



**Washington Hearing Society**  
**Hearing Aid Specialist Training Program**  
**NINE-MONTH CERTIFICATE PROGRAM**

**2023 CATALOG**

(Rev. 12/20/22)

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**WHS-HAST Program**

c/o Sandy Hubbard, Program Coordinator

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## Message from the HAST Program Coordinator



*Sandy Hubbard*  
*B.S., BC-HIS*

Thank you for your interest in the WHS Hearing Aid Specialist Training (HAST) Program. As the Program Coordinator, I am responsible for managing all the requirements of the program including enrollment, course curriculum, tracking of student progress, addressing student and supervisor needs, and maintaining compliance according to the laws and rules governing the program.

I have been involved with the HAST Program through the process of program development, curriculum & course design, and progress and compliance monitoring and tracking.

The HAST Program has exceeded our expectations and we've continued to increase our enrollments each year. The best part of my job is seeing students develop into licensed Hearing Aid Specialists and begin their careers helping others. The hearing industry has been such a blessing in my life, and I enjoy passing along my experience to others.

I look forward to working with you as you begin your career!

## Executive Board

### **President**

**Gary Lathrop, HAS**  
Hearing Aid Specialist  
License #HA00000366

### **Vice President**

**Elizabeth Miller, HAS**  
Hearing Aid Specialist  
License #HA60817604

### **Secretary**

**Kristen Ensey, HAS**  
Hearing Aid Specialist  
License #HA61016756

### **Treasurer**

**Connie Furry, HAS**  
Hearing Aid Specialist  
License #HA00002614

## Board Members

**Rick Giles, ACA, BC-HIS**  
Hearing Aid Specialist  
License #HA00000347

**Kaylin Patterson, HAS**  
Hearing Aid Specialist  
License #60787815

**Rebecca Winters, HAS**  
Hearing Aid Specialist  
License #HA60143052

**Mara Eidsvoog, HAS**  
Hearing Aid Specialist  
License #HA60740882

## Administrative Assistant

**Heather Dillon**

## Education Committee

### **Committee Chair**

**Tammy Miller, HAS**  
Hearing Aid Specialist  
License #HA00002619

**Sandy Hubbard, B.S., ACA, BC-HIS**  
Hearing Aid Specialist  
License #HA00000744

**Kristen Ensey, HAS**  
Hearing Aid Specialist  
License #HA61016756

**Connie Furry, HAS**  
Hearing Aid Specialist  
License #HA00002416

**Gary Lathrop, HAS**  
Hearing Aid Specialist  
License #HA00000366

## Our Mission

### *Moving Forward, Supporting Members*

Licensed Hearing Aid Specialists play a vital role in the care of the hearing-impaired citizens of Washington State. The need for Licensed Hearing Aid Specialists is expected to grow in the coming years. In order to meet this demand for Hearing Aid Specialists, the Washington Hearing Society created the Hearing Aid Specialist Training Program.

The mission of the Hearing Aid Specialist Training Program is to provide a comprehensive training program that will prepare graduates for licensure as Hearing Aid Specialists in Washington State. The Hearing Aid Specialist Training (HAST) program is administered in compliance with RCW 18.35 (Form A) and WAC 246-828 (Form B).

Our mission is to promote the profession of hearing aid dispensing, to protect hearing aid professionals from unfair and/or restrictive legislation, to provide education to its members to promote continued professional development and to provide for pre-licensure education to those who are interested in a career as Hearing Aid Specialists. The Washington Hearing Society advocates for improved hearing care for the citizens of Washington and requires its members to provide hearing care services at the highest level of professional standards in compliance with a strict code of ethics.

Our mission is accomplished through educational coursework and practical, work-based learning experiences. Upon completion of the HAST program, the graduate will be qualified to take the written and practical exams required in Washington State for Hearing Aid Specialists.

## OUR VISION

The Washington Hearing Society Hearing Aid Specialist Training program will be recognized as the premier private career school for training of Hearing Aid Specialists in Washington State.

