Ahh, the leaves are changing, the temperature is dropping, and Fall is in the air. The kids are back in school, Course Directors are submitting more course approval applications, traffic is getting heavy again, more exams are going out the CAOHC administrative office door, and there are more questions about fees, OHC exam results, and staff responsibilities. Whew, there is a lot going on with CAOHC and this issue will take some time to provide a Back to Basics review of things we may have forgotten while on summer vacation.

Kim Stanton, CAE
Executive Director

Review Topics
- Course Approval Submission Process
- OHC Fees
- OHC Exam Process
- CD-OHC Exam Results
- Extensions, Cancellations, and CD Changes
- Staff Responsibilities

See the CAOHC website for registration details

Continued on next page.
All Course Directors (CD), both civilian and military, must use the CAOHC online process when submitting courses for approval. The link for this process can be found in the CD section of the CAOHC website. For military CDs this form has been updated to include appropriate payment and exam options.

- If for some reason you are unable to complete the course approval form online there is a printable version. Please download, complete, scan and email your completed course approval form to kstanton@caohc.org. Please make sure that the subject is: Course Approval Application.

- Course approval applications should be submitted 15 days prior to your course. We realize that there are emergencies when a course approval is needed in less than 15. We will do our best to accommodate last minute course approval requests.

- All certification course approval applications must include the appropriate number of faculty members that represent at least three of the CAOHC CPO disciplines. If this is not included your application will be denied until the appropriate faculty can be identified.

- CAOHC now has the ability to post registration contact details on our website listings. If attendees can register for your course through your website please list this information on the course approval application.

Course approval applications will be processed by Kim Stanton (Executive Director) within 24-48 hours of submission. CDs will receive copies of their course approval certificate along with their payment receipt as the applications are processed. This will be delivered via email. This email will also include the approximate date you will be contacted, by our Administrative Coordinator Ostaveeya Tye, for your registration counts.

I have received a few questions from CDs regarding OHC fees. I hope this information answers your question.

- **Military**=$45.00
  Military refers to anyone enrolled in a DoD (Air Force, Army, or Navy) designated course. Payment in military courses most likely will be received from the student and not the CD in the form of a check, cash or credit card.

Non-military CDs may submit the discounted rate ($45) for their students if they have military students enrolled in their courses, and these students paid a discounte registration fee.

- **Civilian**=$75.00
  Civilian refers to anyone enrolled in a non DoD course.

Now that we have reviewed the course approval application and the OHC fees I would like to review the next steps in the process.

Monday morning, two weeks before your course, Ostaveeya Tye will send you an email message requesting information about the number of students that have registered for your certification and recertification courses. The message will include a request asking you to provide CAOHC with a date and location for delivery of exam packets.

It is our expectation that CDs, or their designees, will respond by Friday of the week they receive the email which will provide adequate time for mailing.

If exact registration counts are not known two weeks prior to the course we ask that CDs provide an approximation adding 1 or 2 extra to their count.

CAOHC, namely Ostaveeya, will fulfill your request sending you the appropriate number of exams plus extras. For certification exams we will send 2 extra of each certification exam form.

Example:

You report 2 registered CAOHC will send 3-C3 exams and 3-C4 exams for a total of 6.

For recertification courses we will automatically send 3 extra exams. If you have registered a course and tell us you registered for that course we will still provide you with the extra exams.

Upon receipt of your exam package:

In each exam packet CDs will find an inventory worksheet which will list the packet contents. It is the responsibility of the CD to assure that all items listed on the inventory sheet have been received. The inventory sheet must be verified, signed and returned along with completed testing material.

- CD must e-mail, fax, or contact the administrative office directly, to provide the candidate information.
- CD will instruct the student to complete the demographic information on the answer sheet.
- CAOHC will submit the candidate information to Pearson (our testing vendor) so the student can take the exam as soon as possible.

- **NOTE:** Under no circumstances should CD’s break the exam booklet seal. If the seal is broken report it on the inventory worksheet.

- CD must contact the CAOHC administrative office before close of business (3:30 pm Central time) the first day of the course to assure that additional exams will be received in time.
- If additional exams are needed for the recertification exam, candidates will be required to take the exam at a Pearson testing location.
  - CD must contact the CAOHC administrative office before close of business (3:30 pm Central time) the first day of the course to assure that additional exams will be received in time.
  - If additional exams are needed for the certification exam, candidates will be required to take the exam at a Pearson testing location.
If CD does not have a sufficient number of forms, and does not contact the office in time, those students without exams will need to take the exam at a Pearson testing center. The CD will be charged an additional $75 (to cover the cost of the exam fee) in addition to the regular $75.00 OHC fee.

