



# 2022 Candidate Handbook

The Candidate Handbook contains important policy information for DANB's five national certification 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. DANB's Candidate Handbook includes policy plus links to important documents. You are responsible for understanding and complying with the policies and procedures provided in this handbook when taking a DANB-administered exam or applying for a DANB-issued certification.

To apply for a DANB exam, please visit [www.danb.org](http://www.danb.org)

# TABLE OF CONTENTS

<b>ABOUT DANB</b> .....	<b>3</b>	Rescheduling an Exam Appointment.....	16
DANB's Mission .....	3	Requesting a New Testing Window .....	16
DANB's MissionVision .....	3	Canceling a Testing Window for a Partial Refund.....	16
<b>PURPOSE OF DANB CERTIFICATIONS</b> .....	<b>4</b>	Missed Exam Appointment .....	17
NELDA® Certification .....	4	Missed Exam Appointment Due to Emergency.....	18
CDA® Certification.....	4	Pearson VUE Canceled Exam Appointment.....	18
COA® Certification.....	4	<b>TAKING AN EXAM AT A TEST CENTER</b> .....	<b>19</b>
CPFDA® Certification .....	4	What to Bring to the Test Center.....	19
CRFDA® Certification .....	4	Test Center Environment .....	19
Recognition of DANB's RHS® Exam .....	6	Candidate Behavior Before, During and After the Exam Appointment.....	19
Recognition of DANB's ICE® Exam.....	6	<b>TAKING AN ONLINE PROCTORED EXAM</b> .....	<b>20</b>
U.S. Military and Federal Agencies' Recognition .....	6	Prohibited Materials .....	20
<b>CHOOSING HOW TO TEST</b> .....	<b>7</b>	Testing Environment .....	20
Testing at a Test Center .....	7	Visual Inspection of Physical Space and Any Religious Apparel or Comfort Aids .....	21
Testing by Online Proctored Exam.....	7	Prohibited Materials .....	22
Differences Between Exams Taken at a Test Center and by Online Proctoring .....	7	Comfort Aids Allowed During Exam .....	22
<b>APPLYING FOR AN EXAM</b> .....	<b>10</b>	Candidate Behavior Before, During and After the Exam Appointment.....	23
Timeline .....	10	<b>EXAM SECURITY AND INTEGRITY</b> .....	<b>24</b>
DANB ID Policy .....	10	Exam Security.....	24
Submitting an Exam Application .....	11	Exam Integrity.....	24
Payment Information.....	11	Fair Testing Policy.....	24
Background Information Policy.....	11	<b>AFTER THE EXAM</b> .....	<b>25</b>
Military Discount.....	11	Name Changes.....	25
Duplicate Exam Applications.....	12	Address or Phone Number Changes.....	25
Returned Checks .....	12	DANB Communications .....	25
Incomplete Exam Applications .....	12	Hand Scoring .....	25
Group Testing at a Test Center .....	12	Official Exam Results.....	25
Retaking a Passed Exam.....	12	Duplicate Exam Results.....	25
Retaking a Failed Exam.....	12	Duplicate Certificates .....	25
DANB's Nondiscrimination Policy .....	13	Request a Notarized Certificate .....	26
Reasonable Accommodations for Candidates with Documented Disabilities .....	13	Release of Exam Results.....	26
Minor Testing Policy.....	14	Verification of Credentials .....	26
<b>SCHEDULING AN EXAM</b> .....	<b>15</b>	Conditional Status.....	26
Receiving Authorization to Test.....	15	Certification Marks and Maintaining Certification.....	27
60-Day Testing Window .....	15	Appealing a Decision .....	27
Scheduling an Exam Appointment.....	15		
Exam Appointment Confirmation .....	15		
Requesting to Change Delivery Method (Test Center/Online Proctored Exam).....	15		

# 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), AADB (one director), ADEA (one director) and ADAA (three directors). 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.

## DANB's Vision

DANB's vision is to be the premier resource for the credentialing of dental assistants and other oral healthcare professionals.

# PURPOSE OF DANB CERTIFICATIONS

## NELDA® Certification

The purpose of NELDA certification is to ensure that individuals pursuing a career in dental assisting demonstrate entry-level knowledge-based competence 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. NELDA certificants may hold their certification for up to four continuous years by annually renewing and meeting DANB's NELDA recertification requirements. Once a NELDA certificant obtains another DANB certification, their NELDA certification will automatically expire, as NELDA is intended to demonstrate early career competence in dental assisting.

## CDA® Certification

The purpose of the CDA certification is to ensure that individuals demonstrate knowledge-based competence 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 31 states, plus the District of Columbia and is recognized or required to perform expanded functions or radiography procedures\* in Arkansas, Colorado, Connecticut, D.C., Delaware, Georgia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Minnesota, Mississippi, Missouri, Nebraska, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, 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 competence in orthodontic assisting functions. 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 competence 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 Polishing (CP), Sealants (SE), and Topical Fluoride (TF) by passing these exams. There are no eligibility requirements to take the CP, SE and TF exams. To earn CPFDA certification the candidate must pass the three 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 competence 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 Impressions (IM), Temporaries (TMP), Sealants

PURPOSE OF DANB CERTIFICATIONS

(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 IM, TMP, and SE exams. The candidate must meet the requirements of one of the CRFDA certification eligibility pathways to take the RF exam.

