



# CANDIDATE GUIDE

Policies & Procedures for  
Examination Administration



ALL RIGHTS RESERVED

CDCA-WREB-CITA

EXAM YEAR

2023-2024

# CONTENTS

---

INTRODUCTION & OVERVIEW	4
CANDIDATE CONDUCT	8
EXAM PREP	10
TIMELY ARRIVAL	11
INFECTION CONTROL	12
ADEX ELIGIBILITY & FAILURE RULES	15
SCORES & RESULTS	16
APPEALS	17
SPECIAL ACCOMMODATIONS	18
PAYMENT INFORMATION	20



ONE

AGENCY.

ONE

MISSION.

ONE

NATIONAL

EXAM.



# INTRODUCTION & OVERVIEW



**CDCA-WREB-CITA administers licensure examinations for the dental professions. This manual covers only the process of the examination referenced. Be sure to view each manual for all examinations you plan to challenge to understand all aspects of criteria, content and scoring.**

Every effort has been made to ensure that this manual is accurate, comprehensive, clear, and up-to-date. In the rare instances when examination related instructions need to be updated or clarified during the examination year those changes will be communicated via your [candidate portal](#). Additional test supporting material may be available within your portal and/or on our website.

All candidates are responsible for reading and understanding manual(s) published by the CDCA-WREB-CITA, any documented changes, and for reviewing and understanding all other material provided. Candidates should periodically check the CDCA-WREB-CITA website for any changes and/or updates.

CDCA-WREB-CITA reserves the right to cancel or reschedule any examination in the event of an emergency or other unforeseen circumstance that is beyond the testing agency's control. In this event, candidates may be refunded application fees, be reassigned to the next available examination site, or rescheduled at the earliest possible date.

All CDCA-WREB-CITA candidate manuals can be downloaded from the organization website and may be brought into **clinical** exam facilities only.

## PHILOSOPHY

Examinations delivered by CDCA-WREB-CITA are developed to provide a reliable clinical assessment for state dental licensing agencies' use in making valid licensing decisions. Since CDCA-WREB-CITA accepting jurisdictions and testing candidates span the US and beyond, efforts have been made to make the exam unbiased with respect to regional practice and educational differences. CDCA-WREB-CITA seeks educational diversity in the makeup of the exam review committees, including practitioners and educators who evaluate test content and develop the scoring criteria for independently developed examinations.

ADEX Dental and Dental Hygiene Examinations are developed by the American Board of Dental Examiners (ADEX). Examiners are calibrated and tested before each exam to assure they are calibrated to grade according to the established criteria.



## GENERAL ELIGIBILITY

School authorization or documentation from a CODA-accredited U.S. or CDAC-accredited Canadian dental or dental hygiene school is required to attempt any exam. Eligibility may be revoked by the verifying institution up until graduation. Refer to the exam type for specific documentation requirements.

Candidates will need to complete a Candidate Profile with a photo indicating their field of dentistry, the school where they are enrolled, and be verified by their school that they are eligible to sit for any examination. In some cases, additional documentation will be required. All submitted information will be verified prior to establishment of eligibility for ADEX Licensure Examinations and supplemental examinations administered by CDCA-WREB-CITA.

Please read through the following requirements carefully to ensure that you acquire and upload the correct documents.

### ADEX DENTAL EXAMINATION

Applicant must be a graduate or current student in their final semester of a CODA-accredited U.S. or CDAC-accredited Canadian dental school. Required documentation:

- Current Student: Dean or designated school representative authorization.
- Graduate: Official transcript or diploma indicating DDS or DMD degree earned; or current valid U.S. state-issued dental license.
- Post-Graduate: Designated school representative; or official transcript or diploma indicating DDS, DMD or Dental Specialties (e.g. Prosthodontics) degree earned; or current valid U.S. state-issued dental license.

### ADEX DENTAL HYGIENE EXAMINATION

Applicant must be a graduate or current student in their final semester of a CODA-accredited U.S. or CDAC-accredited Canadian dental hygiene school. Required documentation:

- Current Student: Program director or designated school representative authorization.
- Graduate: Official transcript or diploma indicating dental hygiene AA, AS or BS degree earned, or current valid U.S. state-issued dental license.

