



Dental Assisting National Board, Inc.  
*Measuring Dental Assisting Excellence®*

# 2017 Candidate Handbook

The Candidate Handbook contains important policy information for DANB's five national certifications programs and exams:

- **National Entry Level Dental Assistant (NELDA®)**
- **Certified Dental Assistant™ (CDA®)**
- **Certified Orthodontic Assistant (COA®)**
- **Certified Preventive Functions Dental Assistant (CPFDA®)**
- **Certified Restorative Functions Dental Assistant (CRFDA®)**

Please review this information carefully; you are responsible for understanding and complying with the policies and procedures provided in this handbook when taking a DANB-administered exam.

To download an exam application packet please visit [www.danb.org](http://www.danb.org).

Dental Assisting National Board, Inc.  
444 N. Michigan Ave., Suite 900, Chicago, IL 60611-3985  
1-800-367-3262 Fax: 1-312-642-8507 Email: [danbmail@danb.org](mailto:danbmail@danb.org)  
[www.danb.org](http://www.danb.org)

# Dental Assisting National Board, Inc.

## About DANB

Since its inception in 1948, the Dental Assisting National Board, Inc. (DANB) has worked within — and with the support of — the dental community. The American Dental Association recognizes DANB as the national certification board for dental assistants.

The following organizations assist DANB in developing its dental assisting exams by recommending subject matter experts to DANB's exam committees:

- American Board of Oral and Maxillofacial Radiology
- American Dental Association
- Academy of General Dentistry
- American Association of Orthodontists
- Organization for Safety, Asepsis and Prevention
- American Academy of Oral and Maxillofacial Radiology

The active DANB Board of Directors selects new Board members from at least two qualified nominees for each vacancy from the following organizations: ADA (two directors), AADE (one), ADEA (one) and ADAA (three). The remaining two Board Directors are a DANB Certificant-at-large and a member of the public.

- American Association of Dental Boards
- American Dental Education Association
- American Dental Assistants Association
- American Dental Association
- DANB certificants
- The public

## DANB's Mission

DANB is a nonprofit organization. DANB's mission is to promote the public good by providing credentialing services to the dental community.

We accomplish and measure the success of this mission through the creation of valid dental assisting exams; recertification requirement integrity; and valuable, visible and accessible DANB exams, certificates of knowledge-based competency and certifications.

We also provide testing services to the oral healthcare community, and information services and resources related to dental assisting credentialing to support DANB's mission. To accomplish these critical outcomes, DANB is committed to a properly governed, financially secure and administratively sound organization.

## Table of Contents

About DANB Certifications and Exams	3
Applying for an Exam	4
Scheduling an Exam	5
Taking an Exam	6
After the Exam	7

## Testing Timeline

	Submit exam application, documentation, fees by mail/fax
1-2 weeks	Exam application is processed (if the application is incomplete, DANB will contact you for missing information)
1-2 weeks	Test Admission Notice (with instructions to schedule your exam) is mailed and also available in your online DANB account
60-day testing window	Visit <a href="http://www.vue.com/danb">www.vue.com/danb</a> to schedule your exam appointment. Take exam and receive preliminary exam result
2-3 weeks from exam date	Receive official exam result and earned certificates

© 2017 Dental Assisting National Board, Inc. The DANB logo is a registered trademark of the Dental Assisting National Board, Inc. (DANB). NELDA®, CDA®, COA®, CRFDA®, CPFDA®, CDPMA®, COMSA®, DANB®, and Dental Assisting National Board® are registered certification marks of DANB. RHS®, ICE®, and Measuring Dental Assisting Excellence® are registered service marks of DANB. CERTIFIED DENTAL ASSISTANT™ is a certification mark of DANB. Mark of Dental Assisting Excellence™ is a service mark of DANB. Use of these marks is strictly prohibited, except as provided in the *Usage Guidelines for DANB Trademarks*, without the express written permission of DANB.



DANB is a member of the Institute for Credentialing Excellence. The National Commission for Certifying Agencies (NCCA), an Institute for Credentialing Excellence commission with responsibility for accrediting certification programs, has evaluated DANB national certification programs (CDA and COA), including DANB component exams (RHS, ICE, GC and OA), and finds that DANB programs meet NCCA's highest standards, thus helping to assure validity, reliability and objectivity in the testing process.

