 Fort Vancouver Way	Vancouver	Washington	United States	<a href="#">Map</a>	

*Please note: You may choose to take the exam at a testing center in a neighboring state or province, which may be more convenient for you. Refine the search using the Postal Code or Range.*

4. **CHOOSE A DATE AND TIME:** Based on the chosen testing center, a calendar of availability will display. This is the *real-time* availability of that particular testing center. Only the days and times that the chosen testing center is open/available are shown. The candidate clicks on the day and time he/she desires. The candidate must agree to the acknowledgement at the bottom of the screen. Then, click "Select".

Logged in: NBCHIS Candidate  
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INSTRUMENT SCIENCES**

About NBC-HIS
NBC-HIS National Competency Exam
Schedule An Exam
Home

### DATE AND TIME SELECTION

Select Cancel

If you are unable to see an available day/time; it is likely there are none available at this location for the time period you are viewing. Please expand your view by selecting another month or adjust your mileage/kilometers to view the next closest location's schedule. Thank you.

**Select Testing Center**

- Bellevue College  
14673 NE 29th Place, North Campus  
Bellevue, Washington 98007

**Select Date**

July, 2018							
Today							
wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	1	2	3	4	5	6	7
27	8	9	10	11	12	13	14
28	15	16	17	18	19	20	21
29	22	23	24	25	26	27	28
30	29	30	31				

Select date

**Select Start Time**

- 9:00 AM
- 9:15 AM
- 9:30 AM
- 9:45 AM
- 10:00 AM
- 10:15 AM
- 10:30 AM
- 10:45 AM
- 11:00 AM
- 11:15 AM
- 11:30 AM

No Shows and Cancellations: I understand I cannot reschedule or cancel my scheduled test session with less than seventy-two (72) hours notice and rescheduling or cancelling will require contacting my test sponsor. I understand that if I do reschedule or cancel my registration with less than 72 hours notice, I may be required to pay an additional fee. Special Accommodations: I understand it is my responsibility to request any special accommodations I may require through my test sponsor for test sponsor approval and test center arrangement prior to scheduling my test session. If you require a special accommodation and have not already made arrangements with your test sponsor, please click the Cancel button below and contact your test sponsor. I understand that some special accommodations, such as a translator or professional reader, may require an additional fee.

I acknowledge that I have read and understood all the information stated in the above text box and agree to abide by these terms and rules.

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*Please note: If the displayed dates and times are not convenient for you, you may search the availability of a different testing center. Click the back arrow to return to the previous screen. If desired DATES AND TIMES are not available, select a DIFFERENT testing center.*

5. APPLY THE VOUCHER CODE: At check-out, the candidate will apply the voucher code to the examination since you already paid the exam fee directly to NBC-HIS. If scheduling a re-take, candidate will need to contact NBC-HIS to pay exam fee again, \$225.00 (US & Canada) or \$250.00 (International) and obtain a new voucher code. A candidate is not scheduled to take the examination until he/she checks out by applying the voucher code.



<a href="#">NBC-HIS National Competency Exam</a>	<a href="#">About NBC-HIS</a>	<a href="#">Receipts</a>	<a href="#">Schedule An Exam</a>	<a href="#">My Assessments</a>	<a href="#">Home</a>
--	-------------------------------	--------------------------	----------------------------------	--------------------------------	----------------------

Your cart contains voucher only exams. Please enter your voucher code to proceed.

Exam	Details	Price	Actions
Exam: NBC-HIS National Competency Exam 100 questions 105 minutes (Onsite) Length : 105 minutes	Schedule : Friday, 28 January 2022 Start Time : 09:00 (UTC-05:00)  Location : <a href="#">[Change]</a> Washtenaw Community College 4800 E Huron River Drive, SC300 Student Center Building Ann Arbor, Michigan 48105	225.00	<a href="#">Remove</a>

Please note that you will have to re-enter the voucher code at the time of purchase if you decide to leave this page without completing the current purchase.

Coupon/Voucher Code:

Active Window:  Go to System Control Pane

The retake fee of \$225.00 (US/Canadian) or 250.00 (International) must be paid each time a candidate schedules a re-take appointment directly to NBC-HIS. The fee is paid by Visa®, MasterCard®, or check. A voucher code will then be provided for the candidate to apply in the payment screen.

For Technical Assistance with Webassessor™ or the Testing Centers Network, contact:  
 Kryterion, Inc.  
 800.403.6199  
[ktnsupport@KryterionOnline.com](mailto:ktnsupport@KryterionOnline.com)

6. EXAM CONFIRMATION: Print your exam confirmation or click done to complete scheduling.

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**NATIONAL BOARD FOR  
CERTIFICATION IN HEARING  
INSTRUMENT SCIENCES**

About NBC-HIS
NBC-HIS National Competency Exam
Schedule An Exam
Home

**EXAMINATION CONFIRMATION**




Print
Done

Thank you for scheduling your exam.

An email has been sent to you to confirm your purchase and provide details on the examination(s).

Test Taker Name : **NBCHIS Candidate**

<b>Exam :</b>	<b>NBC-HIS National Competency Exam</b>
Scheduled Date:	Tuesday, 31 July 2018
Start Time:	10:00 (UTC-07:00)
Test Taker Authorization Code:	dxkcdfd6
Testing Center Location:	Bellevue College 14673 NE 29th Place, North Campus Bellevue, Washington 98007 United States

The testing center is located at The Bellevue College North Campus. No parking permits are required. Building reception will direct you to the testing center.

Quantity	Item	Price	Total
1	NBC-HIS National Competency Exam	USD 225.00	USD 225.00
Total Price:			USD 225.00

Transaction Confirmation #:	8e1df4f831b16271411cb4a8ea91f4ba
Order Date:	18 July 2018

# Rescheduling an Exam Appointment

Please note the following parameters regarding rescheduling an exam:

- A candidate may reschedule his/her examination appointment **more than 72 hours** (exactly) before the appointment time at no charge.
- A candidate may reschedule his/her examination appointment **1 to 3 business days** (24-72 hours) before the appointment time by submitting an additional \$95.00 rescheduling fee.
- A candidate may not reschedule his/her examination appointment **on the examination date** (Less than 24 hours). This is considered a no-show, and the candidate forfeits their examination fee.