### EFDA EXAMINATION

Applicant must be able to document completion of an accredited Expanded Function Dental Auxiliary (EFDA) program or U.S. state authorized course. Required documentation:

- Current Student: Program director or designated school representative authorization.
- Program Graduate: EFDA restorative course completion certificate.



## DENTAL HYGIENE LOCAL ANESTHESIA EXAMINATION

### **DIDACTIC**

Applicant must be able to document completion of local anesthesia coursework from a CODA-accredited U.S. or CDAC-accredited Canadian dental hygiene school or U.S. state-authorized course provider. Required documentation:

- Current Student: Program director or designated school representative authorization.
- Graduate: Official dental hygiene transcript with local anesthesia courses listed or local anesthesia course completion certificate.

### **CLINICAL**

Completion of local anesthesia coursework from a CODA-accredited U.S. or CDAC-accredited Canadian dental hygiene school or state-authorized course provider. Coursework must consist of didactic instruction, supervised clinical instruction, and practical experience in the administration of local anesthesia, including but not limited to posterior superior alveolar (PSA) and inferior alveolar (IA) nerve block injections on a patient. Required documentation:

- Current Student: Program director or designated school representative authorization.
- Graduate: Official dental hygiene transcript with local anesthesia courses listed; or local anesthesia course completion certificate.

## DENTAL HYGIENE RESTORATIVE EXAMINATION

Completion of dental hygiene restorative coursework from a CODA-accredited U.S. or CDAC-accredited Canadian dental hygiene school, or Expanded Function Dental Auxiliary (EFDA) program, or U.S. state authorized course.

Required documentation:

- Current Student: Program director or designated school representative authorization.
- Graduate: Official dental hygiene transcript with restorative courses listed; or EFDA restorative course completion certificate.

## INTERNATIONAL CANDIDATES

Internationally trained candidates currently NOT enrolled in a CODA or CDAC (Commission on Dental Accreditation of Canada) post-graduate program: Candidates with an undergraduate dental degree from a non-U.S. or Canadian educational program must be authorized to take the examination by at least one state or jurisdiction that accepts the results of the ADEX examination as an initial licensure exam in that jurisdiction. Therefore, graduates of international dental programs must contact the jurisdiction in which they are seeking licensure and have that state draft a letter (on its official letterhead) in writing to indicate that the candidate is authorized to attempt the licensure exam in order to apply for licensure in that state only. Results are sent only to the authorizing jurisdiction.



## EXAM ANONYMITY

Examinations are conducted anonymously, with the exception of the clinical Local Anesthesia examination. Examination materials are numbered with preassigned identification numbers made available within the candidate portal to candidates only.

To ensure your anonymity on exam day, be sure your name, school information and other identifiers are absent from any examination materials, equipment, or instruments. Clothing should not have any identifying labels that specify the school. Please observe all signs and instructions relating to the examining area. The Chief Examiner and CDCA-WREB-CITA staff serve as liaisons between you and the grading examiners.

## IDENTIFICATION

Please bring valid identification, as described below with you in order to be admitted to any CDCA-WREB-CITA administered examination.

During the exam registration process, you submit a personal photo. This becomes a component of your Candidate Profile at CDCA-WREB-CITA. Your profile photo is used to create an individual Candidate ID Badge for the exam. Your profile photo and identification verification document will be validated at the exam site by CDCA-WREB-CITA personnel. Identification must be verified before admittance to any CDCA-WREB-CITA examination. Candidates must present a school or government-issued photo ID for admittance to the examination. All forms of identification must indicate the same name that was submitted to the CDCA-WREB-CITA office during registration.

## MALPRACTICE INSURANCE

CDCA-WREB-CITA has a blanket Malpractice Insurance policy that covers all dental hygiene candidates for all ADEX and supplemental examinations. Therefore, candidates are not required to obtain additional limited liability insurance.