Figure 1: Chart of Exams Required for Certification

DANB certifications require candidates to pass the following exams within the time periods specified.

Certifications	National Entry Level Dental Assistant (NELDA) (within 3 years)	Certified Dental Assistant (CDA) (within 5 years)	Certified Orthodontic Assistant (COA) (within 5 years)	Certified Preventive Functions Dental Assistant (CPFDA) (within 3 years)	Certified Restorative Functions Dental Assistant (CRFDA) (within 3 years)
Radiation Health and Safety (RHS)	•	•			
Infection Control (ICE)	•	•	•		
Anatomy, Morphology and Physiology (AMP)	•				
General Chairside Assisting (GC)		•			
Orthodontic Assisting (OA)			•		
Coronal Polishing (CP)				•	
Sealants (SE)				•	•
Topical Fluoride (TF)				•	
Impressions (IM)					•
Temporaries (TMP)					•
Restorative Functions (RF)					•

## Recognition of DANB's RHS® Exam

The RHS exam meets state radiography requirements\* in the District of Columbia and the following 23 states: Arizona, Colorado, Connecticut, Delaware, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Montana, New Hampshire, New Jersey, New Mexico, North Dakota, Oregon, Pennsylvania, South Carolina, South Dakota, Tennessee, Utah, Virginia and Wyoming.

## Recognition of DANB's ICE® Exam

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

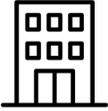
## U.S. Military and Federal Agencies' Recognition

DANB's CDA certification and RHS certificate of knowledge-based competence 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 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. More information can be found at [www.danb.org](http://www.danb.org).

# CHOOSING HOW TO TEST

## Testing at a Test Center



All DANB exams are offered nationwide at Pearson VUE test centers.

Locate a test center at <https://home.pearsonvue.com/Test-takers.aspx>.

## Testing by Online Proctored Exam



You can also take the following DANB exams from your home as online proctored exams:

- Anatomy, Morphology and Physiology (AMP)
- General Chairside Assisting (GC)
- Infection Control (ICE)
- Radiation Health and Safety (RHS)

Online proctored exams allow candidates to test with their own computer while being monitored via webcam and microphone by an exam proctor. DANB uses Pearson OnVUE to deliver online proctored exams.

### TECHNICAL REQUIREMENTS FOR ONLINE PROCTORED EXAMS

Candidates who want to take an online proctored exam must have the following:

- laptop or desktop computer that meets Pearson OnVUE's minimum system technical requirements
- mobile phone that can text and send pictures
- a private space that meets online proctoring requirements

Before applying to take an online proctored exam, candidates should check to make sure the computer they will use to take their exam meets Pearson OnVUE minimum system requirements. To check whether your computer is compatible, visit <https://home.pearsonvue.com/danb/onvue> from the computer and location you plan to use to take your DANB exam. You will need to download software to test whether your computer meets these requirements. You will also be able to try the check-in procedures you will be required to follow on the date of your exam.

#### Use this checklist to avoid potential technical issues:

- Check that you have a functioning device with a webcam.
- Check that you have a strong internet connection by conducting a speed test (e.g., speedtest.net). Recommended download speed is 1.5 Mbps and an upload speed of 1 Mbps.
- Connect your computer and webcam to a power source to avoid draining your battery.
- Limit your household internet use during your system requirements check and during your exam administration appointment. Due to multiple device usage, your internet might experience intermittent disruptions and your online exam could freeze. This can also prevent you from having a live chat with your OnVUE exam proctor.
- A wired network connection (i.e., Ethernet connection) is recommended to avoid connectivity issues. Wi-Fi connections generally carry a higher risk of disruption, so if you do not have strong Wi-Fi connectivity, consider a wired connection.
- When taking the DANB exam, the exam browser window should be the only browser window and the only tab open.
- Your computer must be free of any running programs or browsers, or programs that run periodically (e.g., security software).
- Become familiar with your Task Manager app, and learn to close all apps and programs before you begin your OnVUE exam.
- Update your operating system.
- If you have an antivirus software application installed, please ensure that it is not scanning your computer and is not scheduled to scan your computer during your test.
- Adjust your security settings on your web browser and applicable anti-virus software to **allow pop-ups and cookies**.

- Disable automatic and scheduled updates (e.g. Windows update, software update).
- Disable notifications (e.g., emails, meeting requests, chat requests) on your email account before initiating the check-in process.
- Disable any software designed to record or monitor your screen before initiating the check-in process.
- Disable any content filters that may interfere with the launch of the exam.
- Disable any firewalls that may be installed on your computer.

**Additional recommendations if you must use a work computer:**

- Contact your organization's IT support in advance of your appointment to make some of these changes.
- Disable any applicable browser or internet firewall settings.
- Make sure that you are not connected to a virtual private network (VPN).
- Ensure that you are not using a web browser with proprietary security settings established by your company.
- Ensure that you have the appropriate user rights on your computer that are needed to download and install applications

For assistance prior to an exam appointment, candidates may contact DANB at [danbmail@danb.org](mailto:danbmail@danb.org) or 1-800-367-3262. For support during an exam, candidates must contact Pearson VUE at <https://home.pearsonvue.com/danb/onvue>.

## Differences Between Exams Taken at a Test Center and by Online Proctoring

There are important differences between taking a DANB exam at a test center and at your home by online proctoring. Please review this information carefully when making your decision on how you want to take your DANB exam. See Figure 2 on the next page.