**Follow these steps to reschedule an exam appointment:**

1. **Login** to Webassessor™.



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HIS** NATIONAL BOARD FOR  
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INSTRUMENT SCIENCES

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### WELCOME

Welcome to the National Board for Certification in Hearing Instrument Sciences (NBC-HIS) exam website. Examinations are available at hundreds of testing centers around the world, which means you have the opportunity to take these exams at a testing location near where you live, learn or work.

The National Board Certification (NBC) is the administrator of the exam. Kryterion is the delivery service provider. Webassessor™ is the online system that you will access to schedule your exam appointment.

#### Getting Started

Follow these simple steps:

1. Create an account by clicking the "Create New Account" link in the upper right-hand corner of the web page and by completing the online form.
2. *You must wait 72 hours from the time you create your account before you can schedule an exam appointment.*
3. 72 hours after you've created the account, login to schedule an examination date, time and location.

If you have any questions about creating a new account or scheduling an examination, please contact NBC at 734.522.2900.

**Login**

  
**Password**

2. Click the **Reschedule/Cancel** link.

Logged in: NBCHIS Candidate  
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CERTIFICATION IN HEARING  
INSTRUMENT SCIENCES

About NBC-HIS | NBC-HIS National Competency Exam | Schedule An Exam | Home

HOME

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Scheduled Exams

Examination	Examination Date	Date Scheduled	Launch	Details
NBC-HIS National Competency Exam minutes (Onsite)	31 July 2018 1000H America/Los_Angeles	18 July 2018		<a href="#">Reschedule/Cancel</a>

[Schedule an exam](#)  
[Email me my scheduled exams](#)

In-Progress Exams

Examination	Examination Date	Date Scheduled	Date Launched
None found.			

Completed Exams

Examination	Date Launched	Date Completed	Result
None found.			

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3. Click the **Reschedule** button in the lower right corner.

The screenshot shows the NBC-HIS website interface. At the top right, it says "Logged in: NBCHIS Candidate" with links for "Shopping Cart", "Edit Profile", "Change Password", "Help", and "Log Out". The NBC-HIS logo is on the left, followed by the text "NATIONAL BOARD FOR CERTIFICATION IN HEARING INSTRUMENT SCIENCES". A navigation bar contains "About NBC-HIS", "NBC-HIS National Competency Exam", "Schedule An Exam", and "Home". Below this is a "REGISTRATION DETAILS" section with a greyed-out area. A "Back" button is on the right. The registration details list: Exam: NBC-HIS National Competency Exam; Schedule: 31 July 2018 1000H America/Los\_Angeles; Facility Code: HOST1295; Testing Location Name: Bellevue College - [Map](#); Address 1: 14673 NE 29th Place, North Campus; City: Bellevue; Province/State: Washington; Postal Code: 98007; Country: United States; Authorization Code: dxkcd6. At the bottom right, there are two buttons: "Reschedule" (circled in red) and "Cancel Registration". The footer contains "Privacy Policy | Terms of Service" and copyright information for KRYTERION, Inc. and KRYTERION, Limited.

4. **Select a Testing Center:** Candidate chooses the Province/State from the dropdown menu. Then clicks on the “Search” button. A list of testing centers will appear.

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[About NBC-HIS](#) | 
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### SELECT TESTING CENTER

Choose options below to narrow down the list of testing centers displayed.

Country:  Province/State:  City:  OR  
 Postal Code:  Range:

Select the Testing Center where you wish to take the test.

Available Testing Centers

<input type="checkbox"/>	Testing Location Name	Address	City	Province/State	Country	Map	Important Location information
<input checked="" type="checkbox"/>	Bellevue College	14673 NE 29th Place, North Campus	Bellevue	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Western Washington University Testing Center	333 32nd Street, AC 120	Bellingham	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Central Washington University	400 East University Way	Ellensburg	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Evergreen Safety Council	12545 135th Avenue NE	Kirkland	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	South Puget Sound Community College	4220 6th Avenue SE	Lacey	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	XtremeTest	8271 154th Avenue NE Building D	Redmond	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Vivid Learning Systems	2345 Stevens Drive	Richland	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	North Seattle College	9600 College Way North, CC Building Room #2459C	Seattle	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Tacoma Community College	6501 South 19th Street, Bldg 6	Tacoma	Washington	United States	<a href="#">Map</a>	
<input type="checkbox"/>	Clark College	1933 Fort Vancouver Way	Vancouver	Washington	United States	<a href="#">Map</a>	

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*Note, if desired LOCATIONS are not available, expand the search by using the postal code or other parameters for finding testing centers*

5. **Choose a Date and Time:** Based on the chosen testing center, a calendar of availability will display. This is the real-time availability of that particular testing center. Only the days and times that the chosen testing center is open/available are shown. The candidate clicks on the day and time he/she desires. The candidate must agree to the acknowledgement at the bottom of the screen. Then, click “Select”.



DATE AND TIME SELECTION

Select Cancel

If you are unable to see an available day/time, it is likely there are none available at this location for the time period you are viewing. Please expand your view by selecting another month or adjust your mileage/kilometers to view the next closest location's schedule. Thank you.