## OUR HISTORY

In 1959, the hearing aid specialists who were practicing in Washington State gathered in Wenatchee, WA and formed the original Washington Hearing Society. The name of the organization was the Hearing Aid Dealers of Washington (HADOW). Articles of Incorporation were drawn up, officers were elected, and committees were appointed. Howard Doran was elected the first President of HADOW and served in that capacity from 1959 through 1961. At the first meeting, the members of the newly formed organization went on record to formally oppose unfair, restrictive legislation that was in effect at that time. HADOW continued to fight unfair legislation for hearing aid dispensing for the first decade of its existence. The efforts of the original HADOW board members were critical to the survival of hearing aid dispensing in Washington. These “early” professionals played a vital role in helping Hearing Aid Specialists gain recognition as hearing care professionals in our state. In 2000, the organization was operated under the name of the Hearing Healthcare Providers of Washington. This group was instrumental in the creation of the two-year degree programs in Hearing Aid Specialist Training that continue to be offered by Spokane Falls Community College and Bates Technical College.

The organization is currently known as the Washington Hearing Society and is registered as a 501(c) (6) entity.

In 2014 the Washington Hearing Society successfully introduced House Bill 2108 that was approved in July of 2015 as EHB 2108 (Form C). EHB 2108 created an additional pathway to licensure for Hearing Aid Specialists in Washington and allowed for the creation of the Hearing Aid Specialist Training Program.

As we near the end of our 6<sup>th</sup> year in 2022, 90 students have enrolled since the program began. 15 are currently enrolled, 52 have completed their training and obtained their Hearing Aid Specialist License. Our current licensure rate is 74%!

For additional information about HAST, please contact the Program Manager at 206-853-2022 or [sandyh@washingtonhearing.org](mailto:sandyh@washingtonhearing.org)