You are responsible for adhering to the policies and procedures in this handbook. Any differences between test center and online proctored exam procedures or policies are noted where applicable.

Figure 2: Differences Between Exams Taken at a Test Center and by Online Proctoring

	 <b>Test Center</b>	 <b>Online Proctoring</b>
<b>Cost</b>	There is no difference in exam application fees. However, candidates who wish to take more than one DANB exam at a time may be able to take a combination exam (e.g., RHS/ICE exam) and save money. <b>Combination exams are only offered at test centers.</b>	
<b>Accommodations</b>	DANB can provide additional time, a private room, and/or a reader for candidates who provide DANB-accepted documentation of a disability (see p. 13).	At this time, DANB can only provide <b>additional time</b> for candidates who provide DANB-accepted documentation of a disability. DANB is working to provide the same accommodations to candidates regardless of test delivery method.
<b>Applying for an exam</b>	Online at DANB.org or by mail or fax.	Online at DANB.org.
<b>Appointment availability</b>	Most test centers are open six days a week, 7 a.m. - 7 p.m. Central Standard Time, excluding holidays.	Twenty-four hours a day, seven days a week, excluding holidays.
<b>Equipment required</b>	Computer provided by test center.	<p>Candidate must have:</p> <ul style="list-style-type: none"> <li>• Desktop or laptop computer with functioning webcam and microphone</li> <li>• Mobile phone that can take photos and send texts</li> <li>• Private work space</li> </ul> <p>DANB exams cannot be taken on mobile devices, including smartphones and tablets. Candidates must make sure their computer meets Pearson OnVUE's technical requirements to take the exam. Visit <a href="https://home.pearsonvue.com/danb/onvue">https://home.pearsonvue.com/danb/onvue</a> to review requirements.</p>
<b>Check-in procedure</b>	<ul style="list-style-type: none"> <li>• Candidates need to present their current government-issued ID</li> <li>• Religious apparel, jewelry and comfort aids are subject to visual inspection</li> </ul>	<ul style="list-style-type: none"> <li>• Candidates will be asked to use their mobile phone to take a headshot and provide their current government-issued ID</li> <li>• Candidates need to consent to video and audio recording and may be subject to the use of facial comparison technology to verify identity</li> <li>• Candidates need to provide a 360-degree scan of the space where they will be taking their exam</li> <li>• Religious apparel, comfort aids and other items in the exam space are subject to visual inspection</li> <li>• <b>Minors check-in:</b> Parent/guardian who signed the consent form must be present for the exam check-in process and present their own valid government-issued ID (see p. 20)</li> </ul>
<b>Monitoring</b>	Once seated for the exam, candidates will be monitored by a proctor. Depending on test center capabilities, candidates may also be video recorded.	A candidate's exam administration will be video- and audio-recorded. An online proctor will monitor a candidate through the candidate's computer's webcam and microphone.
<b>Breaks</b>	Candidates may request a bathroom break from proctor. Exam time does not stop while on break.	No breaks are allowed. Others may not enter the room during the exam. If the candidate converses with someone or leaves the room, the proctor will end their exam.

# APPLYING FOR AN EXAM

## Timeline

Overview of exam timeline once DANB receives your application and payment.

<b>Application processing</b> within 4 weeks	DANB reviews your application and documentation within four weeks. Exams that do not require documentation may be processed more quickly.
<b>Testing window</b> 60 days	Upon application approval, you will be emailed a link to schedule an exam appointment. This link is also available in your DANB account. You have a 60-day testing window in which to schedule and take the exam.
<b>Preliminary exam results</b> available on exam day	<b>Test center exams:</b> You will receive preliminary results at the test center after completing your exam. <b>Online proctored exams:</b> You will receive a link to access your preliminary results after completing your exam.
<b>Official exam results</b> 8 weeks from exam date	You will receive official passed exam results and any earned certificates by mail. Failed exam results will be available online in your DANB account.

## DANB ID Policy

When taking an exam, the candidate must present one form of identification (ID) at their exam appointment.

The candidate's ID must be:

- Currently valid, non-expired
- Photo-bearing
- In roman (not italic) characters
- Government-issued
- Signature-bearing
- The exact name as listed in their online DANB account

**The printed name on the ID must match the name as it appears in DANB's database.** Differences due to marital status changes without supplemental documentation are not allowed. The middle name is not required and does not need to be spelled out, but, if used, the first letter of the middle name must match the spelled-out name.

If the name in the candidate's online DANB account and ID do not match, the candidate must submit the *Name Change Request* form, available online in their DANB account, or at [www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx](http://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx), with acceptable documentation at least two full business days prior to the exam appointment.

Acceptable forms of identification include:

- U.S. driver's license
- Valid passport
- Military ID card
- U.S. ID card/State ID
- A U.S. government-issued permanent resident card (commonly known as the green card, formerly known as the alien registration card)
- Any other U.S. government-issued ID card bearing the candidate's photograph and signature
- Student ID, if a minor

Minors who are under the age of 18 are permitted to present a valid student ID as a form of identification, for either in-person testing or online proctored exams. In addition, for exams administered through online proctoring, the candidate's guardian must also present a valid ID and provide verbal consent during the check-in process.

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 for details.

## Submitting an Exam Application

When applying for a DANB exam, candidates agree to abide by all applicable DANB policies as well as those of DANB's testing provider, Pearson VUE.

