



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

2018 State Candidate Handbook

The State Candidate Handbook contains important policy information for DANB-administered state-specific certificate and exam programs.

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 or apply for a DANB-issued certificate.

To download exam or certificate application packets, please visit www.danb.org.

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2018 DANB State Candidate Handbook

This state candidate handbook contains policies for the following exams:

- Maryland Expanded Functions – General Dental Assisting (MDG) exam
- Maryland Expanded Functions – Orthodontic Assisting (MDO) exam
- Missouri Test of Basic Dental Assisting Skills (MBDA) exam
- New Jersey Expanded Duties – General (NJXDG) exam
- New York Professional Dental Assisting (NYPDA) exam
- New York Infection Control (NYI) exam
- New York Radiography (NYR) exam
- Oregon Clinical Radiologic Proficiency (ORCL) exam
- Oregon Basic Dental Assisting (ORB) exam
- Oregon Expanded Functions – General Dental Assisting (ORXG) exam
- Oregon Expanded Functions – Orthodontic Assisting (ORXO) exam
- Washington State Restorative (WARE) exam
- Washington State Jurisprudence (WSJ) exam

Additional state/exam specific requirements will be provided in the exam application packet. You are responsible for reading and understanding the information provided in this State Candidate Handbook AND the information provided in the exam application packet.

This state candidate handbook contains policies for the following state certificates:

- Arizona Coronal Polishing (AZCP) certificate
- Arizona Expanded Functions – Restorative (AZEFDA-RF) certificate
- Arizona Radiologic Proficiency (AZCR) certificate
- Oregon Radiologic Proficiency (ORCR) certificate
- Oregon Expanded Function Preventive Dental Assistant (EFPDA) certificate
- Oregon Expanded Functions Dental Assistant (EFDA) certificate
- Oregon Expanded Functions Dental Assistant – Restorative Functions (EFDA-RF) certificate
- Oregon Expanded Functions Orthodontic Assistant (EFODA) certificate
- Oregon Anesthesia Dental Assistant (AnA) certificate
- Oregon Anesthesia Dental Assistant with IV Therapy (AnA-IV) certificate

Additional state/certificate specific requirements will be provided in the certificate application packet. You are responsible for reading and understanding the information provided in this State Candidate Handbook AND the information provided in the certificate application packet.

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DANB is dedicated to upholding impartiality in carrying out its certification activities, managing conflicts of interest, and ensuring the objectivity of its certification activities.

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.

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 competence 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.

State Exam/Certificate Application Processing Timeline

	Submit application, documentation, fees by mail/fax
1-2 weeks	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 OR certificate will be mailed
60-day testing window	Visit www.vue.com/danb to schedule your exam appointment. Take exam and receive preliminary exam result
2-3 weeks from exam date	Receive official exam result by mail

DANB’s Mission

APPLYING FOR AN EXAM OR CERTIFICATE

Submitting an Application

Exam/certificate application packets (available at 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 application packet. The signature allows DANB to release exam results and certificate status to state regulatory agencies.

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.

Duplicate Applications

If two applications are received for the same exam/certificate, both completed applications will be processed, and duplicate payments will be returned, minus any stated nonrefundable fees, 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 Applications

It is the responsibility of the candidate to ensure the application is complete. If an application is incomplete, a letter indicating the reasons for the incomplete application will be sent to the candidate and the payer (if different). A refund for the exam/certificate fee, minus any stated nonrefundable fees, will be sent within 30 days of notice of the incomplete application. Refunds will be made only to the payer.

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

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

Group Testing

Groups of six or more candidates may request to take the same DANB-administered exam on the same day, at the same test center. Download the *Group Testing Form* from 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-administered exams only once unless directed to retake the exam by DANB staff in order to reinstate a certification(s) or to meet state regulatory agency requirements.

Any candidate who applies to take a DANB exam and has previously passed that exam will be in violation of this policy and will have the application denied and will be issued a refund minus the nonrefundable application fee.

Retaking a Failed Exam

If a candidate takes more than one component exam in a single sitting but does not pass all the component exams, the candidate only needs to reapply for and retake 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 a candidate may retake a failed exam.

Candidates with Disabilities

DANB exams are designed to provide an equal opportunity for each candidate to demonstrate his/her knowledge-based competence. 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

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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) 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. 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 A DANB 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 is confirmation that the candidate is registered to take a DANB exam. 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.

Scheduling an Exam Appointment

The candidate should schedule the exam appointment as soon as he/she receives or downloads the Test Admission Notice, as appointments may be limited. 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 or cancel an exam appointment or request a new testing window.

Requesting a New Testing Window

If a candidate cannot schedule or reschedule an exam appointment before the end of his/her original 60-day testing window, he/she may request a new 60-day testing window one time. If the candidate does not take the exam within the new testing window, a current exam application with any required documentation and full fees must be submitted. Please note that any testing window received at a reduced fee is not eligible for a refund.

To request a new testing window the following must be completed within 60 days after the end of the original 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, 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) 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

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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, documented 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. 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 and would like to request a partial refund, 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, 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, regardless of whether DANB has been contacted.

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 nonrefundable 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 A DANB 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 note board 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 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 an Exam Appointment

The behavior of each candidate taking the 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, 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 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 Changes

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.

Address/Phone Changes

To notify DANB of address or phone number changes, the candidate may log in to his/her account at www.danb.org to update the information or email danbmail@danb.org or call 1-800-367-3262.

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.

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Official Exam Results

The candidate will receive preliminary results upon leaving the test center. The candidate is not considered to have passed or failed an exam until DANB issues the official exam result approximately two to three weeks after the exam was administered. Exam results 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 a Duplicate Exam Result* form with a \$50 fee.

State Certificates

DANB issues certificates in the state of Oregon, on behalf of the Oregon Board of Dentistry, and in the state of Arizona, on behalf of the Arizona State Board of Dental Examiners.

Certificates will be mailed to candidates upon successful completion of the state-specific requirements. 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 a Duplicate Certificate* form with a \$50 fee.

Duplicate Exam Results

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

Duplicate Certificates

Candidate who hold a DANB-issued Arizona or Oregon state certificate must submit a *Request for Duplicate Certificate* form and the \$50 fee for each duplicate certificate requested.

DANB issues certificates in the states of Arizona and Oregon ONLY. Direct inquiries to the state dental board for all other state certificate 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 Credentials

DANB will verify DANB certification, certificates of knowledge-based competence, DANB-issued state-specific certificates 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. Only a candidate, certificant or employer may request written credential verification. DANB offers verification on its website. See the *Application Statements* in the exam/certificate application packet for more details.

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). A copy of the policy and form governing requests for reconsideration is available at www.danb.org or by contacting DANB at 1-800-367-3262.