## NON-SANCTIONED MATERIALS & SUPPORT

CDCA-WREB-CITA **does not sponsor or endorse** examination preparation courses or videos available from any source other than our official accounts. You bear all risk for any misunderstanding resulting from the use of or reliance on unofficial information or material. No single text, guide or resource is a complete repository for preparatory information.

# CANDIDATE CONDUCT



Integrity of the examination process depends on fairness, accuracy and consistency. Standards are required to ensure that these principles are adhered to by examiners and candidates. Penalties are imposed for violations of such examination guidelines and the penalties are proportional to the seriousness of the violation. Minor violations may result in a warning or reminder. Serious misconduct may result in a failure of the examination. Candidates are required to adhere to these basic standards of conduct.



01

## INDEPENDENT DELIVERY, RECORDS & MATERIALS

No outside assistance or communication between candidates during established examination times.

No electronics are permitted in the testing area, including cell phones, iPods, tablets, smart watches, and computers.

All required examination records must be turned in to exam officials. If all required documentation and materials are not turned in at the end of the examination, the examination will be considered incomplete, and the candidate may fail the examination.

02

## REGISTERED/ ASSIGNED OPERATORIES & PROCEDURES

Only the treatment and/or procedures for which a candidate has registered, paid for, and been assigned to on the specified examination date may be performed.

Performing other treatment and/or procedures or working in any area other than that assigned may result in termination of the examination.

03

## PATIENT MANAGEMENT & EXAMINATION TIME

The patient or simulated patient (manikin) must be maintained in a physiologically acceptable operating position. Repositioning of the simulated patient is permitted as directed by examiners on-site, only. All treatment/ procedures must be limited to the posted times.

Treatment/procedures initiated before the established starting time, or continued after the finish time, will result in failure of the examination.