DANB and Pearson VUE communicate by email. Providing a valid and unique email address on all applications is required. If a valid and unique email address is not provided, the application is considered incomplete.

### APPLYING TO TAKE AN EXAM AT A TEST CENTER



Exam applications may be submitted online at [www.danb.org](http://www.danb.org), by mail or by 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 policies described in this handbook and the exam application. This includes understanding that any stated application fees are not refundable under any circumstances. The signature allows DANB to release exam results to state regulatory agencies.

### APPLYING TO TAKE AN ONLINE PROCTORED EXAM



Applications for online proctored exams are only accepted online at [danb.org](http://danb.org). Before applying, candidates should review technical requirements and complete a system check on the computer they will use to take the exam, in the location where they will take the exam, to make sure that it meets the Pearson OnVUE requirements for online testing.

When completing an online exam application, candidates must attest that the exam application and documentation are accurate and that the candidate agrees to abide by all applicable policies described in this handbook and the exam application. This includes understanding that any stated application fees are not refundable under any circumstances. The attestation allows DANB to release exam results to state regulatory agencies.

## Payment Information

For applications that are mailed to DANB, 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.

Online applications require payment by credit card (Visa, MasterCard, American Express or Discover).

All applications incur a \$75 nonrefundable application fee once submitted. The application is a contract between DANB and the candidate to test, and the check or credit card authorization is the contract between DANB and the payer 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, or see *DANB's Background Information Policy* at <https://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx>.

## Military Discount

Active military personnel are eligible for a discount; see the applicable exam application. To receive the military discount, the candidate must submit a letter from their commanding officer that provides the candidate's name, rank, station (location) and estimated date of separation. The candidate may also provide an active military email address, which will be verified by DANB.

If documentation of active duty is not submitted, the application is considered incomplete.

Military personnel may schedule a DANB exam at authorized Pearson VUE on-base military test centers. For current on-base military test center locations, visit [www.vue.com/danb](http://www.vue.com/danb).

## Duplicate Exam Applications

If more than one application is submitted for the same exam, all complete applications will be processed, and duplicate payments will be refunded, minus the nonrefundable exam application fee.

## 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 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 NSF and any nonrefundable application 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 Exam 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. DANB will return the payment, minus the \$75 nonrefundable application fee and any nonrefundable certificate fees, to the payer.

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

- Missing information (e.g., candidate and/or payment information, background information questions)
- Failure to provide appropriate documentation
- No date or signature on paper applications
- Insufficient payment
- Expired exam application
- Failure to provide a valid personal email address that is unique to the candidate; DANB does not allow candidates to share email addresses
- Failure to submit *DANB Parent/Guardian Consent Form* for online proctored exam candidates under age 18

## Group Testing at a Test Center



Groups of seven or more candidates may request to take any DANB exams on the same day, at the same test center. Download the *Group Testing* form at <https://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx>.

## 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 requirements. If the individual is from the state of New Mexico and applying for the DANB RHS exam, they may take and pass the RHS exam no more than two times in a 12-month period.

Any candidate who otherwise 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 refunded minus the \$75 nonrefundable application fee.

## Retaking a Failed Exam

There is no waiting period to reapply or limit on how many times a candidate may retake a failed exam. State laws may require additional education after failed attempts. Please contact your state board or go to [www.danb.org/Meet-State-Requirements.aspx](http://www.danb.org/Meet-State-Requirements.aspx) for more information.

If a candidate takes more than one component exam in a single sitting at a test center 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.

## 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.

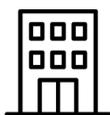
## Reasonable Accommodations for Candidates with Documented Disabilities

DANB exams are designed to provide an equal opportunity for each candidate to demonstrate their 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.

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.

### ACCOMMODATIONS FOR EXAMS TAKEN AT A TEST CENTER



For candidates who provide DANB-accepted documentation of a disability, DANB offers time extension, a private room, and/or a reader. DANB will attempt to provide 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 a candidate with disabilities.

If the candidate requires accommodations to test, the candidate must request specific accommodations and submit supporting documentation with the exam application through their online account or with a paper application. The request forms and documentation must specify exactly what aid or modification is requested by a qualified professional. The Reasonable Accommodations form can be downloaded at [danb.org/Home/About-DANB/Forms-Used-on-This-Site.aspx](https://danb.org/Home/About-DANB/Forms-Used-on-This-Site.aspx).

### ACCOMMODATIONS FOR ONLINE PROCTORED EXAMS



Some reasonable accommodations are not available when testing remotely (e.g., a reader). Please note that this is temporary. DANB will be switching to a new test delivery platform in mid- to late 2022 and at that time all DANB-administered exams will be available in-person and by remote proctoring with appropriate accommodations available using either method.

For online proctored exams, the only accommodation that DANB offers to those who meet reasonable accommodations requirements is additional time to test. If additional time is required to test, DANB will attempt to make the necessary arrangements, 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 a candidate with disabilities.

If the candidate requires additional time to test, the candidate must request accommodations and submit supporting documentation with the exam application through their online account. The request forms and documentation must specify exactly what modification is requested by a qualified professional. The Reasonable Accommodations form can be downloaded at [danb.org/Home/About-DANB/Forms-Used-on-This-Site.aspx](https://danb.org/Home/About-DANB/Forms-Used-on-This-Site.aspx).