Select Testing Center

- Bellevue College
14673 NE 29th Place, North Campus
Bellevue, Washington 98007

Calendar for August 2018 with date 16 selected

Select Start Time

- 9:00 AM
9:15 AM
9:30 AM
9:45 AM
10:00 AM
10:15 AM
10:30 AM
10:45 AM
11:00 AM
11:15 AM
11:30 AM

No Shows and Cancellations: I understand I cannot reschedule or cancel my scheduled test session with less than seventy-two (72) hours notice and rescheduling or cancelling will require contacting my test sponsor. I understand that if I do reschedule or cancel my registration with less than 72 hours notice, I may be required to pay an additional fee. Special Accommodations: I understand it is my responsibility to request any special accommodations I may require through my test sponsor for test sponsor approval and test center arrangement prior to scheduling my test session. If you require a special accommodation and have not already made arrangements with your test sponsor, please click the Cancel button below and contact your test sponsor. I understand that some special accommodations, such as a translator or professional reader, may require an additional fee.

Checked checkbox for acknowledgment

I acknowledge that I have read and understood all the information stated in the above text box and agree to abide by these terms and rules.

6. **Reschedule Confirmation:** You will see a note that your exam has been rescheduled and will receive an email notification with the new exam details.

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[About NBC-HIS](#) | [NBC-HIS National Competency Exam](#) | [Schedule An Exam](#) | [Home](#)

HOME

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[Registration for NBC-HIS National Competency Exam](#) [Generate Receipts](#)

Scheduled Exams

Examination	Examination Date	Date Scheduled	Launch	Details
NBC-HIS National Competency Exam minutes (Onsite)	16 August 2018 1100H America/Los_Angeles	18 July 2018		<a href="#">Reschedule/Cancel</a>

[Schedule an exam](#)  
[Email me my scheduled exams](#)

In-Progress Exams

Examination	Examination Date	Date Scheduled	Date Launched
None found.			

Completed Exams

Examination	Date Launched	Date Completed	Result
None found.			

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## Rescheduling an Exam Appointment (Less than 72 hours)

Please note if you are rescheduling your exam and you are within 72 hours of your originally scheduled exam time, you will incur a \$95 fee. You will be required to contact NBC-HIS to make payment and obtain a voucher code enter into the payment screen before continuing.

For Technical Assistance with Webassessor™ or the Testing Centers Network, contact:

Kryterion, Inc.

800.403.6199

[ktnsupport@KryterionOnline.com](mailto:ktnsupport@KryterionOnline.com)

## Exam Fee Refunds

If you are unable to take the NBC-HIS Exam on your scheduled date or at the scheduled location, you are entitled to a refund of your exam fee if your request is received and acknowledged by NBC-HIS staff at least 72 hours prior to the scheduled exam date.

An exam date may be rescheduled for another date and/or time if necessary. An additional exam fee will be assessed for any schedule changes made less than 72 hours prior to the exam date.

### **TIME FROM SCHEDULED EXAM----- EXAM REFUND\***

- More than 72 hours prior to exam.....100 percent
- Less than 72 hours .....0 percent
- No Show on exam.....0 percent

NBC-HIS recognizes that emergencies do occur which prohibit taking the scheduled exam. In these instances, a paid exam fee will be applied to a future exam, but only under the following circumstances:

1. Death of an immediate family member.
2. Sudden illness (you must submit a letter from your doctor).
3. Extreme emergency over which you have no control.

You must submit, in writing, a statement detailing the circumstances which prohibited you from taking the scheduled exam.

The NBC-HIS Executive Council or Executive Director shall exercise reasonable judgment to determine whether the circumstances warranted failure to appear for the scheduled exam. Decisions rendered by the Executive Council or Executive Director are final.

**\*Exam Refund does not include a \$75 Processing Fee.**

## No-Shows

A candidate who fails to appear for his/her scheduled examination appointment will not receive a refund. A no-show candidate may access his/her Webassessor™ account to re-schedule an examination appointment after payment of the \$225.00 US & Canada or the 250.00 International (USD) examination fee is provided to NBC-HIS directly and a new voucher code is provided.

## Webassessor Help

Webassessor is the online system that you will access to schedule your examination appointment. Kryterion Inc. is the owner of the system. The National Board Certification in Hearing Instrument Sciences (NBC-HIS) is the administrator of the examination. Because of our relationship with Kryterion Inc. this examination is available at hundreds of testing centers around the world, which means you have the opportunity to take the licensing examination at a testing location near where you live, learn or work.

This information is to help you navigate the Webassessor™ system. If you are having trouble, please contact Kryterion Inc. at (800) 403-6199 for assistance.

### Troubleshooting your Webassessor Account:

- **You forgot your login name or your password:** Click on "Forgot Password" in the upper right-hand corner of the Webassessor™ screen.

[www.webassessor.com/nbchis](http://www.webassessor.com/nbchis)

Home | [Login](#) | [Forgot Password](#) | [Help](#) | [Create New Account](#)

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INSTRUMENT SCIENCES

**Forgot Password**  
Enter your login in the field below to receive your password.

Login:

Submit

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- **What time is my exam appointment:** The time of the exam appointment is listed in Military Time// 24 Hour Time.  
In order to see the exam time, date, location and Authorization Code,
  1. Click the "Reschedule/Cancel" link. NOTE: Clicking this link will NOT reschedule or cancel the exam.
  2. The Registration Details will appear.

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[About NBC-HIS](#) | [NBC-HIS National Competency Exam](#) | [Schedule An Exam](#) | [Home](#)

REGISTRATION DETAILS

[Back](#)

Exam: NBC-HIS National Competency Exam  
 Schedule: 31 July 2018 1000H America/Los\_Angeles  
 Facility Code: HOST1295  
 Testing Location Name: Bellevue College - [Map](#)  
 Address 1: 14673 NE 29th Place, North Campus  
 City: Bellevue  
 Province/State: Washington  
 Postal Code: 98007  
 Country: United States  
 Authorization Code: dxkcd6

[Reschedule](#) [Cancel Registration](#)

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You will also find the exam appointment time on the Transaction/Receipt message you received via email.

- **I don't have an Authorization Code:** In order to see the Authorization Code, click the "Reschedule/Cancel" link highlighted above. NOTE: Clicking this link will NOT reschedule or cancel the exam. The Registration Details will appear.  
You will also find the Authorization Code on the Transaction/Receipt message you received via email when you scheduled the exam appointment.