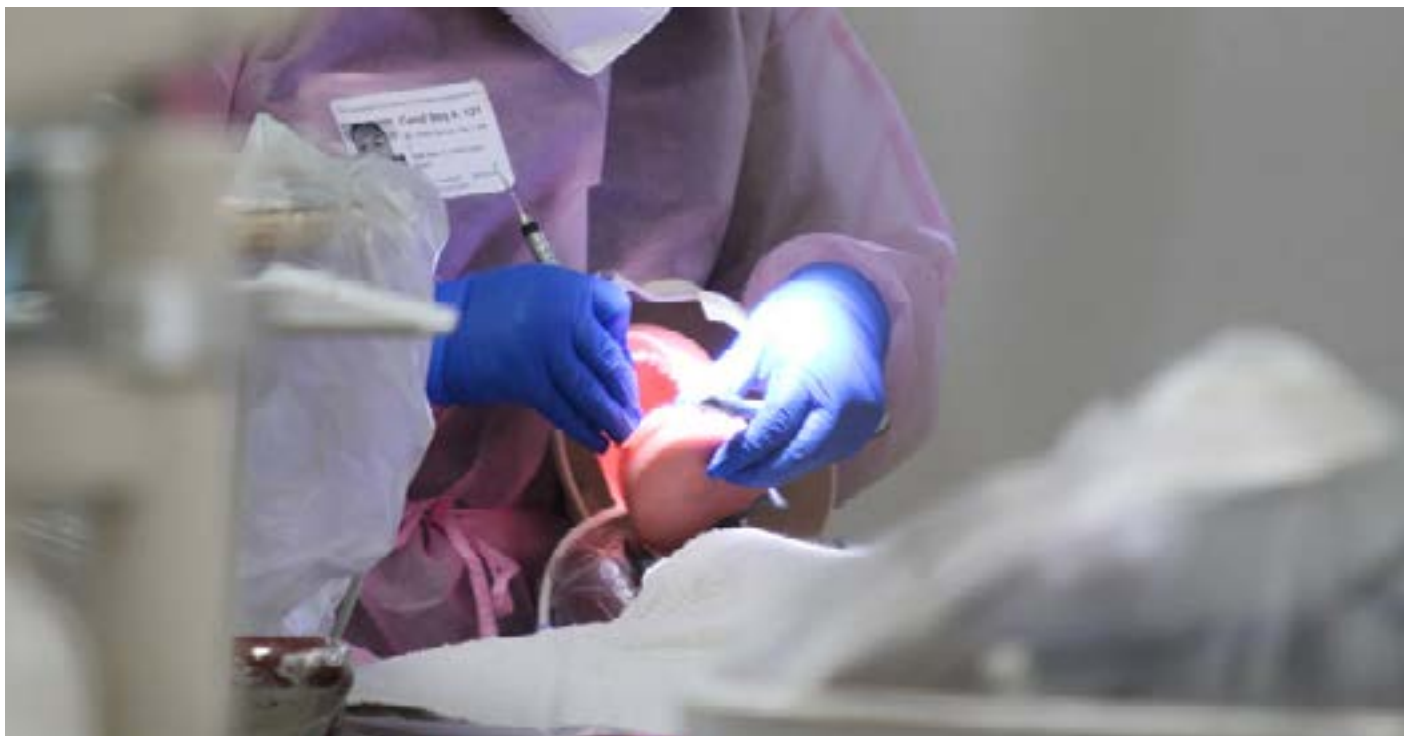
# Misconduct

Professional misconduct is the most serious violation of examination guidelines. Substantiated evidence of professional misconduct (see examples below) during the course of the examination may result in automatic failure of the entire examination series. In addition, there will be no refund of examination fees and the candidate will not be allowed to reapply for re-examination for one year from the time of the infraction.

## EXAMPLES OF MISCONDUCT

Professional misconduct includes, but is not limited to:

- Falsification or intentional misrepresentation of registration requirements
- Cheating of any kind
- Demonstrating complete disregard for the oral structures or welfare of the patient
- Misappropriation of equipment (theft)
- Receiving unauthorized assistance
- Alteration of examination records and/or radiographs
- Failure to follow instructions from examiners
- Rude, abusive, uncooperative or disruptive behavior toward patients, examiners, or other candidates
- Use of electronic equipment, to include recording devices, phones, and/or cameras (\*candidates, patients, and interpreters are prohibited from the use of any electronic devices during the course of the examination)



# EXAM PREP



## VIDEO TOOLS

Videos highlighting the examination day experience are available for many examinations offered by CDCA-WREB-CITA. We strongly encourage you to watch these videos. Access is easy, via our [YouTube channel](#), on our website's Test Prep page, or, on your candidate portal.

Note: Videos are for demonstration purposes only and do not necessarily present every scenario. We do not endorse or recommend any methodologies expressed in videos shared by other organizations, companies or agencies.

## Q&A SESSIONS

Candidates should be familiar with all online resources and manuals before the question and answer meeting to get the most benefit from this session.

These sessions may be virtual or on site, depending on the examination. Candidates are expected to participate in this session where important site information will be given and exam process will be reviewed.

Candidates are encouraged to ask questions about the site, the exam process or other exam related issues. Candidates will be notified by email and text of the day and time of this important session. A join link will be shared for all virtual sessions.

The question and answer sessions are not recorded and therefore cannot be shared at a later date.

## COMPUTERIZED EXAMINATIONS

To help you know what to expect when challenging a computerized examination, be sure to read the computer-based exams category of the [FAQ on our website](#). In addition, be sure to watch the "Answering Computer Based Exam Questions" video on our Test Prep page. You do not need to be proficient in computer operations to succeed on any computer based examination.

# TIMELY ARRIVAL



Candidates are responsible for determining their travel and time schedules to ensure they can meet all time requirements. All candidates are expected to arrive at the examination site well prepared at their designated time, which will be communicated to them via their online candidate profiles. Failure to follow this guideline may result in not being permitted to start the examination. Candidates are encouraged to arrive 30 minutes before their appointed time to assure a timely start.

Candidates will be informed in their online candidate profiles as to the date and session on which they are assigned to challenge the examination. Schedules are not finalized until after the examination application deadline. Candidates should note the specific timelines for their assigned session, and procedures must be completed within the allotted time.