Additional information on the exam policies and procedures can be found in the packet of information you receive with each exam packet.

Exam answer sheets are processed every Thursday at 1:00pm. Students that pass their exam should receive their results Thursday after 4:00pm Central time. Students that do not pass their exam will receive their results on Friday.

The results are delayed because we send student information to Pearson Vue, our online testing vendor.

If students do not receive their results it does not always mean they did not pass, most likely it is because the email address was incorrect or missing. Please instruct your students to contact our office if they do not receive their results in a timely manner.

Each week exam results are added to your CD Exam summary reports. To access these reports you will log into the CD Resources section of CAOHC’s website. You will enter your email address and your CAOHC ID number. Your ID number can be found on your Course Approval certificate.

Once you are logged in OHC Exam results will be the first link on this page.

The first page of the worksheet is a cover page. The second worksheet in your results document will include the number of students who passed and those that failed. Additionally you will receive the high, median, and low score for your class.

Note: A perfect score is 150 and a passing score is 100. CAOHC’s exam is based on a scaled score. Further information on scaled scores can be found by clicking on the hyperlink.

The third worksheet includes information on how your students performed within each task and domain. This is an aggregate of all your courses. Each domain is scored individually which is why they do not add up to 100 or 150.

Extensions will be granted for individuals applying PRIOR TO their expiration date. CAOHC sends reminder notices to OHCs, one year prior to and six months prior to, their expiration date. It is the responsibility of the OHC to keep CAOHC informed of any changes to their contact information. In the event that an extension is needed we ask that individuals complete the Extension form on the CAOHC website found within the OHC Section.

Requests for extensions will likely be granted provided they are received before the actual expiration date. The OHC will receive notification and a copy of that notification will be sent to the CD whose course they will be attending.

If you as a CD know that you will be cancelling one of your courses we ask that you please inform us immediately when you know instead of waiting until your exam registration email is being sent. The administration office receives calls daily requesting information about upcoming courses and we promote every course listed on the website encouraging people to register. Please keep our office informed.

In the event that a CD is unable to teach a course but has found a replacement GREAT. However there is a procedure for this. The original course must be cancelled and a new course approval application must be completed and accompanied by an additional $15.00 fee. The CD will receive a new Course Approval certificate which will include a new number.

Although this policy has not been used often I want to remind you of how exam holds are processed and enforced by our office.

We know 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 employer has provided the CD with a purchase order number until payment can be submitted. The following information applies in these situations:

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.

Exams for unpaid students will be processed, but a ‘hold’ will be placed on the student’s record. Students with a hold will receive an email notification that explains that their results will be released when payment is made.

The results from unpaid students will not be included in the online list of certified OHCs.

Once the payment has been received, the hold is released, and the student will receive the normal exam result notification.

• If the CD submits the payment within 45 days of the course, the hold will be released and students will be notified of their results.

• If payment is received between 46-90 days a $15.00 late processing fee will be assessed to the CD, and the hold will be released.

• If payment is received between 91-180 days a $30.00 late processing fee will be assessed to CD, the hold will be released.

• 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 completed the course).
KIM STANTON, (ME)
In relation to the OHC course and exam process, I now handle all course approvals, create the inventory worksheets and send confirmation notices to CDs or their designees, for approved courses.
In addition, I can answer most, if not all of your questions.

OSTAVEEYA TYE
One of our newest employees, Ostaveeya is the person who sends you the registration count emails, processes your exams, sends certificates to OHCs who request them and is in charge of processing Study Guide orders.
Ostaveeya is a part-time employee working Monday – Friday, 8am-12pm central time. Ostaveeya is the person to contact if you have not received your exams, if you need additional exams, or if you need information about delivery dates for your exam packets.

CHRIS WHITING
Back from an unplanned extended vacation, Chris’ role has changed with CAOHC. Chris is now responsible for processing all recertification applications, managing CAOHC manual orders, fulfillment of extension requests, follow-up for payment holds, and OHC retest follow-up.
Chris is in the office Monday-Friday from 8:00am-4:30pm central time. Chris is our historian and can probably answer all of your questions, but please keep them limited to her respective duties.

I hope you took copious notes because there will be a test…just kidding. I hope you found this information to be helpful. If you have questions about items I did not address please send me an email, I will be happy to include your question and the answer in our next issue.

Things to come:
- OHC Standardized Exam statistics
- Certification Course video updates
- Course Director anniversaries

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