- **I don't have a Voucher Code:** In order to obtain a Voucher Code, payment must be made directly to NBC-HIS. Please contact the office if you misplaced the original code or if you need a new code.
- **My account is "inactive" or unresponsive to my requests:** Your account may be "inactivated" for a reason. Call NBC at 734.522.7200. Ask for Webassessor help.

Logged in: NBCHIS Candidate  
 Shopping Cart | Edit Profile | Change Password | Help | Log Out

**NBC-HIS** NATIONAL BOARD FOR CERTIFICATION IN HEARING INSTRUMENT SCIENCES

About NBC-HIS | NBC-HIS National Competency Exam | Schedule An Exam | Home

REGISTRATION DETAILS

Back

Exam:	NBC-HIS National Competency Exam
Schedule:	31 July 2018 1000H America/Los_Angeles
Facility Code:	HOST1295
Testing Location Name:	Bellevue College - <a href="#">Map</a>
Address 1:	14673 NE 29th Place, North Campus
City:	Bellevue
Province/State:	Washington
Postal Code:	98007
Country:	United States
Authorization Code:	dxkcd6

Reschedule | Cancel Registration

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- **The computer froze at the testing center:** Computer glitches do happen. Web-based systems get overloaded. Technical difficulties occur. In the event of a technical issue during the exam, please immediately contact the proctor. The proctor will follow standard procedures for re-setting your examination. Time will not be deducted from the time allowed. However, if you experienced a very unusual circumstance or issue during testing, please submit an appeal with 75.00 fee in writing to info@nbc-his.com.

For Technical Assistance with Webassessor™ or the Testing Centers Network, contact:

Kryterion, Inc.  
 800.403.6199  
[ktnsupport@KryterionOnline.com](mailto:ktnsupport@KryterionOnline.com)

# Taking the Examination

## Identification & Authorization Code

In order to be admitted to the testing center, the candidate **must** bring the following three (3) items with them to the testing center for their examination appointment. **There will be no exceptions.**

1. **Photo identification**; and
  - Acceptable photo identification: A government-issued identification card or driver's license, passport, or military identification.
2. **Second form of identification**; and
  - Acceptable second form of identification: either a second form of government-issued identification, major credit card (i.e. Visa®, MasterCard®, or American Express®), check cashing card, or bank debit card.
3. **Authorization Code**.
  - This is the Authorization Code that the candidate received in an email following the Webassessor™ scheduling process.

Please note that a Social Security Card is not an acceptable form of identification.

The candidate should arrive at the testing center up to 20 minutes early. Late arrivals WILL NOT receive a time extension. Late arrival may result in cancellation of your scheduled exam time and forfeiture of your exam fees.

## Taking the Examination

The exam includes 100 questions multiple-choice questions from each of the five (5) competency areas. They are distributed throughout the exam allowing all exam candidates an opportunity to answer questions from each of the competency areas. Candidates will be given 105 minutes to complete the examination.

## Examination Security

NBC owns all proprietary rights and interests of the examination, including but not limited to copyright, trade secret, and/or patented information, as well as all Examination materials, including but not limited to, the Study Guide, the examination, and the answer key to the examination.

The examination is confidential. It will be made available to the candidate, solely for the purpose of assessing the candidate's proficiency level in the hearing healthcare professional skill areas. To protect the integrity of the examination, candidates are prohibited from disclosing the contents of this examination, including, but not limited to, questions, form of questions, or answers, in whole or in part, in any form or by any means (i.e. verbal, written, electronic) to any third party for any purpose. Copying or

communicating examination content is prohibited and may result in the cancellation of examination results.

## **Conduct and Acceptable Items**

Candidates are at all times to maintain a professional attitude toward other candidates, proctors, and other examination personnel. In NBC's sole discretion, conduct that is, or results in, a violation of security or disrupts the administration of the examination may result in immediate disqualification and ejection from the examination. Such conduct includes, but is not limited to, cheating, failing to follow all rules and instructions governing the administration of the examination, or otherwise compromising the security or integrity of the examination.

**Pocket Turn-Outs** – test takers will be asked to turn out exterior pockets (on jackets, jeans, slacks, etc.) to verify that the pockets are either empty or that they do not contain any prohibited items, etc. Ideally, you may wish to empty your pockets prior to entering the Testing Center.

**Eyewear Inspections** – due to the release (or upcoming release in some countries) of technology such as "Google Glass", we are asking all test takers who enter the Testing Center wearing external eyewear to hand their eyewear over to the proctor for inspection to ensure the eyewear is not technology-enabled.

**Books, papers, notes or devices with memory capabilities (laptops, Personal Digital Assistants (PDAs), text enabled pagers, voice recorders, calculators, etc.)** will not be permitted in the testing room. Personal possessions such as cellular phones, briefcases or backpacks may be collected by the proctor, stored in a secured area and returned after the test session.

Kryterion will notify NBC of any known examination security violations.

# After the Examination

Upon completion of the examination, the candidate will receive a "Test Completion" email message from Webassessor™ with examination results.

## Examination Scoring

The examination is comprised of one hundred items. An examination pass/fail result will be sent to the exam candidate's email upon completing the exam. Actual percentage on passing scores will not be provided. Candidates who fail the exam will be provided scores for each of the five (5) areas of competency.

## Results

A passing score is required to become Board Certified in Hearing Instrument Sciences.

## Passing the Exam

A passing score for the entire exam is required to become Board Certified in Hearing Instrument Sciences (BC-HIS). Scores for each area of competency are not provided.

Shortly after passing the exam (allow about a month), you will receive a welcome kit including a branding guide, information about how to access your digital badge and other materials to promote your new credential. Your certification will come in a separate mailing several weeks after that.

## Failing the Exam

To successfully complete the National Competency Exam, candidates must receive an overall passing score. When a failing score is achieved, you will be notified of your score for each of the competency areas tested.