# INFECTION CONTROL



## SIMULATED PATIENT EXAMS

*The current recommended infection control procedures as published by the Centers for Disease Control and Prevention must be followed for all simulated patient examinations. These requirements may be superseded by the exam site's requirements and protocols. It is the candidate's responsibility to adhere to the protocols and requirements.*

*In the case of simulated patient examinations, requirements for Personal Protective Equipment are site specific. Candidates are advised to check with the site to see what PPE is required and whether the site will be providing it for candidates. The CDCA-WREB-CITA will not provide PPE for candidates.*

## PERSONAL PROTECTIVE EQUIPMENT/BARRIERS

- Clean long-sleeved uniforms, gowns, or laboratory coats are to be worn and must be changed if they become visibly soiled. Gowns must be closed at the neck. Gowns or laboratory coats are to be removed before leaving the clinic area.
- Face masks and protective eye wear with side shields must be worn during all procedures in which splashing of any body fluids is likely to occur. Masks are to be discarded after each patient or sooner if the masks become damp or soiled.
- Footwear may not include sandals, perforated clogs or open-toed shoes (a safety issue rather than strictly infection control).
- Upon completion of the examination, it is the responsibility of the candidate to thoroughly clean the operator by utilizing accepted infection control procedures.





## PATIENT-BASED EXAMS

***The current recommended infection control procedures as published by the Centers for Disease Control and Prevention must be followed for all patient-based examinations. These requirements may be superseded by the exam site's requirements and protocols. It is the candidate's responsibility to adhere to the protocols and requirements which may include PPE, suction options, high speed hand-piece & ultrasonic use, etc. It is ultimately the responsibility of the candidate to have appropriate PPE for this examination.***

***Procedures must begin with the initial setting up of the unit, continue throughout the course of the examination and include the final cleanup of the operatory. Failure to comply will result in the loss of points and any violation that could lead to direct patient harm will result in termination of the examination and loss of all points.***

***To the extent possible, dental professionals must prevent the spread of infectious diseases. Because many infectious patients are asymptomatic, all patients shall be treated as if they are, in fact infectious. Use of universal precautions including barriers, disposables whenever possible, and proper disinfection and sterilization is required. The following infection control procedures shall be strictly adhered to.***

## PERSONAL PROTECTIVE EQUIPMENT/BARRIERS

- Gloves, masks and eye protection must be worn when setting up or performing any intra-oral procedures and when cleaning up after any treatment. If rips or tears occur, new gloves must be donned. Gloves are not to be worn outside the operatory. Patients with known allergies to latex will NOT be allowed to participate for the examination, unless the clinic is certified as latex-free. Hand washing must occur prior to patient treatment, during patient treatment if glove(s) are compromised and when gloves are removed. Alcohol hand sanitizer (60% alcohol or greater) is permitted in place of hand washing only if hands are not visibly soiled. No rings that can tear gloves or wrist jewelry, except a watch, is permitted.
- Clean long-sleeved uniforms, gowns, or laboratory coats are to be worn and must be changed if they become visibly soiled. Gowns must be closed at the neck. Gowns or laboratory coats are to be removed before leaving the clinic area.
- Face masks and protective eye wear with side shields must be worn during all procedures in which splashing of any body fluids is likely to occur. Masks are to be discarded after each patient or sooner if the masks become damp or soiled.
- Footwear may not include sandals, perforated clogs or open-toed shoes (a safety issue rather than strictly infection control).
- Impervious-backed paper, aluminum foil, or plastic wrap may be used to cover surfaces in the operatory that may become contaminated. The coverings must be removed (while gloved), discarded, and replaced (after removing gloves) between patients.



## STERILIZATION AND DISINFECTION

- Instruments, gloves, and other materials that become contaminated must be placed in appropriate receptacles.
- Any instrument that penetrates soft or hard tissue shall be disposed of or sterilized before and after each use. A single use disposable item shall be properly discarded or sterilized when appropriate.
- Surfaces and counter tops—if not barrier wrapped—shall be cleaned and disinfected with hospital level disinfectant.
- Hand pieces, prophy angles, and air/water syringe tips shall be sterilized before and after use or properly disposed of after use.
- Used sharps are to be placed in a spill-proof, puncture resistant container. Needles are to be re-capped with a one-handed method or with special devices designed to prevent needle-stick injuries and disposed of properly.
- All waste and disposable items shall be considered potentially infectious and shall be disposed of as is customary at the testing site in accordance with the federal, state, and local regulations.
- Upon completion of the examination, it is the responsibility of the candidate to thoroughly clean the operatory by utilizing accepted infection control procedures.