## Minor Testing Policy

DANB exam candidates who are under 18 years old will need to obtain consent from their parent or legal guardian to take an online proctored DANB exam. The *Parent/Guardian Consent Form* can be downloaded from DANB's website. The DANB exam candidate's application will not be considered complete unless the *Parent/Guardian Consent Form* is completed and submitted to DANB. A separate consent form must be submitted with each DANB exam application.

# SCHEDULING AN EXAM

## Receiving Authorization to Test

Upon DANB approval of the candidate's exam application and any required documentation, the candidate will receive an email with a link to schedule the exam appointment within their testing window. This link is also available in the candidate's online DANB account. The candidate will have 60 days from the date their application is approved to schedule and take their exam.

The candidate should check their online DANB account for any errors and report them to DANB immediately at [danbmail@danb.org](mailto:danbmail@danb.org) or 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 last name)

The candidate will not be allowed to take the exam if the name on the ID does not match the registered name exactly; the candidate would need to reapply. See the DANB ID Policy section for complete identification requirements, and see the Missed Exam Appointment section for details on reapplying.

## 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. Instructions are provided by email and within the candidate's online DANB account to schedule the exam appointment. Specific in-person test center locations, dates or times cannot be guaranteed; changes to in-person 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. 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.

## Requesting to Change Delivery Method (Test Center/Online Proctoring)

Candidates who applied to take an online proctored exam may request to take their exam at an in-person test center, and candidates who applied to take an exam at a test center may request to take their exam by online proctoring if offered, as long as the candidate first cancels any existing appointment and the request is received before the end of the candidate's testing window. Because the applications for in-person exams are different from online proctored exams, candidates will need to complete a new attestation. Candidates must log into their DANB account, click on the name of the exam they wish to change, and complete the process to submit their request. Requests may take up to 5 business days to process.

## Rescheduling an Exam Appointment

### RESCHEDULING A TEST CENTER EXAM APPOINTMENT



To reschedule a test center 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 an exam appointment.

### RESCHEDULING AN ONLINE PROCTORED EXAM APPOINTMENT



To reschedule an online proctored 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 any time before the start of the scheduled appointment. Only the candidate may reschedule an exam appointment.

## Requesting a New Testing Window

If a candidate cannot schedule or reschedule an exam appointment before the end of their original 60-day testing window, they may request a new 60-day testing window one time. The request must be submitted within 60 days after the end of their original testing window. If the candidate does not take the exam within the new testing window, the candidate must submit a new exam application with any required documentation and full fees. 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. If the candidate has an existing exam appointment, they must cancel the appointment at least 24 hours before the scheduled exam start time for in-person exams. For online proctored exams, the appointment must be canceled any time before the start of the scheduled appointment. To cancel the appointment:
    - a. Within their online exam application, the candidate must follow prompts to “Schedule” their exam. They will be redirected to the Pearson VUE dashboard.
    - b. Select the exam and click “Cancel” appointment on the right-hand side of the Authorization Details page. Once the appointment is canceled, the candidate will receive an email confirmation from Pearson VUE.
- AND**
3. In the candidate’s online exam application, select the menu item on the left-hand side that says “Additional Options.” Select “Request New Testing window,” and follow the prompts to request a new window and submit payment. 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.

A candidate may request a new testing window only one time. After the first request for a new testing window, the candidate must submit a new application with any required documentation and full fees. Visit [www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx](http://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx) for the *Request a New Testing Window* form.

## Canceling a Testing Window for a Partial Refund

If a candidate does not wish to take the DANB exam for which they applied and would like to request a partial refund, the candidate must complete the following steps before the end of their 60-day testing window:

1. If an appointment has been made, access their online DANB account and click on the name of the exam to be canceled, **AND**
2. For in-person exams, cancel the existing exam appointment through Pearson VUE at least 24 hours before the scheduled exam start time. For online proctored exams, cancel the existing appointment any time before the scheduled exam start time. To cancel the appointment:

- a. Within their online exam prompts to “Schedule” their exam. They will be redirected to the Pearson VUE dashboard.
  - b. Select the exam and click “Cancel” appointment on the right-hand side of the Authorization Details page. Once the appointment is canceled, the candidate will receive an email confirmation from Pearson VUE, **AND**
3. In the candidate’s online exam application, select the menu item on the left-hand side that says “Additional Options.” Select “Cancel Testing Window and Request Partial Refund,” and follow the prompts to submit the request.

Once approved, DANB will issue a refund minus the \$75 nonrefundable application fee and \$40 cancellation fee (\$115 total retained by DANB). Visit [www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx](http://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx) for the *Cancel a Testing Window* form. All refunds will be issued to the payer. Please note: Any testing window received at a reduced fee is not eligible for a refund. Additionally, if you received a new testing window for an exam for any reason, including an emergency, you will not be eligible for a partial refund.

## Missed Exam Appointment

### MISSED TEST CENTER 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 at a reduced fee. The candidate may only reapply at a reduced fee if they have not already requested a new testing window (due to an emergency or otherwise).

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.
2. Submit a request and reduced fee for a new 60-day testing window within 60 days of the missed appointment date. The new testing window will start immediately upon successful submission of the request.

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 only request a new testing window due to a missed exam appointment one time. Visit [www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx](http://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx) for the *Request a New Testing Window* form.