Upon receiving a fail report, the exam candidate may retake the NCE after a 30-day waiting period. You must submit the examination fee. You can schedule your re-take online at [www.webassessor.com/nbc](http://www.webassessor.com/nbc). If the exam is failed a second time, you must wait six (6) months before retaking the exam.

If the exam candidate does not pass the National Competency Exam within two years from the initial exam date, they must file a new application for approval and at this time candidates will be required to pay the examination fee. The new application must be accompanied with the appropriate fee and documentation. This requirement will depend on the laws and regulations currently in effect by the applicant's state or province.

## **Exam Score Review and Appeal**

An exam appeal will only be considered if there was an issue at the exam site that resulted in a problem taking the exam. Requests for exam appeals must be submitted in writing by registered mail within sixty days of the exam date, and must be accompanied by a payment of \$75.00. A candidate may appeal an exam score for the following reasons:

- \* Excessive noise or confusion during the examination which inhibited concentration
- \* Exam room conditions (lighting, temperature, etc.)
- \* Faulty computer operation

If the review is found in your favor, you will be issued a refund of the appeal fee.

## **Responsibilities of Board Certification**

As an individual who is Board Certified in Hearing Instrument Sciences (BC-HIS), you will be expected to deal with your patients and peers in a professional manner as required by the NBC-HIS Code of Ethics.

All certificates issued by the National Board for Certification in Hearing Instrument Sciences remain the property of NBC-HIS.

Those Board Certified in Hearing Instrument Sciences must register their certificate each year by payment of an annual revalidation/recertification fee.

Certified individuals must recertify their credentials at the completion of each third-year by:

- \* Submitting proof of current licensure status
- \* Submitting proof of having obtained a minimum of twenty-four (24) hours of continuing education credits\* during the defined three (3) year period OR retaking and passing the National Competency Exam (including payment of appropriate fees)
- \* Sign and date statement in the area indicated on your statement before returning it to the NBC-HIS office

\*If your annual statement indicates you have obtained less than the 24 required continuing education units, and you have obtained credits that are not indicated on your statement, submit a copy of any certificates you have received from the sponsor(s) to the NBC-HIS office and those credits will be confirmed with IHS for accuracy.

Failure to comply with the revalidation/recertification requirements outlined above, will result in a revocation of your Board Certified credentials.



**Code of Ethics of the  
National Board for Certification in Hearing Instrument  
Sciences  
Revised May 2013**

**PREAMBLE**

The Code of Ethics of the National Board for Certification in Hearing Instrument Sciences ("Code of Ethics") delineates the ethical obligations of all hearing health professionals that have achieved Board Certification by the National Board for Certification in Hearing Instrument Sciences ("NBC-HIS"), as well as of the candidates for Board Certification ("Certificant").

This Code of Ethics, adopted by NBC-HIS, is binding upon all Certificants. Strict adherence to this Code of Ethics is required to maintain Board Certification. Further, this Code of Ethics promotes honorable conduct that assures public confidence in the integrity of Board Certified hearing health professionals' services.

**RESPONSIBILITIES TO THE PATIENT/CLIENT**

The Certificant, as a practitioner in the hearing health care profession, shall hold paramount the welfare of the patient/client. The Certificant shall respect the inherent dignity and rights of all individuals.

The Certificant shall adhere to the core values of the profession and shall act in the best interest of the patient/client over the interest of the Certificant. The Certificant shall not engage in conflicts of interest that interfere with professional judgment.

The Certificant shall utilize all resources available, including referral to other professionals, as needed, to provide the best possible service to the patient/client.

**SERVICES RENDERED**

The Certificant shall fully inform the patient/client of the nature and possible results of the services rendered.

The Certificant shall not guarantee results from the use of any hearing instrument(s), product(s), service, or counseling. A reasonable statement of prognosis may be in order,

but caution must be exercised in order to assure the patient/ client is not led to expect results that cannot be accurately predicted.

### **CONFIDENTIALITY**

All information relating to the condition of the patient/client, regardless of the source, is and shall always remain confidential.

The Certificant shall protect confidential patient/client information and may only disclose confidential information to appropriate authorities when allowed or as required by law.

### **DISCUSSION OF THE PATIENT/CLIENT**

The fundamental obligation of the hearing health professional is to advance the welfare of the patient/client. This obligation requires deliberate care in the manner that the hearing health professional discusses findings and recommendations with the patient/client.

The Certificant shall never make any statement to persons, members of persons' family, or any other individual that would cast doubt as to the credibility of other professionals rendering professional services to patients/clients.

In the event the Certificant has questions and/or reservations about the recommendations of other professionals, he/she shall communicate the concerns to the professional involved.

### **MAINTENANCE OF RECORDS**

A fundamental factor in the delivery of professional services is the continuing knowledge of the patient's/client's condition. Such knowledge can effectively exist only if the Certificant initiates, secures and maintains as their property, records to specifically include the professional services he/she provides to the patient/client.

### **FEES FOR PRODUCTS AND SERVICES RENDERED**

The Certificant shall provide full disclosure of the ultimate cost of the hearing instrument(s), product(s) and/or service(s) rendered, at the earliest time possible.

### **DELAY IN PROVIDING SERVICE**

The Certificant shall not unreasonably delay or allow for the unreasonable delay of hearing health services.

### **DISCONTINUANCE OF SERVICE**

The Certificant shall only discontinue service to the patient/client after providing reasonable notice and after all contractual agreements between the parties have been met.

## **RESPONSIBILITIES TO COLLEAGUES AND THE PROFESSION**

At all times, the Certificant's conduct shall be in a manner that will enhance the status of the hearing health profession. The Certificant shall be supportive of individuals and organizations with whom they are associated for their mutual benefit.

The Certificant shall not criticize—by action or inference—to the patient, the character, qualifications, services, fees, or products of another hearing health professional.

The Certificant shall not offer for sale any Class I medical device (hearing aid) when a direct face-to-face contact has not been established (i.e. sale by internet or mail order).