## EXPOSURE TO BLOOD-BORNE PATHOGENS

***An exposure incident is defined as contact with blood and/or other potentially infectious materials (OPIM) through:***

- Needle-stick, sharp, or other percutaneous exposure
- Non-intact skin exposure such as an open cut, burn, or abrasion
- Contact with a mucous membrane (e.g. inside nose, eye, or mouth)

***Since maximum benefit of therapy is most likely to occur with prompt treatment, the following policy has been established (protocols must also align with the host site):***

- Immediately following the exposure incident, puncture wounds, or other percutaneous exposures should be cleaned with soap and water. Mucous membrane exposed to blood or OPIM should be extensively rinsed.
- All percutaneous exposures and other exposures to blood and OPIM should be reported immediately to the Chief and the person in authority at the examination site so that appropriate measures in accordance with the school's policy can be initiated and the exposure incident documented.

# ADEX ELIGIBILITY & FAILURE RULES



## 18-MONTH RULE

Candidates will have 18 months to successfully complete the required 5-part ADEX exam series (including the Diagnostic Skills Examination OSCE but not considering the Periodontal portion as required).

Candidates challenging the ADEX dental hygiene examination will have 18-months to successfully complete either the PTCE or SPTCE and the CSCE OSCE.

That 18 months will begin on July 1 of the year before the class graduation date for CIF dental candidates. The student participating in the CIF Examination format will have time to remediate while still enrolled as a student. In such cases, a procedure is not considered a failure until the candidate has unsuccessfully challenged that procedure three times.

For Traditional dental candidates, and dental hygiene exam candidates, the 18-month period will begin on the date of the first computer-based or clinical exam challenge. If a candidate does not complete the ADEX exam series within that period, that candidate must re-take all required parts of the examination, including the computer-based portion.

## 3-TIME FAILURES

Candidates failing one or more of the same parts of the ADEX dental or dental hygiene examination series on three (3) successive attempts must re-take all parts of the examination, including any computer-based portions.

Any procedures on which the candidate may have been previously successful will not be recognized or counted toward the successful completion of the re-test of the entire ADEX examination series. The candidate will be considered an initial applicant and must register for the entire ADEX examination series.

# SCORES & RESULTS



## SCORE/RESULTS RELEASE

To Candidates: Scores for patient-based and computerized ADEX exams are released in the [Candidate Portal](#) within seven (7) business days.

Simulated patient exams may be evaluated off-site at a central location. Results in this instance will be available to candidates and their schools within approximately 3 weeks.

To Schools: Results of students of record are released to schools where the CDCA-WREB-CITA administers the ADEX exam, so that School Coordinators may view their students' exam results.

To Dental Boards: Results are electronically released to all Boards that accept the ADEX examination.

Candidates should contact the individual dental board or jurisdiction for licensing dental board requirements.

## REMEDICATION

The CDCA-WREB-CITA does not require candidates to document remediation before re-challenging any portion of the ADEX Dental or Dental Hygiene Examination. However, candidates challenging the clinical Local Anesthesia must remediate after two unsuccessful attempts at two exam sites. Candidates are advised to contact their licensing dental board to determine what type of remediation they may require before registering for a retake.

NOTE: All failing scores are routinely checked prior to being released.

## SCORE REPORTS & SCORE CERTIFICATIONS

Sometimes, a licensing dental board requires a certified paper copy of the candidate results of the ADEX Dental Examination series. There is a fee of thirty-five dollars (\$35.00) per address, and all payments must be made using a VISA or MasterCard. Candidates may request this official Score Report on the Scores tab of our website.