DANB has met the International Accreditation Service (IAS) Accreditation Criteria for Bodies Operating Certification of Persons (AC474) and has demonstrated compliance with ISO/IEC Standard 17024:2012, Conformity assessment – General Requirements for Bodies Operating Certification of Persons and has been accredited as a Personnel Certification Body, commencing September 22, 2015, to provide certifications for Certified Dental Assistant (CDA) and Certified Orthodontic Assistant (COA) certifications.

## About DANB Certifications and Exams

### NELDA® Certification

The purpose of the NELDA certification is to ensure that individuals pursuing a career in dental assisting demonstrate entry-level knowledge-based competency in tasks important to the health and safety of patients and oral healthcare workers. Earning NELDA certification demonstrates the individual meets the national standard for knowledge in Anatomy, Morphology and Physiology (AMP); Radiation Health and Safety (RHS); and Infection Control (ICE) by passing these exams. There are no eligibility requirements to take the AMP, ICE or RHS exams. To earn NELDA certification the candidate must pass the three exams and meet the requirements of one of the NELDA certification eligibility pathways within three years.

### CDA® Certification

The purpose of the CDA certification is to ensure that individuals demonstrate knowledge-based competency regarding tasks important to the health and safety of patients and oral healthcare workers. Earning CDA certification demonstrates that the individual meets the national standard for knowledge in General Chairside Assisting (GC), Radiation Health and Safety (RHS), and Infection Control (ICE) by passing these three exams. To earn CDA certification, a candidate must pass all three exams within five years. There are no eligibility requirements to take the RHS and ICE component exams. The candidate must meet the requirements of one of the CDA certification eligibility pathways to take the GC exam.

CDA certification is recognized or required in 32 states, plus the District of Columbia and is recognized or required to perform expanded functions or radiography procedures\* in Arkansas, Colorado, D.C., Delaware, Georgia, Idaho, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Minnesota, Mississippi, Missouri, Nebraska, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Vermont, Virginia and Washington.

### COA® Certification

The purpose of the COA certification is to ensure that individuals demonstrate knowledge-based competency regarding tasks important to the health and safety of patients and oral healthcare workers. Earning COA certification demonstrates that the individual meets the national standard for knowledge in Orthodontic Assisting (OA) and Infection Control (ICE) by passing these exams. To earn COA certification, a candidate must pass both exams within a five-year period. There are no eligibility requirements to take the ICE component exam. The candidate must meet the requirements of one of the COA certification eligibility pathways to take the OA exam.

### CPFDA® Certification

The purpose of CPFDA certification is to ensure that individuals meet minimum knowledge based competency in oral preventive functions important to the health and safety of patients and oral healthcare workers. Earning CPFDA certification demonstrates that the individual meets the national standard for knowledge in Coronal Polish (CP), Sealants (SE), Topical Anesthetic (TA) and Topical Fluoride (TF) by passing these exams. There are no eligibility requirements to take the CP, SE, TA and TF exams. To earn CPFDA certification the candidate must pass the four exams and meet the requirements of one of the CPFDA certification eligibility pathways within three years.

### CRFDA® Certification

The purpose of CRFDA certification is to ensure that candidates meet minimum knowledge based competency in restorative functions important to the health and safety of patients and oral healthcare workers. Earning the CRFDA certification demonstrates that the individual meets the national standard for knowledge in Anatomy, Morphology & Physiology (AMP), Impressions (IM), Temporaries (TMP), Isolation (IS), Sealants (SE) and Restorative Functions (RF) by passing these exams. To earn CRFDA certification the candidate must pass all six exams within three years. There are no eligibility requirements to take the AMP, IM, TMP, IS and SE exams. The candidate must meet the requirements of one of the CRFDA certification eligibility pathways to take the RF exam.

### Recognition of DANB's RHS® Exam

The RHS exam meets state radiography requirements\* in the District of Columbia and the following 22 states: Arizona, Colorado, Connecticut, Delaware, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Montana, New Hampshire, New Jersey, New Mexico, North Carolina, North Dakota, Oregon, Pennsylvania, South Carolina, Tennessee, Utah, Virginia, Wyoming and the District of Columbia.