### MISSED ONLINE PROCTORED EXAM APPOINTMENT



Candidates must complete the check-in process no later than 15 minutes after the start of their scheduled exam appointment or their appointment will be declared missed. During the exam check-in process, if there are any technical issues, including an unstable internet connection, or the candidate cannot meet the setup procedures, it may delay the check-in process and/or cause the candidate to miss their scheduled exam. Exams can only be held for 15 minutes past the exam start time, so it is the candidate’s responsibility to ensure that all necessary check-in steps have been successfully completed prior to that time to begin exam delivery.

If the candidate experiences internet problems during their exam, such as an unstable internet connection, the exam may not be successfully delivered. If this happens, their exam will be recorded as missed and no refund will be provided.

If a candidate missed the exam due to a valid emergency, they may complete the *Request New Testing Window due to an Emergency* form to receive a new testing window. Please see the next section for details.

If a candidate missed their exam for any other reason, they may reapply for the exam at a reduced fee within 60 days of the missed exam appointment. The candidate may only reapply at a reduced fee if they have not already requested a new testing window (due to an emergency or otherwise). To request a new testing window due to a missed 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.
2. Submit a request and reduced fee for a new 60-day testing window within 60 days of the missed appointment date. The new testing window will start immediately upon successful submission of the request.

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. Visit [www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx](http://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx) for the *Request a New Testing Window* form.

## Missed Exam Appointment Due to Emergency

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

Once your request has been reviewed, you will receive an automated email within 3-5 business days. Approved requests will receive a new 60-day testing window at no additional fee.

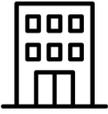
If the emergency request is denied, the candidate will receive an email with instructions on how to reschedule their testing window at a reduced rate (only available up to 60 days after the missed exam appointment and only available if you did not already request a new testing window at a reduced rate or due to an emergency).

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

## Pearson VUE Canceled Exam Appointment

In the event of an emergency, Pearson VUE will notify candidates by email if their exam appointment is canceled. Candidates will be able to reschedule their exam appointment at no additional fee.

# TAKING AN EXAM AT A TEST CENTER



## What to Bring to the Test Center

Candidates must bring one form of **DANB-accepted ID** to the test center. See the DANB ID Policy section for complete ID requirements.

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

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.

Any violation of the requirements in this document may result in immediate termination of your exam and loss of your application fee. DANB will be notified and you will face disciplinary action up to and including a permanent ban from taking any DANB-administered exams in the future and revocation of any exam results, certificates or certifications already earned.

# TAKING AN ONLINE PROCTORED EXAM



For assistance prior to their exam appointment, candidates may contact DANB at [danbmail@danb.org](mailto:danbmail@danb.org) or 1-800-367-3262. For support during their exam, candidates may contact Pearson VUE at <https://home.pearsonvue.com/danb/onvue>.

## Testing Environment

On check-in, the candidate will need to provide a 360-degree scan of the environment where they will test for visual inspection by the online proctor to ensure that the space meets the following conditions:

- The space is well lit.
- There are no posters or decorations with words on them.
- The computer monitor does not face a window.
- The room allows for privacy. Others may not enter the room or converse with the candidate during the exam. Doors and windows/blinds must remain closed during the exam.
- Prohibited materials are not within arm's reach. (See list of prohibited materials on p. 22.)

Cell phones are allowed during check-in. Prior to starting your exam, you must place your phone out of arm's reach. Set your phone on vibrate; do not turn it off, as the proctor may call if they are unable to reach you via chat during your exam.

## Check-in Procedure

Candidates should plan to check in for their exam no more than 30 minutes before but no later than 15 minutes after the start of their scheduled exam. If the check-in process is not **completed** within 15 minutes of the exam start time, then their exam appointment will be declared as missed. If the candidate is unable to see the 'Begin Exam' button within the exam window, they will need to contact Pearson VUE. If the candidate experiences technical issues while checking in for their exam and their exam start time has not approached, the candidate may cancel their appointment up until the start time of their exam and reschedule their exam within their 60 day testing window. Please see the Rescheduling an Online Proctored Exam Appointment section of this handbook.

A Non-Disclosure Agreement will be presented to the candidate before the test begins. The candidate must read, acknowledge, and agree to the terms and conditions of the document. Should the candidate not agree, they will not be permitted to proceed with taking the test, the test session will end immediately and the candidate will forfeit their test fee.

Candidates must provide their phone number in case the greeter\* needs to communicate while the candidate is checking in for their exam.

**Minors check-in:** The parent/guardian who signed the *DANB Parent/Guardian Consent Form* needs to be present in the exam room for the exam check-in process.

\*A greeter is a trained Pearson VUE employee who will check the candidate in for their exam by reviewing the candidate's picture, verifying their ID and confirming that the photos of the work area are compliant with the testing rules and policies.

## IDENTIFICATION CHECK

Candidates will be asked to take a headshot photo with their mobile phone and provide their current, government-issued ID. See the DANB ID Policy section for complete ID requirements.

The candidate will not be allowed to take the exam if the name on the ID does not otherwise match the candidate's registered name; the candidate will need to reapply. The candidate must refer to the Missed Exam Appointment section for details.

**Minors check-in:** The parent/guardian must also present their own valid government-issued ID. The parent/guardian will be asked by the greeter if they consent to the minor taking the exam. If they answer yes, the parent/guardian will then be asked to leave the room and cannot re-enter during the exam. If they answer no, the test cannot proceed.

