

## Internal Policies

### **Topic #1- Abandoned Exam Results**

*History Note: Adopted 06/01/99 Board Minutes*

*Retained 06/03/2003 Board Minutes*

*Amended 04/05/2005 Board Minutes*

*Repealed Effective August 8, 2006*

### **Topic #2- Committee to Review Problem Applications**

#### 2.1 Timeliness for Processing Applications by the Board Office

The Board Office will respond to completed applications within 5 working days, if certified check or money order is sent, or forward the application to the Committee to Review Problem Applications and notify the applicant of this action. The Committee will resolve procedural matters within 10 days and report this at the next Board meeting.

*History Note: Adopted 01/28/97 Board Minutes*

*Retained 06/03/2003 Board Minutes*

*Amended 08/08/2006 Board Minutes*

#### 2.2 Committee to Review Problem Applications

*History Note: Adopted 11/18/97 Board Minutes*

*Amended 06/03/2003 Board Minutes*

*Repealed Effective August 8, 2006*

#### 2.3 Unresolved Issues

The Committee to Review Problem Applications should review problem applications; but should refer unresolved issues to the full Board for disposition at the next Board meeting. Applicants shall be notified that application is going to the full Board.

*History Note: Adopted 11/18/97 Board Minutes*

*Retained 06/03/2003 Board Minutes*

*Amended 08/08/2006 Board Minutes*

#### 2.4 Committee Appointments

The President of Board shall appoint 2 persons to serve on the Committee to review problem applications.

*History Note: Adopted 08/08/06 Board Minutes*

### **Topic #3- Apprentice Registration Certificate Issuance/Renewal Following Failure of the Exam**

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### 3.1 Apprentice Registration Certificate Issuance/ Renewal Following First Failure of Any Portion of the Exam

When an applicant fails to pass any portion of the exam for the first time, the issuance/continuation of their apprentice registration certificate until 30 days after the next exam is not automatic. Along with the paying of appropriate fees, the applicant must also:

(a) submit a written statement to the Board's office of why they feel they failed and how they will study/prepare differently before the next exam,

(b) agree to fill out and sign, along with their sponsor, the Board-approved log form detailing how their required hours of direct supervision are being fulfilled. This must be submitted to the Board's office at the approximate midpoint of their 6-months apprenticeship. Failure to comply with any of the items listed above could result in the applicant not being allowed to take the next exam, and could void their apprentice registration certificate pursuant to 21 NCAC 22F.0113(d).

*History Note: Adopted 04/05/2005 Board Minutes; Amended 07/14/2005 Board Minutes; Amended 10/04/2005 Board Minutes. Amended 06/02/2009 Board Minutes.*

### 3.2 Apprentice Registration Certificate Issuance/ Renewal Following Second Failure of Any Portion of the Exam

When an applicant fails to pass the written portion of the exam for the second time and/or the Simulator/Practicum portions for the first time the issuance/continuation of their apprentice registration certificate until 30 days after the next exam is not automatic. Along with the paying of the appropriate fees, the applicant must also:

(a) submit, with a sponsor, a written statement to the Board's office of why they feel they failed and how they will study/prepare differently before the next exam,

(b) agree to fill out and sign, along with their sponsor, the Board-approved log form detailing how their required hours of direct supervision are being fulfilled. This must be submitted to the Board's office monthly, for their 6-month apprenticeship, and

(c) Applicant and Sponsor must use study activities deemed useful to the Apprentice, in order to successfully prepare for the next exam, whether this be the preparation of study questions by the Sponsor or Apprentice, continuing education opportunities, increased direct supervision, etc. It is the joint duty of the Sponsor and Applicant to ensure that the Applicant is properly instructed before retaking failed portions of the exam. Failure to comply with any of the items listed above could result in the applicant not being allowed to take the next exam, and could void their apprentice registration certificate pursuant to 21 NCAC 22F.0113(d).

*History Note: Adopted 04/05/2005 Board Minutes; Amended 06/02/2009 Board Minutes. Amended 11/19/09 Board Minutes.*

### 3.3 Apprentice Registration Certificate Issuance/ Renewal Following Failures of the Simulator and/or Practicum Portions of the Exam

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Should the applicant fail to pass the Simulator portion of the exam, the Sponsor, or Sponsor's designee, should review the simulator instructions with the Applicant, as listed on the Board website. In addition, the Applicant and Sponsor, or Sponsor's designee, should make arrangements to practice the simulator at the Board office or via the practice CD, as often as they deem necessary. Practice sessions at the Board's office should be scheduled in advance in writing and approved by the Board's Executive Secretary.