### Recognition of DANB's ICE® Exam

The ICE exam meets state infection control\* requirements in Iowa, New Hampshire, New York and North Dakota.

### U.S. Military and Federal Agencies Recognition

DANB's CDA certification and RHS certificate of knowledge-based competency meet the Department of Veterans Affairs requirement for expanded duties dental assistant designation. The Indian Health Services and all branches of the U.S. Military encourage DANB certification. DANB's CDA exam is approved for the GIs-to-Jobs program under the Montgomery Bill

\*Each state's dental board implements regulations and establishes rules for delegating legally allowable duties to dental assistants. Passing one or more DANB component exams or earning DANB certification only conveys authority to perform these duties in those states that recognize these exams or this certification as meeting state dental assisting requirements. This information can be found at [www.danb.org](http://www.danb.org).

## Applying for an Exam

### Submitting an Exam Application

Exam application packets (available at [www.danb.org](http://www.danb.org)) may be submitted by mail or fax.

**Signing and dating the application is required.** By signing and dating the application, the candidate affirms that the application and documentation are accurate and that the candidate agrees to abide by all applicable DANB policies described in this Candidate Handbook and the exam application packet. The signature allows DANB to release exam results to state regulatory agencies.

**If the candidate works out of state, the candidate must fill in the work state on the application. Failure to include out-of-state work information could affect the candidate's ability to meet his/her state requirements, as the exam results will not be sent to the appropriate state regulatory agency.**

### Payment Instructions

DANB accepts payment by check, money order or credit card (Visa, MasterCard, American Express or Discover). Check or money order payments must be payable to DANB in U.S. dollars, must be written in English, must include the candidate name and must be mailed with the exam application. The application is a contract to test, and the check or credit card authorization is the contract to pay.

### Background Information Policy

DANB national exam applications contain three background information questions that all exam candidates must answer. For details, see the *Background Information Policy and Questions* section in the exam application packet.

### Military Discount

See the exam applications for active military personnel exam fees. To receive the military fee, the candidate must submit a letter from the commanding officer or an active military email address (this email address will be verified by DANB upon approval of application). If a letter is provided, it must verify the candidate's name, rank, station (location) and estimated date of separation.

If documentation of active duty is not submitted, the application is considered incomplete and will be returned to the sender. DANB will issue a refund within 30 days of notice of the incomplete application, minus the \$75 nonrefundable application fee. Military personnel may schedule a DANB exam at authorized Pearson VUE on-base military test centers. For on-base military test center locations, visit [www.vue.com/danb](http://www.vue.com/danb).

### Duplicate Exam Applications

If two applications are received for the same exam, both completed applications will be processed, and duplicate payments will be returned, minus the \$75 nonrefundable application fee, within 30 days, after the payment clears.

### Returned Checks

If a check is returned by the bank for any reason (including but not limited to nonsufficient funds, stop payment, closed account or refer to maker), DANB will notify the candidate and assess a \$25 nonsufficient funds (NSF) fee to the account. The candidate will not be allowed to take the exam until a cashier's check or money order for the exam fee plus the \$25 NSF fee has been received. If full payment has not been received within 30 days, the application will be null and void and the candidate's account will remain on finance hold. The candidate must pay \$100 (the \$25 NSF fee and \$75 nonrefundable application fee) before DANB will remove the finance hold and process any exam application. No new business will be allowed for the candidate until the finance hold has been removed.

### Incomplete Exam Applications

Incomplete applications will be sent to the candidate and the payer (if different), along with a letter indicating the reasons for the incomplete application. A refund for the exam fee, minus the \$75 nonrefundable application fee, will be sent within 30 days of notice of the incomplete application. Refunds will be made only to the payer.

An exam application is considered incomplete for reasons including but not limited to:

- Missing information (e.g., candidate and/or payment information, background information questions)
- Appropriate documentation is not enclosed
- No date or signature
- Insufficient payment
- Expired exam application

### Group Testing

Groups of six or more candidates may request to take any DANB exams on the same day, at the same test center location. Download the Group Testing Form from [www.danb.org](http://www.danb.org).

### DANB's Nondiscrimination Policy

DANB does not discriminate in application, exam or certification activities on the basis of age, sex, gender identity, marital status, race, color, religion, national origin, sexual orientation or disability.

