

OHC Standardized Exam (Certification and Re-certification) Procedures

Step 1—CAOHC Administrative Responsibilities

1. Course Directors will submit their course approval form using the current on-line procedure.
2. All courses (certification and recertification) will be assigned a course number. Blended courses will receive a both a certification and a recertification number. This number will be to identify your course on the OHC candidate exam answer sheet.

Step 1a--Distribution of testing materials

1. **Seven to ten (10)** business days prior to any course a CAOHC staff member will contact Course Directors (CDs), or their administrative representative, to obtain the number of students registered for the upcoming certification and/or recertification course. Additionally the CAOHC staff member will request an address to ship exam materials and a date they are needed.
2. The OHC course record will be updated to indicate that the CDs (or administrative entity) has been contacted and the date the materials are sent. We will also record the tracking number of the shipment.

(Note: Companies or institutions that assist CDs and manage registration will be contacted 15 days in advance with a follow-up call made 5 days in advance to ascertain whether additional registrations have been received and additional exams need to be sent in a supplemental mailing).

1. CAOHC will mail exam packets so that CD receives their exams at least two days prior to the course if mailing to their office or home or the day before the course begins if mailing to a hotel or conference center.
2. Signature confirmation of delivery is required. CAOHC staff will monitor the package tracking number for delivery and confirm receipt to CD when the package is delivered.
3. CAOHC staff member will send the requested number of certification, recertification or both, exams. Currently there are two versions of both the certification and recertification exams.
 1. Each packet will include **two** additional copies of certification exams (C3 and C4).
 2. Each packet will include **two** additional copies of the recertification exams (RC1 and RC2).

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4. The exam shipment will also include:
 1. Exam policies and procedures packet
 2. Inventory worksheet
 1. Credit card or check worksheet (*Military courses only*)
 3. Blank answer sheets for all certification and recertification exams.
 4. Stickers to reseal each exam booklet. Extra seals will be included in the envelope.
 5. Return FedEx envelope and preaddressed envelope to be used to return completed and unused exams, signed inventory worksheet, payment and other correspondence or documents pertaining to the administration of the exam (e.g. problems with the exam booklets, changes in faculty members, etc.).

Updated: 2/9/17

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Step 2--Course Director Responsibilities

Before course begins

1. In each exam packet CDs will find an inventory worksheet which will list the packet contents. It is the responsibility of the CD to verify that all items listed on the inventory sheet are in the packet. The inventory sheet must be initialed where indicated and returned along with other testing material.
 1. CDs must verify that there are sufficient exams for the number of students present and that all exam packets are sealed. The exams should be sealed at the top, bottom and side of the booklet. Please contact the administrative office via phone or email if any of your exam booklet seals are broken.
 - a. If your exam packet does not include the number of exams stated on the inventory worksheet or if additional exams are needed for the certification workshop, the CD must contact the CAOHC administrative office before close of business (3:30 pm Central time) as soon as possible. Administrative staff will send the additional exams needed overnight
 - b. If additional exams are needed for the recertification exam, and the CD did not contact the administrative office before 3:30pm central time candidates will be required to take the exam at a Pearson testing location or recruit a proctor to administer the recertification exam to the student after the course ends (contact the administrative office for proctor details).
 - i. If the CD does not have enough exams for all students, the CD will have the student complete the demographic information on the answer sheet and return the form with all other exam materials. CD should note that the candidate did not take the exam on the reverse side of the Inventory worksheet (see step 2 for additional information).
 - ii. CAOHC will submit the candidate information to Pearson (our testing vendor) so the student can take the exam as soon as possible.
 - iii. The CD will be charged an additional \$75 processing fee to cover the computer based test (CBT) exam fee.
 2. CD teaches their course in the usual manner.
 3. Before administering the OHC exam it is recommended that the CD provide a break. (Note: This break will signify the end of formal instruction and the beginning of the examination portion of the course.)

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Before exam begins

1. Course Director (CD) will verify that all students who are taking the certification or recertification exam have successfully passed (to the satisfaction of the Course Director) both the Audiometric and Hearing protection practicum. CD will document this attestation on the Inventory Worksheet in the area marked "Practicum Attestation."
2. Course Director will verify that all students who are taking the certification or recertification exam have returned from the break before reading instructions.
- 3.
4. Students will be instructed that all course books, cell phones and other materials must be off the student desk or work area.
5. Students will sit at least 3' apart or a reasonable distance so there is no possibility of student discussion.

(NOTE: This is a recommendation. Course Directors should use good judgment as to the distance between students taking the exam. Make sure that each student is at least an arm's length apart from one another.)