Should the applicant fail to pass the practicum portion of the exam, the Sponsor, or Sponsor's designee, and Applicant should review earmold techniques and practicum instructions, as listed on the Board website and any other supplemental materials. The Applicant should demonstrate to the Sponsor, or Sponsor's designee, proficiency in making earmolds. Sponsor, or Sponsor's designee, and Applicant should ensure that the Applicant's earmold meet the Board Guidelines: Critique of Ear Impressions.

*History Note: Adopted 04/05/2005 Board Minutes; Amended 06/02/2009 Board Minutes.*

### **Topic #4- Apprenticeship Required for Audiology Graduate Students in Order to Fit and Sell**

#### 4.1 Audiology Graduate Students

Audiology graduate students must hold an apprentice registration certificate or license to fit and sell hearing aids before making ear impressions and/or fitting hearing aids at sites where the fitting and selling of hearing aids is conducted.

*History Note: Adopted 07/28/98 Board Minutes*

*Retained 06/03/2003 Board Minutes*

### **Topic #5- Board Minutes**

#### 6.1 Draft of Board Minutes

A draft of the minutes of Board meetings shall be sent to Board Members 30 days after regular scheduled meetings, and for special or emergency meetings, shall be sent within 10 days.

*History Note: Adopted 03/26/96 Board Minutes*

*Amended 06/03/2003 Board Minutes*

*Amended 08/08/06 Board Minutes*

### **Topic #7- Board Office Response Times**

#### 7.1 Board Office Response Times

Five issues of time of response by Board Office Staff:

- Mailing application forms (5 working days),
- Response to incomplete application (5 working days),
- how long before issuing an apprentice number (5 working days), and
- how long to notify a party that they have a complaint (3 working days).

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- In addition, the Board shall respond to any written inquiries submitted to the Board office within 90 days.

*History Note: Adopted 04/24/01 Board Minutes*

*Amended 06/03/2003 Board Minutes*

*Amended 08/08/06 Board Minutes*

*Amended 04/15/2009 Board Minutes*

### **Topic #8- Board's Memorials of Purchase of Flowers Regarding Death of Board Member**

#### 8.1 Memorials/ Purchase of Flowers

Automatic authorization for the Board Office to send flowers or memorials to the immediate family of a deceased Board Member, with the cost not to exceed \$100.00.

*History Note: Adopted 03/23/99 Board Minutes*

*Amended 06/03/2003 Board Minutes*

### **Topic #9- Committee on Investigations**

#### 9.1 Other Agencies'/Boards' Jurisdiction

In matters where it appears that other agencies/boards would have jurisdiction over a complaint, the Committee on Investigations shall decide where to send the complaint.

*History Note: Adopted 09/24/96 Board Minutes*

*Amended 06/03/2003 Board Minutes*

#### 9.2 Submission of Complaint to Accused Party and Accused Party's Response

The Board Office will submit the complaint to the accused party and the accused party's response to the complaining party, via certified mail, restricted delivery, and return receipt requested.

*History Note: Adopted 07/30/96 Board Minutes*

*Amended 06/03/2003 Board Minutes*

#### 9.3 Signing of Private Reprimands

Nichols, Board's legal counsel, recommended with respect to private reprimands that the Chair of the Committee on Investigations sign the letter.

*History Note: Adopted 02/20/01 Board Minutes*

*Retained 06/03/2003 Board Minutes*

#### 9.4 Disposal of Complaints Where No Probable Cause is Found

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*History Note: Adopted 09/09/2003 Board Minutes*

*Retained 06/03/2003 Board Minutes*

### 9.5 Investigations of Anonymous Advertising Complaints

The COI will not investigate anonymous advertising complaints where the ad (a) was published/distributed more than six months prior to being submitted to the Board, and/or (b) was submitted without the complete page showing the publication date and the name of the publication.

*History Note: Adopted 09/09/2003 Board Minutes*

*Amended 08/08/06 Board Minutes*

## **Topic #10- Continuing Education**

### 10.1 CE Topic Content Category 1 Requirement

The Board's Continuing Education Policy changed to require licensees to obtain a minimum of five (i.e., 0.50 CEUs) of the mandatory ten clock hours of continuing education in Category 1.