The Certificant shall inform NBC-HIS of violations of this Code of Ethics.

## **STANDARDS AND COMPLIANCE WITH LAWS AND REGULATIONS**

The Certificant shall comply with applicable federal, state, and local laws and regulations.

The Certificant shall provide truthful, accurate, and relevant information, and shall not make misleading representations.

The Certificant shall not exploit persons, including but not limited to patients/clients, employees, or interns, over whom they have supervisory, evaluative, or other authority.

The Certificant shall not harass anyone verbally, physically, emotionally, or sexually.

The Certificant shall promote organizational behaviors and business practices that benefit patients/clients, as well as society as a whole.

## **DISCRIMINATION**

The Certificant shall not discriminate in the delivery of professional services on the basis of sex, marital status, age, religious preference, nationality, sexual orientation, or race.

## **ADVERTISING AND PUBLIC COMMUNICATION**

The Certificant shall not engage in any representation which is false, misleading, deceptive, or unfair. The Certificant shall not participate in false advertising. The Certificant's communications/advertisements shall not:

- \* Contain a false, fraudulent, misleading, deceptive, unfair, or sensational statement or claim;
- \* Be misleading due to the omission of necessary material information; or
- \* Otherwise operate to deceive.

The Certificant shall only use the NBC-HIS Board Certification in the manner designated by NBC-HIS.

## **REPORTING**

The Certificant must maintain and promote ethical practice by reporting illegal or unethical acts to the relevant authorities. The Certificant shall promptly, fully, and accurately report to NBC-HIS any departure from this Code of Ethics or failure to conform to applicable federal, state, or local laws and regulations.

The Certificant shall report to NBC-HIS any conduct about which the Certificant is aware and that reasonably appears to violate this Code of Ethics. This reporting requirement includes, but is not limited to, self-reporting and reporting about other Certificants. The Certificant is required to promptly, fully, and accurately report the potential violation(s) to NBC-HIS.

Prompt reporting requires the Certificant to report the potential violation(s) no later than 30 days from the date of the Certificant's receipt of knowledge.

Each Certificant must fully cooperate with NBC-HIS throughout its investigations of potential Code of Ethics violations.

## **VIOLATION**

Violation of any provision of this Code of Ethics may result in sanction(s) up to and including revocation of Board Certification. Examples of a violation of this Code of Ethics include, but are not limited to:

- \* Conviction of a Felony;
- \* Conviction of a misdemeanor related, directly or indirectly, to the testing, fitting, and/or sale of a hearing instrument;
- \* Disciplinary action by a State Regulatory authority resulting in a Certificant's hearing aid dispensing privileges being placed on probation, suspended, or revoked;
- \* Engaging in false, misleading, deceptive or unfair advertising;
- \* Improper use of the NBC- HIS Board Certification credential or trademark;
- \* Revocation of State Licensure;
- \* Failure to properly maintain confidential patient information;
- \* Statement(s) to persons, members of persons' family, or any other individual which would cast doubt as to the credibility of other professionals rendering professional services to patients/clients;
- \* Offering for sale any class I medical device (hearing aid) when a direct face-to-face contact has not been established, i.e. sale by internet or mail order.

Those holding Board Certification awarded by NBC-HIS pledge themselves to observe and support the NBC-HIS Code of Ethics. As stated above, by violating any part of this Code of Ethics, Board Certification may be revoked. This Code of Ethics is interpreted and enforced by the NBC-HIS Executive Council.

## Tips for Taking the NBC-HIS Examination

The NCE is based upon what you do every day in your practice of fitting and dispensing hearing aids. Nonetheless, there is no substitute for knowing the subject matter. Some candidates may have trouble even on questions assessing their greatest competency. This occurs when a person becomes nervous or angry and upset about the exam.

**Format** - Become familiar with the format of questions on the exam. You will find examples of different types of questions in the following pages.

**Arrive Early** – Most exam candidates will be able to take the exam at a location near them. However, if you must travel to an exam site, it is advisable to travel the day before and opt to stay at a nearby hotel. It could be one of the best investments you ever made! You should arrive at the test site at least 20 minutes prior to your scheduled start time to allow sufficient time for check-in.

**Get a Good Night's Sleep** – Go into the Exam well rested. You will be able to concentrate better.

**Be Sure You Understand the Instructions** -- Instructions will be provided at the start of the exam. If you have any questions, ask the administrator or proctor at the exam site.

**Develop a Timetable** - You will have 105 minutes to complete the 100 items. Answer the easier questions first. Never spend too much time on any one question. You may go back to questions that you skip.

**Draw a Blank – DON'T PANIC!** – If you “freeze” on a question, don't hit the panic button! This happens to all of us in an exam. Merely go to the next question and come back to it later. There are times when another question will “trigger” the answer to that difficult question. As a rule, when you panic you diminish your ability to think clearly.

**Changing Your Answers** – As a rule it is not advisable to change an answer. However, if you misread or misinterpreted a question originally or remember some information not previously considered, or another question jogs your memory, then you may improve your score by changing your answer.

**Be Practical** – No one ever made a perfect score on a standardized certification exam. Everyone will miss some questions. The certifying exam can only sample the many subjects and procedures addressed in the fitting and dispensing of hearing aids. Don't get upset. Remember, a calm positive attitude will permit you to continue without apprehension or interference with questions that follow.

**In Summary** - There is no substitute for knowing what the exam entails and a good understanding of the process involved in taking an exam. Your ability to take the NCE successfully is greatly improved if you will study the materials provided to you or recommended in this study guide.