### **Score Certifications**

Candidates may request to have their scores re-calculated by hand and then have the results reported back to them. The Score Certification process includes a review of the electronic evaluation and accompanying documents from which the examination score was generated to determine if any irregularities or errors may have occurred in calculating the final score for a procedure. Irregularities or errors in scoring include duplicate entries, missing or extraneous mark(s) on accompanying documents that could have been misread prior to evaluation, or a mathematical error. All requests must include the candidate's name, ID number, site of the examination, date of the examination, and current address. There is a fee of fifty dollars (\$50.00), and all payments must be made using a VISA or MasterCard.



# APPEALS



*The appeals process is the final review authority. If the appeal is denied, there is no further review process available.*

If a candidate believes the examination results were adversely affected by extraordinary conditions during the examination, the candidate may request a review of the examination by an expert panel. The outcome of the appeal will be determined by the Appeals Panel in its sole and absolute discretion. If the Appeals Panel determines that substantial evidence exists to support the appeal, it may:

- a) Permit the candidate to retake the examination (in whole or part) at no additional fee;
- and/or b) Remove the failing scores from the candidate's record of examinations.

Candidate Appeal may be generated if the candidate believes that his/her examination results were adversely affected by extraordinary conditions during the examination, which affected the final outcome of the candidate's examination. The candidate appeal must be received no later than 30 days following the day you receive your scores. Should a candidate apply for re-examination during the pending appeal, the review shall be terminated and fee forfeited. The appeal will be dismissed and ineligible to be re-opened at later date. Appeals are reviewed on the basis of facts surrounding the decision during the examination. Appeals based on patient behavior, tardiness, or failure to appear will not be considered. The appeals process is the final review authority and if the appeal is denied there is no further review process within the CDCA-WREB-CITA.

All reviews of Candidate Appeals include a SCORE CERTIFICATION and are based on a reassessment of the documentation of the candidate's performance on the examination. The review is limited to a determination of whether or not there exists substantial evidence to support the judgment of the examiners at the time of the examination. The review will not take into consideration other documentation that is not part of the examination process. Consideration can only be given to documents, radiographs, or other materials that were submitted during the examination and remain in the possession of the CDCA-WREB-CITA. Any other information such as radiographs, photographs, or models of a patient taken after the completion of the examination will not be considered in the appeals process. The report of the candidate appeal Panel and all other internal documents related to each appeal shall remain confidential CDCA-WREB-CITA documents and shall not be reviewed and/or released to the candidate, a representative, or anyone else. The appeal becomes a permanent part of a candidate's file maintained at the CDCA-WREB-CITA central office. If approved, there will be no fee for the retake, and the fee paid for the appeal will be refunded to the candidate. An appeal can take 4-6 weeks to complete once it is submitted.

Opinions of the candidate, auxiliaries, faculty members, patients, colleagues, examiners acting outside of the area of their assignment, and records of academic achievement are not considered in determining the results of the examination and do not constitute a factual basis for an appeal.

A candidate appeal must be made in writing by filling out the form available on the scores page of the [agency website](#), accompanied by an administrative fee in the form of a cashier's check or money order in the amount of four hundred dollars (\$400.00) payable to the CDCA-WREB-CITA sent by certified mail, addressed to:

**Candidate Appeals Panel**

CDCA-WREB-CITA  
1304 Concourse Drive, Suite 100  
Linthicum, MD 21090

# SPECIAL ACCOMMODATIONS



*CDCA-WREB-CITA administered examinations designed to provide an equal opportunity for all candidates to demonstrate their knowledge and clinical abilities. The examination is administered to accurately reflect an individual's aptitude or other skills measured by the examination, rather than an individual's impaired sensory, manual, or speaking skills, except where those skills are the factors the examination purports to measure.*



## FOR CLINICAL EXAMS:

If special accommodations or alternate arrangements are required, CDCA-WREB-CITA will attempt to make the necessary provisions, unless providing such would fundamentally alter the measurement of skills and knowledge the examination is intended to test, would result in an undue burden, or would provide an unfair advantage to the candidate with a disability.