### Retaking a Passed Exam

DANB certificants/candidates may take and pass DANB national certification exams or component exams only once. These exams may be retaken if required to recertify or reinstate DANB certification. Any certificant/candidate in violation of this policy will have the application denied and returned, and will be assessed the \$75 nonrefundable application fee.

Any DANB candidate/certificant from the state of New Mexico who applies for the DANB RHS exam and has previously passed the RHS exam twice within the previous 12-month period will be in violation of this policy and will have the application denied and returned, and will be assessed the \$75 nonrefundable application fee.



## Candidates with Disabilities

DANB exams are designed to provide an equal opportunity for each candidate to demonstrate his/her knowledge-based competency. The exam will be administered to best ensure that it accurately reflects a candidate's aptitude or achievement levels intended to be measured, rather than reflecting a candidate's impaired sensory, manual or speaking skills except where those skills are factors the exam purports to measure.

DANB adheres to the provisions outlined in the Americans with Disabilities Act. In accordance with this act, DANB will make every reasonable effort to offer the exams in a manner that is accessible to people with documented disabilities. If auxiliary aids or alternative arrangements are required, DANB will attempt to make the necessary provisions, unless providing such would fundamentally alter the measurement

of knowledge the exam is intended to test, would result in undue burden, or would provide an unfair advantage to the disabled candidate.

The candidate must submit the Reasonable Accommodations Request forms (found at [www.danb.org](http://www.danb.org)) and required documentation, specifying exactly what aid or modification is requested by a physician or psychologist, with the exam application. DANB will only accept the forms found at [www.danb.org](http://www.danb.org). DANB reserves the right to authorize the use of auxiliary aids or modifications in such a way as to maintain the exam integrity and security. DANB exams are administered only in the English language. Modifications will not be approved for a candidate who requests accommodations because English is a second language.

## Scheduling an Exam

### Receiving the Test Admission Notice

Candidates will be sent a Test Admission Notice within three to four weeks of DANB receiving the completed exam application. The Test Admission Notice will include instructions to schedule the exam appointment and is also available through the candidate's online DANB account. Check the Test Admission Notice for any errors and report them to DANB immediately at 1-800-367-3262. For example:

- Exam type is incorrect
- Candidate's name is spelled incorrectly
- Candidate's ID reflects a different name (e.g., married, maiden, hyphenated, mother's last name)

**The name on the Test Admission Notice must match the candidate's ID exactly.** The middle name does not need to be spelled out, but the initial must match (e.g., "M" on the ID and "Mary" on the Test Admission Notice is acceptable and vice versa). The candidate will be turned away from testing if the name on the ID does not match the Test Admission Notice exactly, and the candidate would need to reapply. See the Request a New Testing Window Due to a Missed Exam section in this packet for details.

### 60-Day Testing Window

The candidate must take the exam within the 60-day window listed on the Test Admission Notice. Candidates who submit a CPR, BLS or ACLS card that expires before the 60-day window ends will be given a shortened window based on the card expiration date.

### Scheduling an Exam Appointment

The candidate should schedule the exam appointment as soon as he/she receives or downloads the Test Admission Notice. Instructions are provided on the Test Admission Notice to schedule the exam appointment at a Pearson VUE location. Specific test center locations, dates or times cannot be guaranteed; changes to test center locations and/or hours may occur without notice.

### Exam Appointment Confirmation

After the exam appointment is scheduled, Pearson VUE will send an appointment confirmation by email (if the email address was provided) or by regular mail. Candidates must read all email and mail from Pearson VUE, as it will contain exam appointment information. Contact Pearson VUE to request a duplicate appointment confirmation notice.

### Rescheduling an Exam Appointment

To reschedule an exam appointment within the 60-day window, the candidate must contact Pearson VUE. The candidate may reschedule an exam appointment up to 24 hours before the scheduled exam start time at no additional fee. See the Test Admission Notice for Pearson VUE contact information. Regardless of who paid for an exam, only the candidate may reschedule an exam appointment.

