

OHC COURSE INVENTORY WORKSHEET
SPECIAL REPORT FORM

Section 1—Exam Administration

1. Did your exam packet contain the correct number of exams? ____ Yes ____ No

If no, please explain (*e.g. additional last minute registrants, worksheet and contents did not match, etc.*)

2. Were all of your exams sealed? ____ Yes ____ No

If no, please explain (*e.g. seal was broken, appeared that the adhesive was worn, etc.*)

3. Did you have any challenges with the exam procedures? ____ Yes ____ No

If yes, please explain (*e.g. instructions were unclear, not enough time allotted etc.*)

Section 2—Practicum Attestation (*Please use this section to identify students who have not successfully demonstrated proficiency in either the audiometric or hearing protection practicum*)

| Last Name (<i>please print</i>) | First Name | Audiometric | Hearing Protection |
|-----------------------------------|------------|-------------|--------------------|
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Section 3—Non Payment (*Please use this section to identify students whose results notification CAOHC should hold until payment is received*)

| Last Name (<i>please print</i>) | First Name | OHC Cert | OHC Recert |
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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.
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.

Certification Exam Instructions
(Please read before your students begin the exam)

"You are about to take the Occupational Hearing Conservationist standardized written examination. No study materials or other aids can be used during this examination unless previously coordinated with your Course Director and authorized under the Americans with Disabilities Act.

You will have 60 minutes to complete the certification exam. You may use a pencil or a blue or black pen to fill in the front and back of the answer sheet. Please review each question and corresponding answers carefully before filling in the corresponding bubble on the answer sheet.

You should select the BEST answer of the four options based on the information you have learned during the course. Enter all answers on the answer sheet provided and fill in the bubble completely. If you are unsure of an answer, you may mark the question in the exam booklet and return to it later. If you wish to change your answer and are using a pencil please erase your first choice and fill in the appropriate answer bubble. If you are using a blue or black pen please place an "X" through the incorrect response and fill in the correct answer bubble.

Your Course Director cannot view the test questions or assist you in any way during the examination period. If you have questions or find a question confusing please use your best judgment to answer the question. Use the evaluation found on the last page of the examination to indicate confusing questions or challenges you encountered with the examination.

After you have completed the examination, it is recommended that you review each question carefully to ensure all questions were answered and that the answer sheet is filled out completely.

When you have completed your review, insert the answer sheet into the examination booklet and return it to your Course Director. Your Course Director will have you sign the exam seal, and use the seal to securely close the exam. Note: You cannot reopen your examination booklet once it is sealed.

Certification Exam Instructions

(Please read before your students begin the exam)

You will be notified of your exam results within 5-7 business days by e-mail from the CAOHC administrative office. If you have not provided an e-mail address, a letter will be sent to you at the address provided. It is important that you clearly print your e-mail address on the front of the answer sheet.

Once your exam results are processed, you will receive an e-mail notification that acknowledges your status along with your CAOHC ID number. If you pass the exam your message will include a congratulatory remark and instructions regarding how to download a copy of your certificate and wallet card. Exam subject area performance will not be provided if you pass the exam. If you do not pass, your message will include instructions on how and where to register for your re-take exam and include a breakdown of your performance by subject area. Your retake exam will be computer based and administered at a Pearson Vue testing center. CAOHC will waive the \$75.00 testing fee for your first re-test attempt.

If you do not pass your re-test you will have the opportunity to take the computer based test again but the \$75.00 testing fee will be assessed. If you do not pass the exam after the second re-test you will be required to retake the certification course. You will be allowed a maximum of 30 days between each re-test attempt.

Good luck on your exam. You may now break the seals and open your examination booklet.

Notes for Course Director: Pearson Vue testing centers are located throughout the world. You can go to the Pearson Vue website using this link which will direct you to designated testing centers. <https://wsr.pearsonvue.com/testtaker/registration/SelectTestCenterProximity/PTI/982895> to find testing centers in the area of your course.