## ADMINISTRATIVE OFFICE

### Washington Hearing Society

11805 99<sup>th</sup> Street, Suite 1350

Vancouver, WA 98685

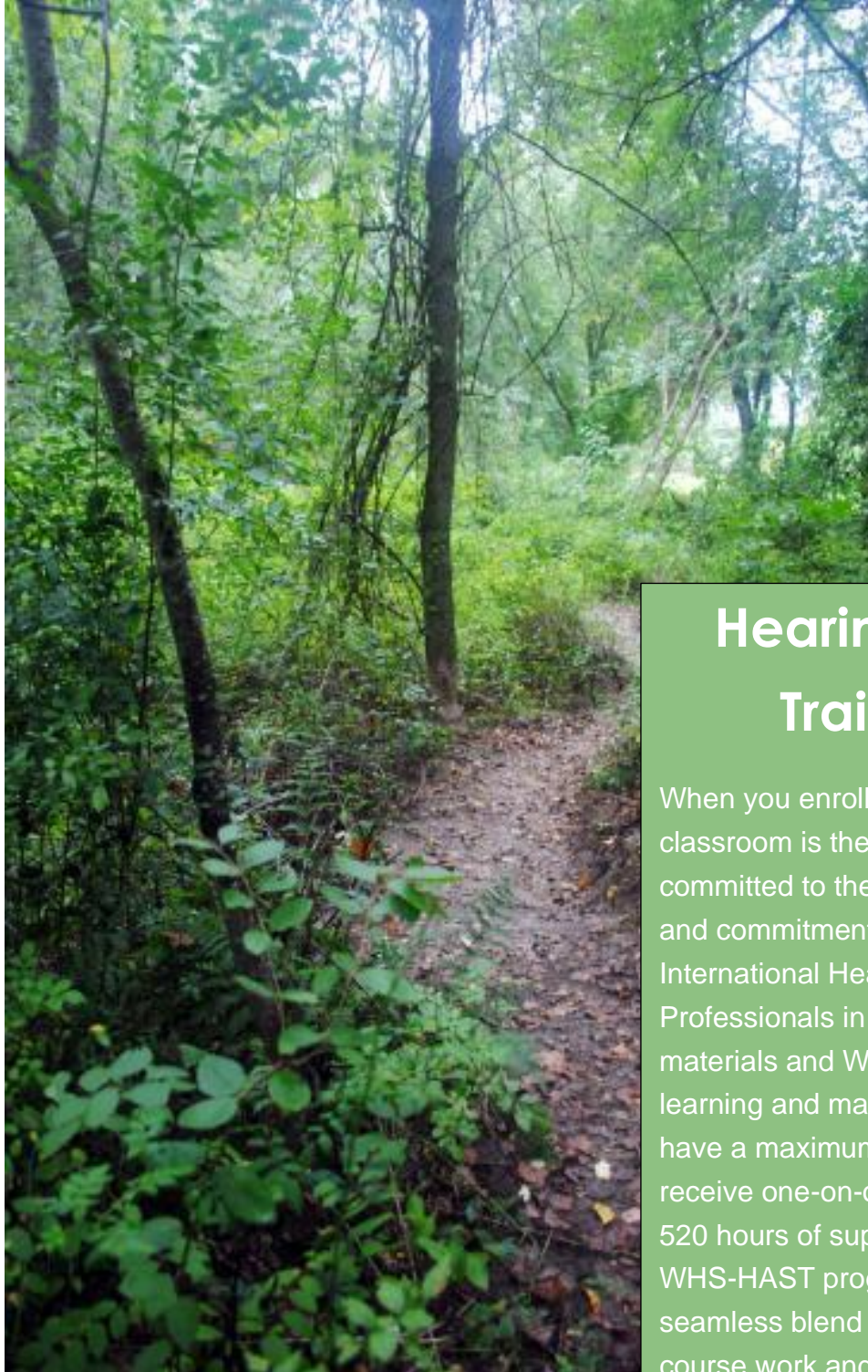
360-433-9618

[www.washingtonhearing.org](http://www.washingtonhearing.org)

### Training Locations

Offered in partnership with local businesses throughout Washington State. Please contact the administrative office or Sandy Hubbard, HAST Program Coordinator at [sandyh@washingtonhearing.org](mailto:sandyh@washingtonhearing.org) or 206-853-2022 for details.





## Hearing Aid Specialist Training Program

When you enroll in the WHS-HAST program your classroom is the workplace! Our supervisors are committed to their practices and bring that quality and commitment to you every day. Combining the International Hearing Society Distance Learning for Professionals in Hearing Health Sciences course materials and WHS-HAST course work you are learning and mastering as you go. Our supervisors have a maximum of three students so you will receive one-on-one guidance as you complete the 520 hours of supervised practical training. The WHS-HAST program is a competency based, seamless blend of independent self- study, online course work and exams and supervised client care. We are committed to making this the best training experience in Washington leading you to a rewarding career.

## LEARNING OUTCOMES & GOALS

- Progressive learning and mastery of the course materials and the practical application when faced with diverse patient concerns
- Embrace the philosophy of quality, compassionate patient care delivered daily regardless of ethnic, developmental or life stage challenges of the patients who come to us seeking hearing healthcare
- Develop diverse perspectives on hearing loss and remediation to encourage creative problem solving to achieve expected outcomes
- Develop proficiency in “best practices” of patient care
- Develop skills of critical analysis and reasoning
- Develop communication skills, including expressing quantitative ideas and facts effectively in writing and orally
- Demonstrate professionalism, integrity, ethical and social responsibility
- Acquire the knowledge, skills and expertise to pass the Hearing Instrument Specialist licensing exam in the state of Washington
- Add to the culture of academic integrity and learning through their going membership in WHS

## NON-DISCRIMINATION STATEMENT

The Washington Hearing Society Hearing Aid Specialist Training program (WHS-HAST) does not discriminate in its educational programs, admissions or activities on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability or handicap, sex or gender, marital status, gender identity and/or expression, sexual orientation, military or veteran status, genetic information, or any other characteristic protected under applicable federal, state or local law. We are committed to providing an inclusive and welcoming environment for all students, supervisors, members of our boards and staff, clients, and vendors.

## DIVERSITY STATEMENT

WHS-HAST program seeks to create a healthy, positive, respectful environment where our students, supervisors, and staff are heard and respected. The WHS-HAST community will accomplish this through ongoing awareness and development of the knowledge and skills necessary to learn, work, and thrive in a diverse community.