### Requesting a New Testing Window

A new testing window request must be completed by the candidate before the end of the 60-day testing window:

**STEP 1: Cancel the exam appointment:** the candidate **must** cancel a scheduled exam appointment with Pearson VUE at least 24 hours before the scheduled exam start time. An exam appointment can be canceled online at Pearson VUE's website, [www.vue.com/danb](http://www.vue.com/danb), or by calling Pearson VUE's toll-free hot line during normal business hours. Failure to cancel an exam appointment will result in forfeiture of the full exam fee, and the application is null and void.

**STEP 2: Request a new 60-day testing window:** Mail or fax the Request a New Testing Window form to DANB within 60 days (pay \$60 nonrefundable fee) or within 61-120 days (pay \$120 nonrefundable fee) after the end of the original testing window. A candidate may request a new testing window only one time. After the first request for a new testing window, a current exam application with any required documentation and full fees must be submitted.

## Requesting a New Testing Window Due to a Missed Exam Appointment

If the candidate arrives more than 15 minutes after an exam appointment start time, the candidate will be accommodated at the discretion of the test center administrator. If the administrator is unable to accommodate the candidate, or if the candidate does not take a scheduled exam because the candidate missed the appointment (for any reason except a valid emergency) or the candidate was denied entry, the candidate may reapply for the exam with a reduced fee using the *Request a New Testing Window Due to a Missed Exam Appointment* form within 60 days of the missed exam appointment (after 60 days, the candidate must reapply for the exam with a new application, any required documentation and the full fee). DANB will mail the form to eligible candidates. If another appointment is missed (for any reason except a valid emergency) or the exam is not taken within the new testing window, a current exam application with full fee must be submitted; a candidate may request a new testing window due to a missed exam appointment one time.

## Requesting a New Testing Window Due to an Emergency

If an exam appointment is missed due to a personal emergency, the candidate must submit a *Request to Receive a New Testing Window Due to an Emergency* form explaining the emergency and include supporting documentation. The request must be submitted within 60 days of the scheduled exam date. Download the form at [www.danb.org](http://www.danb.org). Call 1-800-367-3262 with any questions about what constitutes an emergency and appropriate supporting documentation.

Approved requests will receive a new 60-day testing window at no additional fee.

## Canceling a Testing Window for a Partial Refund

If a candidate does not wish to take the DANB exam for which he/she applied, the candidate must complete the following steps:

**STEP 1: Cancel the exam appointment:** If an exam appointment has been scheduled, the candidate must cancel the appointment with Pearson VUE at least 24 hours before the scheduled exam start time. An exam appointment can be canceled online by visiting Pearson VUE's website, [www.vue.com/danb](http://www.vue.com/danb), or by calling Pearson VUE's toll-free hotline during normal business hours. Failure to cancel a scheduled exam appointment will result in forfeiture of the full application/exam fees and the application is null and void.

**STEP 2: Request to cancel the 60-day testing window:** Mail or fax the *Request to Cancel a Testing Window* form before the end of the 60-day testing window. DANB will issue a refund minus the \$40 cancellation fee and \$75 non-refundable application fee (a total of \$115 retained by DANB). All refunds will be issued to the payer.

## When Pearson VUE Cancels an Exam Appointment

In the event of weather or other emergency, Pearson VUE will attempt to notify candidates by phone of an exam appointment cancellation and will reschedule the exam appointment at no additional fee.

# Taking an Exam

## What to Bring to the Test Center

Candidates are required to bring one form of acceptable ID to the test center. To be accepted, the candidate's ID must be:

- Currently valid, non-expired
- Government-issued
- Photo-bearing
- Signature-bearing
- In roman characters
- The same exact name as listed on the *Test Admission Notice*

Test centers may use an electronic fingerprinting, palm vein and/or photographic security system for identification purposes only. Test centers may use a video/audio recording system to enhance exam security. The candidate must not bring any reference materials or notes into any test center area. A locker will be provided at the test center to store any personal items. The candidate will be provided with an erasable noteboard and marker to use during the exam. No visitors or unauthorized individuals will be permitted in any test center area or building during testing sessions.

## Test Center Environment

The candidate will receive a tutorial before the exam to help the candidate feel comfortable with the computerized format and how to navigate the exam. **The tutorial is not a practice test.** The candidate will be given 5 minutes to complete the tutorial, which will not count against the time to take the exam. There are no breaks during the exam. Candidates may be excused to visit the restroom, one at a time. Candidates are not allowed to leave the building during the test time. During the absence, the exam time clock will continue to run. No additional time will be provided.