## FOR COMPUTER-BASED EXAMS:

Requests for Testing Accommodations must be reasonable, approved (based upon appropriate documentation) and scheduled prior to a test taker appearing for an examination. Examples of accommodations include a reader, extra time or interpreter. As with clinical

examinations, all requests for accommodations must be reviewed and approved.

## DOCUMENTATION:

The appropriate professional (physician, psychologist, etc.) documentation must be submitted with your accommodation request through our website before challenging the examination. This must be received in the CDCA-WREB-CITA office no less than 45 days before the examination. CDCA-WREB-CITA reserves the right to authorize the use of any modifications in such a way as to maintain the integrity and security of the examination. Submit requests through the [Candidate Portal](#). Candidates with pending requests cannot schedule computer-based examinations until documentation is approved.

## INTERPRETERS

Candidates may employ the services of an interpreter when they or their patient(s) do not speak English or if they or their patient(s) have a hearing impairment (this is particularly important when the patient or candidate has a history of medical problems and/or is on medications). Once the interpreter is approved and registered, he/she will be given an ID badge, which must be worn at all times on the outermost garment while in the examination area, and the badge must be turned in by the candidate at the conclusion of the examination along with all other required forms and materials. Candidates are responsible for the conduct of their interpreter during the examination. Interpreters must not be:

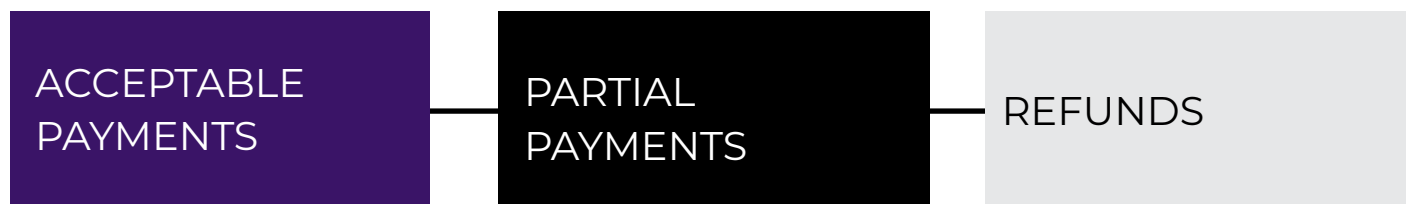
- Younger than eighteen (18) years old
- A faculty member
- A licensed or unlicensed dentist, dental hygienist or dental therapist
- A fourth year (or final year) dental student
- A final year dental hygiene student
- Simultaneously serving as the candidate's chair-side assistant for any patient-based examination

# PAYMENT INFORMATION



**THE FOLLOWING PERTAINS TO EXAMINATIONS AS REGISTERED AND PAID FOR WITHIN CDCA-WREB-CITA CANDIDATE SYSTEMS.**

**IT DOES NOT INCLUDE PAYMENT AND FINANCIAL POLICIES AS APPLICABLE TO ANY COMPUTERIZED TESTING CENTER. PLEASE CONTACT THE TESTING CENTER FOR INFORMATION REGARDING PAYMENTS AND ANY SUBSEQUENTLY ASSESSED FEES (CANCELLATION/RESCHEDULE/NO-SHOW).**



CDCA-WREB-CITA accepts VISA and MASTERCARD credit cards.

All payments must be made online through the [Candidate Portal](#) at the time of registration unless otherwise indicated (School Payors/ Appeals).

Partial payments are not accepted.

However, not all exam sections must be purchased together. Candidates are not required to register for all possible portions of any exam offered. For example, a single computerized examination retake can be purchased independently from any other transaction.

Refunds will be issued to the credit card to which the original payment was charged if the refund processing date is less than 120 days from the original payment date.

If 120 days have already passed, a refund will be issued in the form of a check.

No-shows are not issued automatic refunds. Candidates may be issued credit toward another examination dated in lieu of a refund.

A \$100.00 administrative fee will apply to all refunds post-registration deadline.



ALL RIGHTS RESERVED  
© 2023