## RELIGIOUS ACCOMODATION

The HAST Program will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement. Students requesting a religious accommodation should make the request, in writing, directly to their instructor with as much advance notice as possible. Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students are responsible for obtaining materials and information provided during any class missed. The student shall work with the instructor to determine a schedule for making up missed work. Examples of religious accommodations may include: rescheduling of an exam or giving a make-up exam for the student in question; altering the time of a student's presentation; allowing extra-credit assignments to substitute for missed class work or arranging for an increased flexibility in assignment due dates; and releasing a graduate assistant from teaching or research responsibilities on a given day.

## STUDENT CODE OF CONDUCT

WHS-HAST program has adopted a student code of conduct. All students should familiarize themselves with the rules, regulations and policies concerning student conduct, student records, and rights of appeal. Please refer to the Washington Administrative Codes website for information about the standard of conduct that students must abide by WAC 495E-110-010; 020; 030 Standards of Conduct for Students\_(Form D)

## LICENSES AND APPROVALS

The WHS-HAST program, as an offering of the Washington Hearing Society, a chapter of the International Hearing Society (IHS), utilizes the IHS Distance Learning for Professional in Hearing Health Sciences, as part of our course requirements. The WHS-HAST program has been approved as a Nine-Month Certificate Program for Hearing Aid Specialist Training by the Washington State Department of Health Board of Hearing & Speech. \* The WHS-HAST program is registered as a Private Career School by the Workforce Training & Education Board under RCW 28(C).10 (Form E).

## TRAINING PROGRAM

The WHS-HAST program offers specialized vocational training to people 18 years of age and older who have completed a minimum of a two-year degree which include five credits each of English Composition, Basic Math, and Humanities, as required by WAC 246-828-600 (Form F). Our program is structured to complete in nine months, however WHS-HAST program allows up to two years to complete the program.

Our program encourages students to master job skills and concepts in order to complete their studies, to successfully obtain a Washington Hearing Aid Specialist license and obtain rewarding employment.

WHS-HAST program strives to ensure that its programs are relevant and include skills required for successful employment. All supervisors must be licensed in good standing and must be actively practicing as a Hearing Aid Specialist for 36 of the past 48 months immediately

preceding the beginning of supervision WAC 246-828-075 (Form G) and a member of The Washington Hearing Society. Training emphasizes the communicative, scientific and human relations skills necessary to be a good patient care provider, employee and co-worker.

Supervisors must comply with the US Equal Employment Opportunity Commission requirements (Form H).

Our Education Committee will help direct our program emphasis to meet changing industry needs.

## PROGRAM CALENDAR

The WHS-HAST program operates on an “open enrollment” basis. The maximum students that can be managed by each WHS-HAST Program Coordinator has been set at 30 students for each calendar year. Additionally, in accordance with WAC 246-828-075 (Form G) each supervisor may supervise a maximum of 3 students at a time. Depending on program enrollment levels and supervisor availability, it may be necessary for interested candidates to be placed on a waiting list.

### Hours:

- Students should consult with their worksite supervisor to establish their individual training hours.
- The WHS-HAST Program Coordinator may be contacted by email at [sandyh@washingtonhearing.org](mailto:sandyh@washingtonhearing.org) or 206-853-2022. The Administrative Office may be reached by email at [heatherd@washingtonhearing.org](mailto:heatherd@washingtonhearing.org) or by phone at 360-433-9168.
- We will respond to your inquiry within 24 hours Monday through Friday.

### Holiday Schedule:

- The WHS-HAST Program will be closed in observance of the standard federal holiday schedule. If you are attempting to contact us on a federal holiday, please try again on the next business day. Students should inquire with their worksite supervisor to determine the holidays observed by the supervising business.

## ENTRANCE REQUIREMENTS

Candidates must hold a minimum of a two-year degree in a field of study approved by the Board of Hearing & Speech from an accredited institution. The degree must be completed prior to enrolling in the WHS-HAST program. Acceptable prerequisite degrees for entry into the WHS-HAST program are baccalaureate or associate degrees from accredited institutions in any field of study which includes five credits each of 100 level or greater English composition, basic math, and humanities (WAC 246-828-600) (Form F). Students who meet these requirements must submit proof of their degree(s) and official transcript(s) to the WHS-HAST Program Coordinator for review prior to enrollment.