*History Note: Adopted 06/04/96 Board Minutes*

*Retained 06/03/2003 Board Minutes*

### 10.2 Honoraria/ Registration Fee for Speakers/Board Members at Board-Sponsored CE Programs

Honoraria/Registration Fee for Speakers/Board Members at Board-Sponsored CE Programs shall be as follows:

(a) no honoraria to manufacturers' representatives, and to non-state employee members of the Board who can receive a per diem for participation at Board-related activities other than committee meetings,

(b) waive all CE fees for presenting licensees/apprentices, including Board Members, who are seeking CEUs, as well as waive the fee for the day on which attendees who are licensees/apprentices have been asked by a Board Representative to take part in a panel discussion,

(c) pay the honorarium at a rate of \$100.00 per hour for speakers, except those only taking part in a panel discussion,

(d) in the CE fees are paid for or by the licensee/apprentice, including a Board Member, who is a speaker or who is taking part in a panel discussion, then the Board shall refund the fee,

(e) waive all CE fees for Board Members seeking CE credits who are acting as representatives of the Board at the Board-sponsored CE program, and

(f) all speakers, except for those only taking part in a panel discussion, can receive reimbursement for transportation to and from the presentation site by personal vehicle, at 25

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cents per mile. Board Members assisting with a Board-related activity can also receive 25 cents per mile.

All requests for reimbursement must be submitted on the Board's travel reimbursement form, and should be filed within 30 days after the travel period ends for which the reimbursement is being requested. Travel period is defined as the calendar month during which the travel ended.

### 10.3 Advertisement of CE Programs Submitted for Board Approval

Until the time that a CE Program has been approved by the Board, all announcements regarding the program should state that the hours "have been submitted for approval by the Board."

*History Note: Adopted 02/05/02 Board Minutes*

*Amended 06/03/2003 Board Minutes*

### 10.4 Apprentice Training Sessions Eligible for Continuing Education Approval by the Board

*History Note: Adopted 12/04/01 Board Minutes*

*Retained 06/03/2003 Board Minutes*

*Repealed on 08/08/06 Board Minutes*

### 10.5 CE Credits Earned Via Internet/On-Line Self Study

The Board's Continuing Education Policy changed to allow up to all of the required ten hours of annual continuing education credits to be earned via internet/on-line self study opportunities that have been approved by ASHA, AAA, or IIHIS, or by other organizations that the Continuing Education Committee approves.

*History Note: Adopted 04/05/2005 Board Minutes*

*Amended 2/7/2006 Board Minutes*

## **Topic #11- Ex-officio Member of Board Committees**

### 11.1 Ex-officio Member

The President of the Board shall not serve as an ex-officio member of all committees; but, rather, shall serve as a self-appointed member to specific committees.

*History Note: Adopted 07/28/98 Board Minutes*

*Retained 06/03/2009 Board Minutes*

## **Topic #12- Inquiries Made to Board Members/Representatives**

### 12.1 Inquiries

- If the Board receives a request for individual Board Members and/or Board Representatives to contact a licensee or apprentice concerning Board-related matters, the Board Office should direct the individual to submit their concerns to the Board Office in writing.

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- If individual Board Members and/or Board Representatives are directly contacted and requested to give an opinion concerning Board-related matters, Board Member or Board Representative should refer the individual back to the Board Office and request that they put their statements in writing so that the full Board can address the issue.
- If Board Members and/or Board Representatives, in their official capacity, attend a public event where they are asked to express an opinion concerning Board-related matters, they should state that the question should be submitted to the Board Office in writing so that they full Board can address the issue.

*History Note: Adopted 09/23/97 Board Minutes*

*Amended 06/03/2003 Board Minutes*

### **Topic #13- Licensing Examinations**

#### 13.1 Address a Committee of the Board After Failure of the Examination

Based on the recommendation of the Board's Attorney General's Office Representative, the Board shall have those required applicants who fail the Board's licensing examination to come before a committee of two members of the Board rather than appearing before the full Board. An applicant and their sponsor will address the Board's ad hoc Committee to Review Problem Applications.