# SECTION II

## Revised Competency Model for Hearing Healthcare Professional NBC-HIS 2017

### DOMAIN 1: ASSESS PATIENT PRESENTING PROBLEM AND NEEDS

- Given a patient scenario that includes a family history of hearing loss, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario that includes childhood hearing-related illnesses, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario that includes hearing loss duration and/or dizziness and/or loss of balance and/or trauma and/or discomfort and/or tinnitus, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario that includes past and/or current health conditions and/or medication/drug history, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario that includes occupations or recreational activities that includes exposure to noise and acoustic trauma, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario including history of ear surgeries, diseases and treatments, identify the most likely type/degree/slope of hearing loss or potential impact to hearing.
- Given a patient scenario with different types of hearing loss, identify the potential impact on patient's lifestyle (family, work and social activities).
- Given a patient scenario, identify which symptom would MOST likely require a medical referral.
- Given patient scenario involving noise exposure, identify the most appropriate type of preventative hearing protection.
- Differentiate between scenarios that indicate a hearing loss vs. lack of understanding.

### DOMAIN 2: TEST AND ANALYZE PATIENT HEARING

- Identify irregularities/obstructions during an otoscopic examination.
- Identify when the patient would benefit from cerumen management, removal, and/or precautions in cerumen management.
- Given an audiogram, identify the degree and type of hearing loss based on the pure-tone air and bone-conduction results (revised) or proper technique modifications.

- Given tympanogram and/or reflex results, identify condition(s) that would cause the tympanogram and/or reflex configuration.
- Identify potential methods for managing tinnitus.
- Identify when to conduct speech awareness and/or speech reception threshold test
- Given speech discrimination test results, identify how it would impact the patient's hearing OR most appropriate treatment option/additional testing.
- Given audiometric test results showing air- and/or bone-conduction testing and masking levels, determine whether was this over masked, under masked, effectively masked, masking was not necessary, or a masking anomaly.
- Given a patient scenario and MCL and UCL levels, identify the potential impact on fitting
- Interpret SIN results and impact on treatment plan.
- Identify when appropriate to use specialized tests or screenings and/or how to interpret the results.
- Identify irregular test results or the potential causes of irregular test results.
- Given otological or hearing test results, identify the results that require medical referral.

### DOMAIN 3: PRESCRIBE AND ANALYZE HEARING INSTRUMENTS

- Given a patient scenario that includes physical and/or cognitive limitations, identify the appropriate hearing instrument (e.g., style, configuration, matrix).
- Given a patient scenario including physical/cognitive limitations or knowledge of technology, **identify which telephone use options are most appropriate.**
- Given a patient scenario that includes lifestyle, physical/cognitive limitations or knowledge of technology, **identify which ALDs are most appropriate.**
- Given a patient's ear canal, size, hearing loss and lifestyle, identify the contraindications for IIC (i.e., extended or daily wear) use.
- Given a patient scenario, identify the most appropriate modification to the procedures and/or materials during an ear impression.
- Given a patient scenario, identify the most appropriate tube/wire length, dome size, earmold, or receiver power for OTE, RIC, BTE hearing instruments.
- Given a patient scenario, evaluate and explain advantages and disadvantages of **custom hearing instruments versus OTE, RIC, and BTE.**
- Evaluate possible treatment options for asymmetrical and single-sided deafness (SSD).
- Given a patient scenario that includes lifestyle, history, test results, and ear canal characteristics, determine the most appropriate hearing instrument.

#### **DOMAIN 4: FIT, ADJUST, PROGRAM, AND SERVICE HEARING INSTRUMENTS AND EQUIPMENT**

- Given subjective verification outcome results (e.g., sound field aided/unaided. discrimination, sound field aided/unaided warble tones or narrow band noise), identify the appropriate adjustment.
- Given results from real ear or speech mapping, identify potential causes of problems or identify the appropriate modification.
- Given a patient complaint, identify the appropriate methodologies for modifying the physical fit of earmolds, custom shells, over-the-ear (OTE) behind-the-ear (BTE) and receiver-in-canal (RIC) instruments.
- Given a patient complaint, troubleshoot and adjust/modify programming of hearing instrument.
- Identify or resolve potential hearing instrument problems caused by obstructions or moisture.
- Troubleshoot pairing and wireless connectivity between hearing-related devices.

#### **DOMAIN 5: COUNSELING, REHABILITATION, AND PROFESSIONAL PRACTICE**

- Given results of otoscopic examination and audiometric examination, which is the most appropriate patient explanation?
- Identify potential limitations and benefits of amplification.
- Identify helpful strategies and information for improved hearing and communication in various situations or environments.
- Identify appropriate manual hearing instrument adjustments that patients, family members or caregivers can make.
- Identify principles of NBC-HIS Code of Ethics.
- Identify when a client is a possible candidate for a surgical solution (e.g., cochlear implant, BAHA, etc.).

## SAMPLE BOARD CERTIFICATION EXAM

These questions are indicative of the type of questions you will find on the NCE. While some questions may have only one correct answer, some questions may have multiple options that must be chosen to answer the question correctly. If more than one option must be chosen, it will be pointed out in the question. If more than one option is asked for, you must answer with all the correct options to get credit for the question (no partial credit is given). Be sure to read the question carefully and pay special attention to words like: NOT, FALSE, TRUE, SELECT ALL, MOST and LEAST.

This sample contains items from each of the competency areas.