## SKILLS REQUIREMENTS

Based on WHS-HAST entrance requirements, ability to benefit testing is not required under WAC 490-105-140 (Form I). However, before you enroll in the WHS-HAST program you should assess your skills in the following areas. Reviewing this list of skill requirements will help you determine your readiness to take our courses and online exams.

- Do you know how to connect to the internet?
- Do you know how to use a web browser (Internet Explorer, Safari, Firefox, Google and Chrome)?
- Are you confident in your abilities to use online search engines (Google, Bing, etc.)?
- Do you know how to send and receive email using a common email provider (this will be an email of your choice)?
- Do you know how to create basic documents using MS Word and Excel including saving, sending documents as attachments, opening attachments, etc.?
- Do you know how to open, save, and manage your files and have proper storage capabilities?
- Do you have access to your own desktop or laptop computer as needed?
- Are you able to motivate yourself to work independently outside of the work site to complete required course materials and online exams?
- Does your college degree include at least 5 credit hours each of English Composition, Basic Math & Humanities?
- Are you able to work independently on your assignments but also take control of your learning and ask for assistance as needed?

## APPLICATION PROCESS

Individuals interested in enrolling in the WHS-HAST program can make application as follows:

1. Complete the Hearing Aid Specialist Training Program Application (Form J)
2. Complete the WHS Membership Application (Form K)
3. Complete the Student Registration Agreement and Declaration of Responsibility (Form L). WHS-HAST will verify your supervisor's credentials and eligibility to supervise pursuant to WAC 246-828-075 (Form G). If you do not have a worksite supervisor, please contact the Program Coordinator: Sandy Hubbard at [sandyh@washingtonearing.org](mailto:sandyh@washingtonearing.org) or 206-853-2022 prior to submitting your application. She will try to help you find a supervisor in your area. A worksite supervisor will be required in order to enroll in the program.
4. WHS-HAST requires proof of professional liability insurance coverage while you are at the worksite location(s) and are under supervision. A copy of liability insurance policy should be obtained from your worksite supervisor and must accompany your application packet.
5. Include all applicable fees with your application.
6. Request **Official Transcripts** from your previous colleges or universities to be sent directly to:

WHS-HAST  
Sandy Hubbard  
HAST Program Coordinator  
[sandyh@washingtonhearing.org](mailto:sandyh@washingtonhearing.org)

## TUITION & FEES

Membership in the International Hearing Society (IHS) is not required however, IHS offers discounts on course materials for their members. To obtain a membership application please go to [IHSinfo.org](http://IHSinfo.org)

### WHS-HAST Program Fees:

WHS Student Membership Fee.....	\$50.00
Program Application Fee.....	\$100.00
Tuition (covers 15 months or 5 reporting periods).....	\$4500.00
**Additional Tuition Fee (Per Quarter if enrolled beyond 15 months) .....	\$750.00
Books (IHS).....	\$999.00 – 1049.00
Supplies (student name badge).....	\$25.00
Other Fees and Charges (AOL Online Membership to complete Component 2) ...	<u>\$99.00</u>

### TOTAL ESTIMATED COSTS:

**\$6575.00**

\*Cost of I.H.S. Distance Learning Books/Materials may vary by student/supervisor or company based on volume discounts offered by IHS. WHS-HAST reserves the right to make changes in program fees based on enrollment levels. Other discounts may apply. Such changes will not affect currently enrolled students.

\*\* Additional Tuition Fees will be charged for students who are enrolled more than 15 months. Fees are paid per quarter starting at month 16.

### Estimated Licensing Fees:

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The following fees are not required by the WHS-HAST program but are required to obtain a Hearing Aid Specialist License. Fees are paid to the Department of Health.

Written Exam: International Licensing Exam (ILE)	\$225.00
Practical Exam: (International Hearing Society)	\$350.00
Initial License Application	\$165.00
Surety Bond (required to receive initial license)	\$125.00
Initial License	\$140.00

### Total:

**\$1005.00\***

\*Total Licensing Fees are ESTIMATED FEES ONLY and are subject to change by the Department of Health. Fees for the Written and Practical Exams are charged per exam attempt.