**Candidate privacy:** Pearson VUE strictly complies with all global data privacy laws, which vary by country:

- In the United States, the candidate's headshot photo and photo of their ID will be retained by Pearson VUE for 30 days. The video session of the exam will be retained for 60 days.
- In Canada, the photo of the candidate's ID will be deleted immediately after the session is completed. The candidate's headshot photo and video session of the exam will be retained for 30 days.

## CONSENT TO FACIAL COMPARISON TECHNOLOGY

During each exam appointment, Pearson VUE may use facial comparison technology to verify the candidate's identity. It will compare the candidate's facial image to the one on their government-issued identification and to facial images captured during the testing process. If the candidate does not agree to the use of facial comparison technology, the candidate must apply instead to take an exam at a Pearson VUE test center.

OnVUE uses a mixture of artificial intelligence and a live greeter to diligently check ID submissions to authenticate candidates' identification. This is done to verify each candidate's identity and to protect the security and integrity of the exam.

## CONSENT TO MONITORING

Candidates must consent to video and audio recording.

Each candidate must recognize that they have no right to privacy at their location during exam delivery and that they agree to waive any and all claims asserting a right to privacy. If the candidate does not wish to be recorded (either by video or audio), they are to notify the proctor immediately of their intent not to proceed with the exam.

Though rare, during times of high demand (e.g., weekend appointments) it is possible that candidates will not be immediately connected to a greeter. If a candidate has been waiting for more than 5-10 minutes and is still within 30 minutes of their appointment start time, DANB suggests exiting and logging back into the exam to be entered back into the queue.

After completing the check-in process, the candidate must place their phone out of reach, but close enough to be heard.

The proctor will start the exam upon verifying that the candidate's testing space and ID meet the requirements.

## COMMUNICATING WITH THE GREETER AND PROCTOR

Much like at a test center, the proctor will monitor the candidate throughout the entire exam delivery. Pearson VUE proctors will live monitor the candidate's video and audio to ensure compliance with DANB's security and exam policies and will assist if there is a technical issue during exam delivery.

How candidates will communicate with the greeter and the proctor:

- Chat window: Most communication with the greeter and proctor occurs via the chat window.
- Microphone: During the check-in process and, if necessary, while taking the exam, candidates can communicate with the greeter and proctor via microphone.
- Language: All communication with the greeter and proctor is conducted in English.

## Visual Inspection of Physical Space and Any Religious Apparel or Comfort Aids

Candidates will need to take photos of their testing environment. Candidates may also be asked to provide a 360-degree scan of the space where they will be taking their exam. Items in the space are subject to visual inspection by the online proctor. Religious apparel and any comfort aids (see below for approved comfort aids) are subject to visual inspection.

The candidate's photos will be reviewed and the exam will be queued up. Most candidates will start their exam within 15 minutes of their appointment time.

If required, the proctor may ask the candidate to retake a photo of their identification before the exam can start if the image is blurry or illegible. If there are any discrepancies or the photos do not pass review during the check-in process, the candidate

will be joined by a greeter as soon as possible to help troubleshoot. The candidate may be prohibited from starting their exam. The candidate might not be allowed to reschedule their test appointment, and they may forfeit the test fee.

## Prohibited Materials

This list provides examples of prohibited materials, but does not include all materials that may be prohibited:

- Outerwear (coats or jackets)
- Purses, wallets, watches, briefcases, backpacks, bags, tablets, or any other mobile electronic devices, including (but not limited to) Google Glass, camera glasses, etc.
- Notes, notebooks, study guides
- Dictionaries, including language translation dictionaries
- Pens and pencils
- Contact lens solution and lip balm
- Food or tobacco products
- Weapons of any kind

## Comfort Aids Allowed During Exam

This list includes comfort aids that are allowed during testing without preapproval. The proctor may visually inspect the comfort aid prior to allowing a candidate to test.

If you require a comfort aid that is not on this list, please contact DANB for approval at least 3 business days in advance of your exam.

### MEDICINE AND MEDICAL DEVICES

- Auto-injectors such as EpiPen
- Bandages
- Braces for neck, back, wrist, leg or ankle braces
- Casts — including slings for broken/sprained arms and other injury-related items that cannot be removed
- Cough drops
- Eye drops
- Eye patches
- Eyeglasses
- Glucose tablets
- Handheld (non-electronic) magnifying glass
- Hearing aids/cochlear implant
- Inhaler
- Medical alert bracelet
- Face mask and/or gloves
- Foot stool for supporting an injured foot
- Nasal drops/spray
- Oxygen tank
- Pillow/cushion
- Pills

### MEDICAL DEVICES

Must be attached to a person's body, must be inaudible, and must not include a remote-control device. Examples include but are not limited to:

- Insulin pump
- Continuous glucose monitor
- TENS unit
- Spinal cord stimulator

### MOBILITY DEVICES

- Canes
- Crutches
- Motorized scooters/chairs
- Walkers
- Wheelchairs

### OTHER

- Tissues/Kleenex
- Water in a clear bottle or cup

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

**The behavior of each candidate taking an exam will be monitored and recorded.** 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, available at [www.danb.org](http://www.danb.org), contains examples of improper behavior.