## Candidate Behavior Before, During and After the Exam Appointment

**The behavior of each candidate taking an exam will be monitored.** Improper behavior is not acceptable before, during or after an exam appointment. DANB seeks to ensure a fair and equitable testing experience for all individuals and to ensure the security and reliability of the process. DANB's Disciplinary Policy & Procedures document, which is available at [www.danb.org](http://www.danb.org), contains examples of improper behavior.

## Exam Security

**The exam is confidential.** Any individual who removes or attempts to remove testing-related materials from the test center, or who attempts to memorize, distribute or otherwise misuse an exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of DANB, will be subject to legal action. Any candidate or certificant who engages in improper behavior also will be subject to disciplinary action by DANB, which may include denial or revocation of certification or recertification. The test center administrator will notify DANB of anyone who talks during the exam, gives or receives assistance, or otherwise engages or appears to engage in dishonest or improper behavior before, during or after the exam. Those candidates may be required to cease taking the exam and leave the test center.

After reviewing a reported incident, DANB will determine whether there is reason to believe that a candidate has engaged in cheating or other improper behavior, or has otherwise violated the security of the exam. DANB may, at its discretion, pursuant to the procedures set forth in *DANB's Disciplinary Policy & Procedures*, take disciplinary actions, including but not limited to the following:

- Order the candidate to retake the exam at a time and place to be determined by DANB
- Invalidate or refuse to release the exam results of the candidate
- Deny the candidate's current application for certification

- Require the candidate to wait a specified period of time before reapplying to take the exam
- Revoke the candidate's eligibility to sit for future exams
- Take a combination of any of the above actions or other action that DANB may deem appropriate.

If a test center administrator allows a candidate to take an exam that the candidate is not registered for, those exam results will not be valid.

## Exam Integrity

To ensure a consistently high-quality testing program, each exam is routinely reviewed for reliability and validity. Each exam question is statistically analyzed and evaluated for performance. A small number of pretest questions appear on each DANB national exam. Pretest questions are new test items that DANB includes on each exam as a way to ensure they are accurate measures of candidate knowledge. Pretest questions are randomly distributed throughout the exam and are not counted in the final exam results. Since the candidate will not know which items are pretest questions and which are not, the candidate should answer all exam questions to the best of his/her ability.

DANB exam committees, with final DANB Board approval, establish passing standards (the minimum required to pass a particular DANB exam) using standard psychometric procedures for criterion-referenced exams. A candidate is expected to perform at or above the Board-established standard to pass each exam.

## After the Exam

---

### Name/Address Changes

To notify DANB of address changes or any errors in the candidate's name, the candidate must call 1-800-367-3262 or email [danbmail@danb.org](mailto:danbmail@danb.org). In order to change the name on record, a candidate must submit a *Name Change Request* form and required documentation. The form is available at [www.danb.org](http://www.danb.org).

### DANB Communications

All communications sent to and from DANB are DANB's property. DANB cannot guarantee that communications will remain confidential; clients have no expectation of privacy with respect to items sent or received. DANB may disclose communications as necessary to comply with legal processes. DANB responds to phone and email messages within two business days.

### Hand Scoring

DANB will hand score an exam on request. The candidate must submit a *Request for Hand Scoring of Exam Results* form and a \$75 hand scoring fee to DANB within 30 days after the date printed on the exam results received. Hand scoring results are completed within 30 days of a request. If the pass/fail status is reversed as a result of the hand scoring, the \$75 fee will be refunded.

### Official Exam Results

The candidate will receive preliminary results upon leaving the test center. On the official exam results, DANB presents exam results as a pass or fail. DANB provides sub-content performance ratings for candidates who receive a fail status, which provide useful information regarding performance in each of the content areas on the exam. Sub-content results are rated as High Priority or Average Priority. Sub-content performance ratings are provided to assist a candidate while preparing to retake the exam and cannot be used in any way to determine overall passing status. The candidate is not considered to have passed or failed an exam until DANB issues the official exam results. DANB will mail the official exam results and any earned certificates within two to three weeks after the exam administration. Official exam results and certificates that are returned because of an undeliverable address will be held for 90 days. After the 90 days expires, the candidate must submit a *Request for Duplicate Exam Results* form and/or a *Request for a Duplicate Certificate* form with a \$50 fee for each request.