6. CD will distribute the answer sheet and instruct students to fill out all demographic information.
7. Students will be required to complete:
 - a. Demographic information (name, address (home and business) email address and phone). NOTE: Candidate name should be listed as it appears on their driver's license, passport or formal identification.
 - b. Form ID (*found on the cover of the exam booklet*)
 - c. Course ID (*Course number should be posted or announced in class. If you do not have your course number, you can contact the CAOHC office.*)
 - d. OHC ID if known (for recertifying OHC's).

If the demographic section of the answer sheet is not completed students will not receive their exam results.

8. CD distributes the sealed exam booklets and exam seals to all students.
 - CDs will alternate distribution of the certification (and recertification) exams between new (and renewing) students, being careful to ensure that students on either side of and behind each student have a different version of the exam. (ended here 2.9.17)
9. Students verify that the exam was sealed.
 - a. If a student receives an exam that was not sealed, the student must notify CD immediately to receive one of the extra exams.
 - b. If there are an insufficient number of extra exams, CD will use that exam but provide a written explanation to CAOHC when exam booklet is returned.
10. CD reads the following examination instructions (included on a separate sheet in the examination materials)

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11. Students take the exam.
12. When the students have finished the exam, each student must:
 - a. Place the answer sheet inside the exam booklet.
 - b. Sign the seal (sticker/label) provided by the CD when turning in the exam booklet.
 - c. Securely close the exam booklet with the signed seal (sticker/label).

Post exam

1. CD verifies that all distributed exams are accounted for using the inventory worksheet to document. In addition, CD must account for and return all unused exams, answer sheets and signature labels.
2. CD must complete the back of the inventory worksheet form, identifying any challenges with the administration of the exam, from either the CD perspective or the OHC perspective. Note: this includes special non payment instructions (see next section for instructions).
3. CD assembles the packet for shipping, including:
 1. Completed and signed inventory sheet.
 2. Completed and sealed exams.
 3. All Unused answer sheets.
 4. All Unused exams (NOTE: Exam seals must be intact when CD returns unused exams).
 5. All Unused seals.
 6. Payment for all OHC candidates unless the non-payment section of the worksheet has been completed (see next section for instructions).
1. CD will make every effort to mail the exam packet **within 24-48 hours after course completion. If the course ends on a Friday or day before a holiday, CD will mail completed exam packet no later than Monday following Friday's completion or the next business day after the holiday.**
 1. All exams are scored on Thursday. If CAOHC does not receive the exams by 10:00am central time on Thursday the exams will not be scored until the following Thursday.
 2. When a holiday falls on a Thursday the administrative office will score the exams on Wednesday. The administrative office will contact CD's that are affected by the holiday, in advance.
4. **The administrative office will include a Federal Express return envelope along with a Federal Express label, it is the responsibility of the CD to assure that the envelope is either dropped in a Federal Express box or a pick-up is arranged.**
 1. CD can schedule a pick up with Federal Express on-line <https://www.fedex.com/qrd/rpp/ShowRPP.do> -or-
 2. CD can contact Federal Express at 1-800-463-3339 to schedule a pick up using the tracking number provided on the return label.

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5. If the packet is incomplete or if test integrity is at all in question, and the CD has not provided a written explanation, the exams included in that packet will be processed but the exam results will not be reported to the OHC until the matter is resolved.
 - The CD must initiate contact with the CAOHC administrative office to provide an explanation (either by phone or email).
 - Documentation of the conversation will be included with the exam.

Special Circumstance of OHC Course Non-Payment

It has been brought to CAOHC's attention that there are times when a CD will allow a student to take his/her course without prior payment. Either students registered late or the company has provided the CD with a purchase order number until payment is mailed. The following information applies in these situations:

1. The CD, or the company handling logistics for the CD, must submit a list of students that have not submitted payment for the course along with the exam packet that is returned to CAOHC. The CD will either submit payment for all students or submit payment for only the students that have paid their registration fee to the CD.
2. Regardless if full or partial payment is submitted with the exam packet, the CD **MUST** indicate, on the back of the inventory form, the names of the students that have not paid.
 1. Exams for unpaid students will be processed, but a 'hold' will be placed on the student's record, unless otherwise indicated.
 2. Students with a hold will receive an email notification that explains that their results will be released when payment is made.
 3. The results from unpaid students will not be included in the online list of certified OHC's.
 4. Once the payment is received, the hold will be released, and the student will receive the normal exam result notification.
3. If the CD submits the payment within 45 days of the course, the hold will be released with no penalty to the CD.
4. If payment is received between 46-90 days a \$15.00 late processing fee will be assessed to the CD. When the late fee is received the hold will be released and the OHC will receive their exam results.
5. If payment is received between 91-180 days a \$30.00 late processing fee will be assessed to CD. When the late fee is received the hold will be released and the OHC will receive their exam results.
6. After 180 days, the original exam results will be destroyed and the OHC will be required to take the exam through a Pearson testing center. The OHC will be assessed a \$100 fee to take the exam; candidates who will be taking the exam outside of the US, Canada or Mexico will be required to pay \$125. (Note: The OHC is not required to retake the course. The OHC recertification date will be five years from the date they took the course.

