



Dental Assisting National Board, Inc.

*Measuring Dental Assisting Excellence®*

# ***2019 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](http://www.danb.org).

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[www.danb.org](http://www.danb.org)

## 2019 DANB State Candidate Handbook

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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 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 (AZEFDARF) 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’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 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.

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## Timeline

	Submit application, documentation and fees
1-14 days	Application and fees are processed (if incomplete, DANB will contact you)
1-14 days	Upon application approval, you will receive an email with a link to schedule your exam appointment within your 60-day testing window (also available in your online DANB OR certificate will be mailed
Exam day	Receive preliminary exam result
2-3 weeks from exam date	Receive official exam result

## **APPLYING FOR AN EXAM OR CERTIFICATE**

### **Submitting an Application**

Exam/certificate application may be submitted by online at [www.danb.org](http://www.danb.org), 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. This includes understanding that any stated processing fees are not refundable under any circumstances. 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 the \$25 NSF fee and any nonrefundable processing fees 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 resolved.

### **Incomplete Applications**

It is the responsibility of the candidate to ensure the application is complete. If an application is considered incomplete, the candidate will be notified by email. A refund of the exam/certificate fee, minus any stated nonrefundable fees.

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

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

### **Group Testing**

Groups of seven 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](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 exams only once unless directed to retake the exam by DANB staff 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 their application denied and will be issued a refund minus the nonrefundable processing 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

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 request accommodations and submit supporting documentation with the exam application through his/her online account or with the paper application.

The request forms and documentation must specify exactly what aid or modification is requested by a qualified professional.

DANB reserves the right to authorize the use of auxiliary aids or modifications in such a way as to maintain 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 Authorization to Test**

Upon application and documentation (if required) approval, the candidate will receive an email with a link to schedule the exam appointment within their 60-day testing window (also available in the candidate's online DANB account).

The candidate should check their online DANB account for any errors and report them to DANB immediately at 1-800-367-3262. For example:

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

**The name in the candidate's online DANB account 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 in the account is acceptable and vice versa). If the candidate's name is hyphenated, the ID must also show a hyphenated name (e.g., "John Doe-Smith" on ID and "John Doe-Smith" in the candidate's online DANB account).

The candidate will not be allowed to take the exam if the name on the ID does not match the registered name exactly, and the candidate would need to reapply. See the Missed Exam Appointment section in this packet for details.

#### **60-Day Testing Window**

Once an application has been approved, the candidate will be given a 60-day testing window in which they must schedule and take the exam. The window will start immediately upon application approval.

#### **Scheduling an Exam Appointment**

The candidate should schedule the exam appointment as soon as they receive an email from DANB, as appointments may be limited within their 60-day testing window. Instructions are provided by email and within the candidate's online DANB account 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 email an appointment confirmation by email. The candidate must read all correspondence from Pearson VUE, as it will contain critical exam appointment information. Contact Pearson VUE to request a duplicate confirmation email.

#### **Rescheduling an Exam Appointment**

To reschedule an exam appointment within the 60-day testing window the candidate must log in to their account at [www.danb.org](http://www.danb.org). The appointment may be rescheduled up to 24 hours before the scheduled appointment. Only the candidate may reschedule or cancel an exam appointment.

#### **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. Any testing window received at a reduced fee is not eligible for a refund.

To request a new testing window the candidate must complete the following steps:

1. Access their exam application within their online DANB account and click on the name of the exam to be rescheduled, **AND**
2. Cancel existing exam appointment at least 24 hours before the scheduled exam start time, **AND**
3. Submit request and fee for a new 60-day testing window (the new testing window will start immediately upon successful submission of the request) within 60 days after the end of the original testing window

Failure to cancel an exam appointment will result in forfeiture of the full exam fee, and the application is null and void.

## 2019 DANB State Candidate Handbook

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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.

### 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 at a reduced fee.

To request a new testing window due to a missed exam appointment, the candidate must complete the following steps:

1. Access their exam application within their online DANB account and click on the name of the missed exam, **AND**
2. Submit request and reduced fee for a new 60-day testing window (the new testing window will start immediately upon successful submission of the request) within 60 days of the missed appointment date

After 60 days, the candidate must reapply for the exam with a new application, any required documentation and the full fee.

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.

### Emergency Reschedule

If an exam appointment is missed due to a documented DANB-accepted emergency, the candidate must:

1. Access their exam application within their online DANB account and click on the name of the missed exam, **AND**
2. Submit request and documentation for a new 60-day testing window (the new testing window will start immediately upon approval of the request) within 60 days of the missed appointment date

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

If the emergency request is denied, the candidate will receive an email with instructions on how to reschedule their testing window at a reduced rate.

Call 1-800-367-3262 with any questions about what constitutes an emergency and appropriate supporting documentation.

### 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:

1. Access their online DANB account and click on the name of the exam to be canceled, **AND**
2. Cancel existing exam appointment at least 24 hours before the scheduled exam start time, **AND**
3. Submit request to cancel the testing window before the end of the 60-day testing window.

DANB will issue a refund minus the cancellation fee and nonrefundable processing fee. 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 **DANB-accepted ID** to the test center.

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 in their online DANB account

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 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](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 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 candidates will not know which items are pretest questions and which are not, candidate's should answer all exam questions to the best of their ability.

DANB's Board establishes 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, the candidate must submit a *Name Change Request* form (available at [www.danb.org](http://www.danb.org)) and required documentation.

### Address/Phone Changes

To notify DANB of address or phone number changes, the candidate may log in to their online DANB account to update the information or email [danbmail@danb.org](mailto:danbmail@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 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 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](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* 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 (Level 1)* 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 and form governing appeals are available at [www.danb.org](http://www.danb.org).