## Duplicate Exam Results

The candidate must submit a *Request for Duplicate Exam Results* form and the \$50 fee for each official exam result requested. Official exam results older than five years are not available, although DANB will verify credentials earned more than five years ago.

## Duplicate Certificates

The candidate must submit a *Request for Duplicate Certificate* form and the \$50 fee for each duplicate certificate requested.

Current DANB certificants may request a duplicate certificate for the national NELDA, CDA, COA, CPFDA, CRFDA, COMSA and CDMPA certifications.

In addition, duplicate certificates of knowledge-based competency may be requested for the AMP, CP, IM, ICE, IS, RHS, SE, TMP, TA and TF exams.

Duplicate CDA certificates may only be requested if the certification was earned on June 1, 1993, or later. Duplicate COA certificates may only be requested if the certification was earned on June 1, 1994, or later. Because DANB provides several opportunities for a candidate to correct errors, this \$50 duplicate certificate fee also applies for any reprint of a certificate due to a spelling error.

## Retaking a Failed Exam

If the candidate takes the more than one component exam in a single sitting but does not pass all of the component exams, the candidate only needs to reapply for the failed component exam(s) with a new application, required documentation and fees. State laws may require additional education after failed attempts. There is no limit on how many times the candidate may retake a failed exam. Visit [www.danb.org](http://www.danb.org) for more information.

## Release of Exam Results

Exam pass/fail results will not be released to employers or any individuals other than the candidate, except on written request of the candidate. DANB releases official exam results or credential verifications to some state regulatory agencies. DANB also releases aggregate results to program directors for candidates who are graduates from or students in the program director's dental assisting programs.

## Verification of Certificates and Certification

DANB will verify DANB certification, certificates of knowledge-based competency and the effective date(s) over the phone to anyone on request, since these items are matters of public record and may be disclosed. The *Candidate/Certificant Request for Credential Verification* form is available at [www.danb.org](http://www.danb.org). Only a candidate, certificant or employer may request written credential verification. DANB offers verification on its website. See the *Application Statements* for more details.

## Conditional Status

DANB may grant a conditional authorization to take DANB exams to a candidate who answered "yes" to a background information question and is in the process of completing court or regulatory agency requirements. Conditional status will be offered to an exam candidate only in certain circumstances at DANB's discretion. A candidate who has been placed on conditional status will receive an official exam result and a certificate marked "conditional," if earned. If a person is conditionally certified or has received a conditional certificate of knowledge-based competency and/or official exam results, this means that the certification, certificate and/or results will remain valid only if certain conditions are met in a timely manner. In many cases, the conditions will include fulfillment of all obligations to a court of law or regulatory agency. Full details about conditional certification, certificates of knowledge-based competency and official exam results and related processes and procedures will be provided to each individual who is placed on conditional status by DANB.

## Use of Certification Marks and Maintaining Certification

Certificants may use their certification marks after their names:

- On a resume
- On a business card
- On a website
- In a book or publication
- In other print and electronic media
- On a nametag or uniform worn at work
- On a wall plaque displayed at the certificant's workplace

If a certificant earned certification in the past but has not maintained certification, he/she may no longer use the mark. To maintain certification a certificant must annually:

- Earn the minimum of Continuing Dental Education (CDE) credits
- Answer Background Information Questions
- Maintain DANB-accepted, hands-on CPR, BLS or ACLS
- Pay the renewal fee

The requirements enhance the continued competence of DANB certificants and promote DANB's goal of lifelong professional learning and development for its certificants. For more information, please go to [www.danb.org](http://www.danb.org).

## Appealing a Decision

To appeal a DANB decision regarding eligibility, administrative or exam content issues, a candidate may submit a Request for Reconsideration form and a \$50 appeal fee to DANB's Executive Director within 30 calendar days of the date on the DANB correspondence that prompts the candidate to appeal (e.g., date on the letter indicating the candidate's application was incomplete, date on candidate's exam results). The policy governing requests for reconsideration is available by contacting DANB at 1-800-367-3262.