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Step 4--Administrative office exam processing

1. The CAOHC office will monitor all mail tracking numbers.
 1. If the exams are not received within two business days after the course, the CAOHC Administrative office will contact the CD. (CD's must send their packet within 24 hours of course completion. Delivery instructions guarantee package receipt on the 2nd business day).
 - a. If the carrier, due to weather or other natural disaster loses the exams for a course, the CD will need to provide the CAOHC Administrative office with the course roster.
 - b. The CAOHC Administrative office will contact the students so that alternative testing can be arranged at a Pearson Testing Center.
 2. If the contents of the exam packet are at all in question the administrative office will:
 - a. Contact the CD for explanation
 - b. Contact the QA chair to see if additional follow-up is necessary.
2. Open exam packets and use the inventory worksheet to verify contents (including a count of the number of packets returned), is correct and that all exam packets are sealed

NOTE: If test integrity is at all in question, the exams included in that packet will not be scored until the CD is contacted or the CD contacts the CAOHC Administrative office to provide an explanation. If CD has phoned to explain they will be asked to submit a brief summary in writing.
3. Update OHC Course information in the CAOHC database.
4. Confirm that Form ID and Course ID are written on the answer sheet.
5. Stamp the date the form was received on the answer sheet.
6. If candidate completed the survey in the back of the exam booklet, note the course ID, and form ID and remove the survey from the booklet.
7. Discard booklets in secure shredding container.
8. Take answer sheets to IS for scanning and processing (see below)
9. Enter/update OHC information in CAOHC database.
 1. If person is an OHC, leave them as is.
 2. If person is not an OHC, enter them as a Pending OHC.
10. Return answer sheets to administrative staff.
11. Administrative staff will destroy paper answer sheets after 18 months (scan all answer sheets for future reference).

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Step 5--Student exam score report notification

Expectation: Results will be sent to the students via e-mail within 5-7 days after receiving the exam packet.

1. Students will receive an email informing them that their results are available. Students will be directed to the CAOHC website where they will log in to a password protected area within OHC section of the site.
 1. Passing score notification message will include:
 1. Congratulatory text that welcomes them to CAOHC and includes links to valuable OHC resources
 2. Instructions on how to download a certificate and a wallet id card
 3. Instructions on how to receive a hard copy of their certificate and/or wallet card
 4. Students will be notified of recertification in five years.
 2. Non-passing score notification message will include:
 1. Notification that they did not pass the exam, and the domains in which they were deficient.
 2. Information on how to schedule their retest exam (Pearson Testing centers); also, see 'Retesting' below
 3. If a student's results are on hold, they will only be informed that their results are on hold until payment is confirmed.
2. CAOHC will send candidate exam results by US Postal service if the OHC candidate did not provide an email address. Note: not providing an email address will slow the notification process.

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Step 6--Retesting

First Retest

1. If a student fails the original (paper) certification exam, their eligibility information will be communicated to Pearson so that they can schedule their computer based (re)test (CBT). (Students will be notified that they are eligible to take the exam after Pearson is notified).
2. Students will have 30 days to take the retest exam; if students are unable to reschedule within that time students will be advised to contact the CAOHC Administrative office.
3. There is no charge to the student to take their first retest exam.
4. Because this is a computer based exam students will receive their score when they complete their exam. However, formal score report notification will come from CAOHC.
5. If student passes the retest, please see the score notification process as outlined above for a passing score.
6. If student does not pass, they will be informed by CAOHC as to how to schedule their second retest.

Second Retest

1. If a student fails the first CBT (retest) certification exam, their eligibility information will be communicated to Pearson. CAOHC will notify candidates they did not pass and provide CBT reschedule information so that they can schedule a second CBT retest.
2. Students will be assessed a \$75.00 fee to take the second retest exam.
3. Because this is a computer based exam students will receive their score when they complete their exam. However, formal score report notification will come from CAOHC.
4. If student passes the retest, please see the score notification process as outlined above for a passing score.
5. If a student does not pass the second certification or recertification CBT retest, the student will be required to retake either the certification or the re-certification course. CAOHC will send formal notification to all candidates.

If you have any questions about any of these procedures please contact the CAOHC office as soon as possible by phone (414) 276-5338 ext. 3025 or by e-mail.