*History Note: Adopted 03/28/00 Board Minutes*

*Amended 06/03/2003 Board Minutes*

*Amended 04/06/2004 Board Minutes*

#### 13.2 A Proctor Stopping Practicum Procedure

Registered Applicants will be notified in writing, prior to taking the Board's Licensing Examination, that a Proctor shall inform the applicant that they should immediately discontinue making or removing the earmold impression and that they are considered to have failed the practicum portion of the examination, if the Proctor observes that the applicant:

- Is using an otoscope or earlight that does not have an apparent visible light source or does not perform a pre-impression otoscopic examination;
- Did not place a cotton or foam block in the model's ear canal before starting to inset the impression material; or
- Did not visibly attempt to break the seal of the impression material before starting to remove the impression from the model's ear.

*History Note: Adopted 06/01/99 Board Minutes*

*Amended 06/03/2003 Board Minutes*

*Amended 08/08/06 Board Minutes*

#### 13.3 Licensing Examination Admission

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The Board Office shall issue an admittance card to the Board's Licensing Examination, when an applicant submits a duly made application for license by examination that includes all required documentation and fees, and it is received at the Board Office as stated in the Board's rules. After that date, the application should be referred to the Board's ad hoc Committee to Review Problem Applications. (21 NCAC 22F.0103(c))

*History Note: Adopted 06/01/99 Board Minutes*

*Amended 06/03/2003 Board Minutes*

*Amended 06/13/2006 Board Minutes*

*Amended 08/08/2006 Board Minutes*

### 13.4 Admission to Exam Without Paying Required Fees

*History Note: Adopted 04/05/2005 Board Minutes*

*Repealed 08/08/2006 Board Minutes*

### 13.5 Taking Exam Before All Requirements Are Complete

Any applicant who has not completed (a) their 365 days/750 hours of direct supervision apprenticeship year or (b) their 250 hours of direct supervision, and who wants to take the exam, must com in person with his/her sponsor before the Committee to Review Problem Applications and show just cause why s/he should be allowed to take the exam before all of their apprenticeship requirements are met.

*History Note: Adopted 04/05/2005 Board Minutes*

### 13.6 Release of the Actual Licensing Examination Score

The specific scores obtained by any individual applicant, on the Board's Licensing Examination, shall not be released.

*History Note: Adopted 08/12/97 Board Minutes*

*Amended 06/03/2003 Board Minutes*

### 13.7 Continuous Bracing of Model's Head at Licensing Examination

Registered Applicants must exhibit continuous bracing of the model's head in the anterior and/or superior region surrounding the pinna while inserting the otoblock/cotton block and the impression material into the model's ear canal, during the practicum portion of the Board's Licensing Examination.

*History Note: Adopted 02/08/2000 Board Minutes*

*Retained 06/03/2003 Board Minutes*

## **Topic #14- Payment of Fees**

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### 14.1 \$25.00 Wall Certificate Fee

The Board Office shall notify applicants, prior to taking the Licensing Examination, that the \$25.00 wall certificate fee must be submitted with application.

*History Note: Adopted 03/23/99 Board Minutes*

*Retained 06/03/2003 Board Minutes*

*Amended 08/08/2006 Board Minutes*

### 14.2 \$50.00 Examination Fee

*History Note: Adopted 03/23/99 Board Minutes*

*Retained 06/03/2003 Board Minutes*

*Repealed 08/08/2006 Board Minutes*

### 14.3 \$25.00 NSF Fee

*History Note: Amended 09/22/98 Board Minutes*

*Retained 06/03/2003 Board Minutes*

*Repealed 08/08/2006 Board Minutes*

### 14.4 Fees Paid via Personal/Company Check

Concerning those cases where payment of any fee is made via company or personal check, any requested document/documentation associated with the fee in question shall be provided no sooner than 20 calendar days or until check clears. Fees paid with Certified funds will be processed immediately.

*History Note: Adopted 01/28/97 Board Minutes*

*Retained 06/03/2003 Board Minutes*

*Amended 08/08/2006 Board Minutes*

## **Topic #15- Personal Appearances by Board- Approved Sponsor**

### 15.1 Board-Approved Sponsor-Required Personal Appearances

Any sponsor who has an apprentice that is being required to make a personal appearance before the Board or a committee of the Board for any reason must accompany that apprentice to the personal appearance.