Improper behavior may be grounds for terminating the candidate's test, invalidating the test results, or disqualifying candidates from taking the test at a future date. Examples include:

- Communicating with others during the exam, including any third parties or others within the candidate's home, such as children or parents/guardians
- Reading the questions aloud
- Covering their mouth or attempting to hide their face or move it out of view of the webcam
- Leaving the room or taking a break
- Leaving the view of the webcam during the exam
- Copying/pasting or attempting to remember test questions or test answers from the exam
- Sharing/discussing any of the test questions or test answers with anyone
- Tampering with the computer to modify the testing space in a way that does not meet requirements
- Engaging in any other suspicious behavior that suggests cheating

Any violation of the requirements in this document may result in immediate termination of the candidate's exam and loss of the exam and application fee. DANB will be notified and the candidate will face disciplinary action up to and including a permanent ban from taking any DANB-administered exams in the future and revocation of any exam results, certificates or certifications already earned.

# EXAM SECURITY AND INTEGRITY

## Exam Security

**The exam is owned by DANB.** Any individual 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 exam proctor 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 have their exam terminated by the proctor.

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 action(s), including but not limited to the following:

- Order the candidate to retake the exam at a time and place to be determined by DANB
- Rescind or refuse to release the candidate's exam results
- Deny the candidate's current application for exam or certification
- Require the candidate to wait a specified period before reapplying to take the exam
- Temporarily or permanently revoke the candidate's eligibility to take future exams
- Take a combination of any of the above actions or such other action that may be deemed appropriate in the particular circumstances

If an exam proctor 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 may appear on each DANB national exam. Pretest questions are new test items that DANB includes on each exam as a way to ensure the questions are accurate measures of candidate knowledge. Pretest questions are randomly distributed throughout the exam and are not counted in the final exam result. Since candidates will not know which items are pretest questions, candidates should answer all exam questions to the best of their ability.

DANB's Board establishes passing standards (the exam pass point) using standard psychometric procedures for criterion-referenced exams. A candidate must perform at or above the Board-established standard to pass each exam.

## Fair Testing Policy

DANB seeks to ensure a fair and equitable testing experience for all individuals while ensuring the security and reliability of the process. Improper behavior is not acceptable before, during or after an exam appointment, and each candidate's behavior is monitored during testing. Consequences of improper behavior may include invalidation of exam results and/or revocation of ability to take future exams. For examples of improper behavior, see *DANB's Disciplinary Policy & Procedures*, available at [www.danb.org](http://www.danb.org).

# AFTER THE EXAM

## Name Changes

To change the name on record, candidates must submit the *Name Change Request* form available online in their DANB account, or at [www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx](http://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx) and required documentation.

## Address or Phone Number Changes

To notify DANB of email or mailing address changes, candidates may log in to their online DANB account to update this information, or you may 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. Candidates must submit a *Request for Hand Scoring of Exam Results* form and a \$75 hand scoring fee to DANB within 7 calendar days after preliminary exam results are released to the candidate. Requests for hand scored exams are completed and provided to the candidate within 10 days of receipt. If the pass/fail status is reversed as a result of the hand scoring, the \$75 fee will be refunded.

## Official Exam Results

Candidates are not considered to have passed or failed an exam until DANB issues the official exam results. Exam results will be posted to the candidate's online DANB account up to one week after the exam was taken. Passed exam results, earned certificates and failed state exam results will be mailed within 2-4 weeks. Failed national exam results will be posted to the candidate's account, but they will not be mailed.

On the official exam results, DANB presents exam results as a pass or fail. DANB provides domain performance ratings for candidates who receive a fail status, which provide useful information regarding performance in each of the content areas on the exam. Domain results are rated as Moderate or Critical. Domain 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.

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

Candidates 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

Candidates 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 CDPMA certifications. DANB cannot issue a duplicate certificate for a national certification that has expired.

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

The \$50 duplicate certificate fee also applies for any reprint of a certificate due to a spelling error.

## Request a Notarized Certificate

Candidates must submit a *Request to Notarize a Certificate* form and notarization fee for each notarized certificate requested. Notarized certificate(s) will be mailed within 2-3 weeks.

A \$10 nonrefundable administrative fee will be required for individuals who submit the request before their official exam results and certificates or before their renewal certificates are printed. A \$60 fee (\$10 administrative fee + \$50 duplicate certificate fee) will be required for individuals who submit the request after their original certificate(s) has/have been printed and mailed. A \$10 administrative fee will be required for individuals who mail their original certificate(s), along with the completed request form, to DANB to be notarized.

## 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 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/About-DANB/Forms-Used-on-This-Site.aspx](http://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx). 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 competence 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 competence and official exam results and related processes and procedures will be provided to each individual who is placed on conditional status by DANB.

## Certification Marks and Maintaining Certification

Certificants may use their certification marks:

- 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 candidate earned certification in the past but have not maintained certification, they may no longer use the mark.

To maintain certification, certificants 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 visit [www.danb.org/Maintain-Certification/Recertification.aspx](http://www.danb.org/Maintain-Certification/Recertification.aspx).

## Appealing a Decision

To appeal a DANB decision regarding eligibility, administrative or exam content issues, you may submit a *Request for Reconsideration* (Level 1 Appeal) form and a \$50 appeal fee to DANB's Chief Executive Officer 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/About-DANB/Forms-Used-on-This-Site.aspx](http://www.danb.org/About-DANB/Forms-Used-on-This-Site.aspx).

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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.

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