1. The **MOST** common cause of sudden loss of hearing at 4000Hz is:
  - A. Presbycusis
  - B. Noise induced
  - C. Acoustic trauma
  - D. Acoustic neuroma
  
2. During the course of taking a case history, which of the following information is **LEAST** important?
  - A. Any unilateral tinnitus experienced
  - B. Any vertigo symptoms
  - C. Concussion in the previous six months
  - D. Sudden hearing Loss
  
3. A younger mother comes in concerned that her hearing has gone down. In taking her history, it's found that her mother also developed a hearing loss after the birth of her first child. What would be the **MOST** probable etiology of this problem?
  - A. Cholesteatoma
  - B. Otitis media
  - C. Meniere's disease
  - D. Otosclerosis

4. Which of the following conditions would **NOT** be a concern in establishing a pure tone air conduction threshold?
- A. Collapsed external auditory meatus
  - B. Congenital atresia
  - C. Otosclerosis
  - D. Impacted cerumen
5. Which of the following statements is **FALSE** when talking about audiometric testing?
- A. Headphones and insert earphones should produce comparable results
  - B. Bone conductor placement can affect the test results
  - C. Insert earphones can give more accurate results when testing a collapsed ear canal
  - D. Ambient noise is more of a problem with insert earphones
6. A large dip at 6000 Hz in one ear only, with a positive tone decay, is indicative of:
- A. Acute otitis media
  - B. Industrial deafness
  - C. A possible retrocochlear tumor
  - D. Acoustic trauma
7. A patient who has worn hearing aids for a long time reports to your office saying that his ears are "stopped up." He recently had a cold.
- Which of the following will give the **MOST** information about this patient's complaint?
- A. Real ear measurement
  - B. Impedance audiometry
  - C. Pure tone air conduction audiometry
  - D. Pure tone bone conduction audiometry
8. When troubleshooting a hearing instrument, the battery current drain was measured.
- A reading of 0.00 mA would **MOST** likely indicate which of the following?

- A. Bad microphone
  - B. Bad receiver
  - C. Plugged acoustic filter
  - D. Dead instrument
9. Which programmable adjustment would **BEST** help control loud sharp sounds?
- A. Adjust the knee point higher
  - B. Reduce low frequencies
  - C. Increase the compression ratio
  - D. Reduce gain
10. During otoscopic inspection, which **ONE** of the following is **NOT** a consideration for earmold selection?
- A. Volume of acoustic cavity
  - B. Texture of auricle
  - C. Compliance of the tympanum
  - D. Depth of concha
11. A problem that may be caused by shrinking earmold tubing is:
- A. Harmonic distortion
  - B. Changing response of the instrument
  - C. Increasing gain
  - D. Soreness at top of pinna
12. A hearing aid patient comes in complaining that his ITC aids were working fine until he had them cleaned. Now they are weak and feeding back and he is told the aids will have to be sent in for an out-of-warranty repair, or purchase new aids. What is the **MOST** likely cause of the problem?
- A. Debris in microphone
  - B. Microphone pushed in
  - C. Receiver tubing pushed in
  - D. Wax on receiver

13. A patient who has had a radical mastoidectomy has been referred by a physician for a new ear mold. The physician is urging caution due to a short auditory meatus.

Which of the following statements is TRUE for this patient?

Choose ALL that apply.

- A. A long canal is preferable
- B. Multiple otoblocks may be needed
- C. Careful placement of otoblock is needed
- D. Hand packing technique while taking impression is preferable

14. A patient comes to the office after losing all hearing in the left ear over a period of about six weeks. The hearing in the right ear is within normal limits. The patient has been to an ENT doctor and has been given medical clearance to seek amplification.

The only viable option is a CROS fitting. The patient is reluctant to comply. Which of the following option(s) should be included in counseling the patient?

Choose ALL that apply.

- A. May help the patient feel more balanced
- B. A hearing aid will not help the left ear
- C. Will enable the patient to hear from the left side
- D. Will restore the hearing in left ear to near normal

15. A realtor with a bilateral ski slope loss comes into the office complaining of hearing difficulties at meetings, in the car, from room to room, and in crowds. He states that he does not want to wear a hearing instrument.

Which of the following is the **MOST** important factor in fitting this man successfully?

- A. Selection of proper hearing instrument
- B. Encouraging him to use two aids
- C. His ability to accept the hearing loss and his need for help
- D. Possible financial ramifications of impairment

## Answer Key

1. C. Acoustic trauma
2. C. Concussion in the previous six months
3. D. Otosclerosis
4. C. Otosclerosis
5. D. Ambient noise is more of a problem with insert earphones
6. C. A possible retro cochlear tumor
7. B. Impedance audiometry
8. D. Dead instrument
9. C. Increase the compression ratio
10. C. Compliance of the tympanum
11. D. Soreness at top of pinna
12. C. Receiver tubing pushed in
13. B. Multiple otoblocks may be needed  
C. Careful placement of otoblock is needed
14. A. May help the patient feel more balanced  
B. A hearing aid will not help the left ear  
C. Will enable the patient to hear from the left sides
15. C. His ability to accept the hearing loss and his need for help

### End of Study Guide Exam

Thank you for participating in the NBC-HIS Study Guide Exam. Exam items contained herein are intended for informational purposes only as a guide to candidates, and do not appear in the actual National Competency Exam.



## RECOMMENDED READING LIST FOR NBC-HIS NATIONAL COMPETENCY EXAM

- Audiology: Science to Practice (2nd Ed., 2013) Kramer, Steven with James Jerger & H. Gustav Mueller
- Introduction to Audiology (12th Ed., 2014) Martin, Frederick & John Clark
- Strategies for Selecting and Verifying Hearing Aid Fittings (2nd Ed. 2002) Valente, Michael
- Audiology: Diagnosis (2nd Ed., 2007) Roeser, Ross; Michael Valente, Holly Hosford-Dunn
- Audiology: Treatment (2nd Ed., 2007) Valente, Michael; Holly Hosford-Dunn, Ross Roeser
- Audiology: Practice Management (2nd Ed., 2007) Hosford-Dunn, Holly; Ross Roeser, Michael Valente
- Handbook of (Central) Auditory Processing Disorders, Vol. II (2nd Ed., 2013) Chermak, Gail; Frank Musiek
- Handbook of (Central) Auditory Processing Disorders, Vol. I (2nd Ed., 2013) Musiek, Frank; Gail Chermak
- Digital Hearing Aids (2008), Schaub, Arthur.
- Sandlin's Textbook of Hearing Aid Amplification: Technical and Clinical Considerations (3rd Ed., 2014) Metz, Michael J.
- Consultative Selling Skills for Audiologists (2011) Taylor, AuD., Brian.
- Geriatric Audiology (2nd, 2010) Weinstein, Barbara.