| Code | Topic | % of Full Cert Exam | Cert Exam | Recert Exam |
|----------|---|---------------------|-----------|-------------|
| 1 | Hearing Conservation (overall) | 15% | | |
| 1.A | Understands the mission of CAOHC and its significance to your role as an OHC. | | x | |
| 1.B | Understands the relationship of hearing conservation regulations and compliance to best practices. | | x | |
| 1.C | Understands the elements of a hearing conservation program. | | x | x |
| 1.D | Understands the auditory effects of noise. | | x | |
| 1.E | Can identify potential sources of hazardous noise in both occupational and non occupational work settings. | | x | |
| 1.F | Understands the impact of hearing loss, tinnitus and associated disorders on quality of life, along with the social and psychological consequences. | | x | x |
| 1.G | Can list the professional disciplines and their role in hearing conservation programs. | | x | |
| 1.H | Understands the historical background of hearing conservation and the role CAOHC has played in establishing best practices. | | x | |
| 1.I | Can identify the prevalence of noise induced hearing loss in various populations. | | x | |
| 2 | Anatomy, Physiology and Diseases of the Ear | 15% | | |
| 2.A | Can identify the major parts of the ear and describe their function. | | x | x |
| 2.B | Understands the relationship between tinnitus and noise induced hearing loss. | | x | |
| 2.C | Can differentiate between a normal audiogram and audiogram configuration which is typical for noise induced hearing loss. | | x | |
| 2.D | Can identify the typical symptoms associated with various types of hearing loss. | | x | |
| 2.E | Understands medical conditions that can cause hearing loss. | | x | |
| 2.F | Can identify other disorders of the ear and the associated types of hearing loss (i.e. conductive, sensory). | | x | |
| 2.G | Understands other types of audiogram configuration. | | x | |
| 3 | Hearing and the Physics of Sound & Performing and Explaining a Hearing Test | 8% | | |
| 3.A | Understands the definition of frequency (Hz)/pitch and its relationship to noise measurement and hearing threshold data. | | x | x |
| 3.B | Understands and can explain thresholds and how they apply to a hearing conservation program. | | x | |
| 3.C | Understands the definition of intensity (dB)/loudness and its relationship to noise measurement and hearing threshold data. | | x | x |
| 3.D | Understands sound by its temporal characteristics (intermittent, steady state, impulse/impact). | | x | x |
| 3.E | Understands sound weighting scales and how they apply to a hearing conservation program. | | x | |
| 4 | Federal and State Regulations Related to Occupational Noise-Induced Hearing Loss | 3% | | |
| 4.A | Understands federal hearing conservation regulations, (i.e. OSHA, MSHA, FRA, and DoD) and can describe how they differ in application. | | x | x |
| 4.B | Understands how state and local regulations apply in contrast to the federal regulations. | | x | x |

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| 5 | Audiometer and Testing Environment | 14% | | |
| 5.A | Understands when use of manual audiometry testing is needed. | | x | |
| 5.B | Can identify the parts and functions of the different settings on a manual audiometer. | | x | |
| 5.C | Understands the process of performing a pure tone air conduction threshold hearing test. | | x | x |
| 5.D | Understands the variables that affect the reliability and validity of the hearing test. | | x | x |
| 5.E | Understands the steps necessary to rule out equipment malfunction. | | x | |
| 5.F | Understands audiometer calibration requirements. | | x | x |
| 5.G | Understands and perform a functional check for an audiometer. | | x | |
| 5.H | Understands the advantages and disadvantages of using a microprocessor versus a manual audiometer. | | x | |
| 5.I | Can identify the appropriate ambient noise standards for the testing environment. | | x | |
| 6 | Audiometric Techniques & Audiometric Testing | 6% | | |
| 6.A | Understands an audiogram in terms of frequency/pitch (Hz); intensity/loudness (dB) and configuration. | | x | x |
| 6.B | Understands the challenges associated with audiometric testing and the procedures for dealing with these challenges. | | x | x |
| 6.C | Can identify the components and understand the importance of an aural history exam. | | x | |
| 6.D | Understands the benefit and importance of performing an otoscopic screening. | | x | |
| 7 | Audiometric Review & Evaluation | 7% | | 0 |
| 7.A | Understands the limitations of the OHC as they relate to the review, referral and counseling process. | | x | x |
| 7.B | Can identify problem audiograms for Professional Supervisor review. | | x | x |
| 7.C | Can calculate a standard threshold shift (STS) with and without using age correction. | | x | x |
| 8 | Noise Measurement & Control | 5% | | |
| 8.A | Understands the meaning and importance of action levels and permissible exposure levels (PEL). | | x | |
| 8.B | Understands the purpose of noise measurement and control strategies related to the overall hearing conservation program. | | x | |
| 8.C | Understands the types of instrumentation used to measure noise & the circumstances in which they would be used. | | x | |
| 8.D | Understands the meaning and importance of time weighted average (TWA). | | x | x |
| 9 | Hearing Protection Device (HPD) Fitting | 16% | | |
| 9.A | Understands and can explain the rationale for using hearing protection. | | x | x |
| 9.B | Understands Noise Reduction Rating (NRR) and its relation to actual attenuation. | | x | x |
| 9.C | Understands the proper selection of a variety of HPDs, (i.e. foam and per-molded earplugs, semi-insert devices, and earmuffs). | | x | |
| 9.D | Understands the importance of proper fitting techniques for HPDs to ensure an adequate fit. | | x | x |
| 9.E | Understands and can explain care and maintenance of HPDs | | x | |
| 9.F | Can identify strategies to motivate workers and management to use HPDs regularly and effectively. | | x | x |
| 9.G | Understands the various methods of fit verification for HPDs | | x | |

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| 10 | Counseling and Training | 7% | | |
| 10.A | Can identify the required training components | | x | x |
| 10.B | Can provide several different training methods for hearing loss prevention within the workplace (i.e. face-to-face training, on-site posters, hearing protection distribution station, etc.). | | x | |
| 10.C | Can provide ongoing training, education and motivation to improve compliance within the hearing conservation program. | | x | |
| 10.D | Can incorporate motivational strategies or simple incentives to encourage compliance. | | x | |
| 10.E | Understands the importance of conducting comprehensive employee hearing protection training program on a regular basis. | | x | x |
| 11 | Record keeping and Hearing Conservation Team | 4% | | |
| 11.A | Can document and maintain accurate employee records. | | x | x |
| 11.B | Understands the role of the Professional Supervisor within the Hearing Conservation Program team. | | x | x |
| | Totals | 100% | | |