*History Note: Adopted 04/05/2005 Board Minutes*

## **Topic #16- Public Documents**

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### 16.1 Public Record

All documents which are received by the Board Office, including letters from sponsors concerning the circumstances surrounding the termination of an apprentice, are public records and may be open for public inspection.

*History Note: Adopted 09/23/97 Board Minutes*

*Retained 06/03/2003 Board Minutes*

## **Topic #17- Regulatory Issues**

### 17.1 Medical Waiver

The Board will not impose any disciplinary action concerning “signing of a medical waiver,” except in causes of a fully completed transaction.

*History Note: Adopted 09/24/96 Board Minutes*

*Retained 06/03/2003 Board Minutes*

### 17.2 Publication of Disciplinary Actions

The Board shall publish in its newsletter and/or on its website (a) the names of persons receiving a license suspension or revocation, (b) the names of unlicensed persons whom the Board issues an injunction to stop their fitting and selling of hearing aids, and (c) the description of the violation for which a private reprimand was issued by the Board but the person’s name is not revealed, only for the violation.

*History Note: Adopted 09/09/2003 Board Minutes*

*Amended 08/08/2006 Board Minutes*

## **Topic #18- Telephone Conference Calls**

### 18.1 Telephone Conference Calls

Access shall be denied to anyone who fails to pay the fee allowed by law for persons to come to the Board’s office in order to listen to the Board’s regular or special call meetings that are conducted via telephone conference calls.

*History Note: Adopted 01/23/96 Board Minutes*

*Amended 06/03/2003 Board Minutes*

## **Topic #19- Travel Reimbursement and Per Diem**

### 19.1 Payment for Travel Reimbursement Requests

All requests from members of the Board for reimbursement must be submitted on the Board’s travel reimbursement form, and **should be filed within 30 days** after the travel period ends for

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which the reimbursement is being requested. Travel period is defined as the calendar month during which the travel ended. Reimbursement shall be paid within 10 days of receipt.

*History Note: Adopted 09/23/97 Board Minutes*

*Amended 08/05/2003 Board Minutes*

*Amended 10/20/2005 Board Minutes*

### 19.2 Per Diem Compensation

Non-state employee members of the Board can receive \$100.00 for each day they are engaged in the official business of the Board. Service related Board activity shall include: 1) attendance at Board meetings (except telephone conference call meetings) and Committee Meetings, 2) attendance at Examination and Continuing Education Programs, 3) Preparation and Presenting Examination Preparation Workshop (up to 15 days) per workshop.

*History Note: Adopted 09/23/97 Board Minutes*

*Amended 08/05/2003 Board Minutes*

*Amended 04/06/2004 Board Minutes*

*Amended 10/20/2005 Board Minutes*

### 19.3 Subsistence

#### (a) Lodging

Members of the Board can receive reimbursement for lodging, when the duration of the members' roundtrip travel plus the duration of the Board-related activity equals or exceeds 10 hours. In addition, the travel must involve a travel destination located at least 35 miles from the members' home or departure location, whichever is less. Specific dates of lodging must be listed on the reimbursement form, and substantiated by a receipt from a commercial lodging establishment that does not exceed \$59.75 per night for in-state lodging.

*History Note: Adopted 08/05/2003 Board Minutes*

*Amended 10/20/2005 Board Minutes*

#### (b) Meals- In-State

Breakfast- \$7.00- depart home prior to 6:00 a.m.

Lunch- \$9.25- depart home prior to 10:00 a.m. or return home after 2:00 p.m. (day of return)

Dinner- \$15.75- return home after 8:00 p.m.

Allowances shall not be paid to individuals for Lunches if travel does not involve an over night stay.

*History Note: Adopted 08/05/2003 Board Minutes*

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*Amended 10/20/2005 Board Minutes*

### 19.4 Convention Registration

The Board will reimburse members for the action amount of convention registration fees, as shown by a valid receipt or invoice, when and if the Board had preapproved the members' attendance.

*History Note: Adopted 08/05/2003 Board Minutes*

### 19.5 Transportation

Members of the Board can receive reimbursement for transportation by personal vehicle, at 40.5 cents per mile (IRS, business standard mileage rate) regarding their participation at Board-related activities.

*History Note: Adopted 09/23/97 Board Minutes*

*Amended 08/05/2003 Board Minutes*

*Amended 04/06/2004 Board Minutes*

*Amended 10/20/2005 Board Minutes*