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## ENROLLMENT

Upon acceptance to the WHS-HAST Program, the Program Coordinator will contact the student to review and complete the Enrollment Agreement and Debt Acknowledgment Notice (Form Aa).

## TUITION/FEES PAYMENT

WHS-HAST Program accepts tuition/fee payments via cash, check, money order, Visa, Master Card, or American Express. Please allow 7 business days from the receipt of payment to properly process check payments. Tuition is due in full at the time of enrollment. The WHS-HAST program does not accept financial aid and does not take monthly installments for tuition. WHS-HAST reserves the right to make changes in program fees based on enrollment levels.

## WITHDRAWAL

A student withdrawing from a program after five (5) business days from signing the enrollment agreement must submit a Program Withdrawal Form (Form M) to the Program Coordinator via email at [sandyh@washingtonearing.org](mailto:sandyh@washingtonearing.org). Tuition will be refunded if withdrawal is within the refund period.

## REFUND POLICY

Our refund policy is in compliance with the Refund Policy for Distance Education Programs Per CHAPTER 28C.10.050, 060, and 110 RCW; WAC 490-105-030 and 040

Nothing in the following policy prevents you from contacting the Workforce Board at 360-709-4600 with any complaints or concerns.

If the student withdraws from the program in:	The school may keep this percentage of the tuition
1-30 Days	10%
31-60 Days	25%
61-90 Days	30%
91-120 Days	50%
121 Days	100%

An applicant may cancel up to five business days after signing the enrollment agreement. A student may request cancellation in any written manner (email or mail). In the event of a dispute over timely notice, the burden to prove service rests on the applicant.

If a student cancels after the fifth calendar day but before the student registers their IHS Workbook, the school may keep only a registration fee of \$150.

Refunds will be calculated from the start date of the program which is determined to be the date the student registers their IHS Course. All refunds must be paid within thirty calendar days of the student's official date of termination.

**Unpaid Internship Cancellation and Refund Policy:**

1. The school must refund all monies paid if the applicant is not accepted. This includes instances where a starting class is cancelled by the school.
2. The school must refund all monies paid if the applicant cancels within five business days (excluding Sundays and holidays) after the day the contract is signed or an initial payment is made, as long as the applicant has not begun training.
3. The school may retain an established registration fee equal to ten percent of the total tuition cost, or one hundred dollars, whichever is less, if the applicant cancels past the fifth business day after signing the contract or making an initial payment. A registration fee is any fee charged by a school to process student applications and establish a student record system.
4. If training is terminated after the student enters classes, the school may retain the registration fee established under (3) of this subsection, plus a percentage of the total tuition as described in the following table:

<b>If the student completes this amount of training:</b>	<b>School may keep this percentage of tuition:</b>
1-30 Days	10%
31-60 Days	25%
61-90 Days	30%
91-120 Days	50%
121 Days	100%

5. When calculating refunds, the official date of a student's termination is the last day of recorded attendance:



- a. When the school receives notice of the student's intention to discontinue the training program; or,
- b. When the student is terminated for a violation of a published school policy which provides for termination; or,
- c. When a student, without notice, fails to attend classes for thirty calendar days.

All refunds must be paid within thirty calendar days of the student's official termination date.

## STUDENT CODE OF CONDUCT

The WHS-HAST program may impose disciplinary sanctions against a student who commits, or aids, abets, incites, encourages, or assists another person to commit, an act(s) of misconduct, which include, but are not limited to the following prohibited conduct as outlined in WAC 495E-110-010; 020; 030 Standards of Conduct for Students (Form D)

## STUDENT CONCERN PROCESS

### Supervisor Concerns

The student concern process provides students a way to resolve problems. The following steps are to be taken in the event a student has a concern with his/her supervisor and is interested in resolving the issue:

- Step 1: The student will attempt to meet with the supervisor to discuss the issue in an attempt to arrive at a resolution. In the event that the student is unable to informally resolve the issue with the supervisor, she/he may proceed to Step 2, however, the Program Coordinator has the authority to refer the student back to the supervisor if it is deemed appropriate.
- Step 2: If the matter is not resolved at Step 1, the student will complete a Student Concern Form (Form N) and submit it to the Program Coordinator within four (4) business days of meeting with the supervisor.
- Step 3: Within four (4) business days of receiving the Student Concern Form, the Program Coordinator will schedule a telephone meeting with the supervisor and the student to resolve the issue. The Program Coordinator has the authority to refer the issue directly to the WHS Education Committee or WHS President if, in his/her judgment, the situation warrants it.
- Step 4: If the matter is not resolved with the Program Coordinator, the student will meet with the Education Committee or designee within four (4) business days. The Education Committee at the direction of the WHS President or designee will render a final decision regarding the matter.

### WHS-HAST Program Concerns

- Step 1.** Contact the Program Coordinator to discuss your concerns and seek a resolution. If the student is unable to informally resolve the issue with the Program Coordinator, she/he may proceed to Step 2.
- Step 2:** If the matter is not resolved at Step 1, the student will complete a Student Concern Form (Form N) and submit it to the Program Coordinator within four (4) business days of meeting with the Program Coordinator.

Step 3: Within four (4) business days of receiving the Student Concern Form, the Program Coordinator will schedule a telephone meeting with the student and the President of the Washington Hearing Society and the Program Coordinator to resolve the issue. The Program Coordinator has the authority to refer the issue directly to the WHS Education Committee or WHS President if, in his/her judgment, the situation warrants it.

Step 4: If the matter is not resolved with the Program Coordinator and the WHS President, the student will meet with the Education Committee or designee within four (4) business days. The Education Committee at the direction of the WHS President or designee will render a final decision regarding the matter.

This process in no way prevents me from contacting the Workforce Board at 360-709-4600 at any time with a concern or complaint. Complaint forms can be obtained at <https://wtb.wa.gov/PCSCComplaints.asp>. Complaints may be filed for one year from the date of last attendance or in the event of school closure within 60 days.

## ATTENDANCE

The WHS-HAST encourages regular attendance at all worksite locations as agreed upon with the site supervisor. This will enable the student to gain maximum benefit from the instruction that is offered. Students are responsible for their own attendance. Individual supervising work sites may have specific attendance standards, and some supervisors may have their own attendance and punctuality criteria that may factor into the student's overall performance. If the student does not attend the supervised work site often enough to complete 520 hours of practical training to meet the program and state requirements, the student risks not completing the program in the required two-year time frame.

## LEAVE OF ABSENCE

The WHS-HAST program does not grant formal leaves of absences to students.

## GRADING POLICY

Grading criteria for the WHS-HAST program is determined by each course component.

**Component 1:** The International Hearing Society's Distance Learning for Professionals in Hearing Health Sciences on graded on a % correct system. To complete the course, students must pass lesson and final exams with a minimum score of 70%.

**Component 2:** WHS-HAST program courses must be completed with a passing score of 80% on all exams.

**Component 3:** 520 Hours of Supervised Training is graded by the site supervisor according to the Student Competency Assessment Protocol as described in the Trainer Manual. Students are given a Performance Quality Rating of Beginning, Developing, Proficient, or Advanced. Students must obtain a final Performance Quality Rating of "Proficient" for each competency.

## CREDITS

The WHS-HAST Program does not operate on a "credit" system.

# GRADES

The WHS-HAST program utilizes the following grading system:

Pass

Fail

Incomplete

Withdrawal

Hardship Withdrawal

Academic Suspension

## **P – Pass**

Component 1: Minimum score of 70% on lesson exams and final exams

Component 2: Minimum score of 80% for each course exam

Component 3: Minimal Performance Quality Rating of “Proficient” for each competency.

## **F – Fail**

Component 1: Score below 70% on lesson exams and final exam

Component 2: Score below 80% for each course exam

Component 3: Failure to achieve a minimum Performance Quality Rating of “Proficient” for each competency.

## **I-Incomplete**

When a student is unable to complete the program in two years according to WHS-HAST program requirements the student will be assigned an incomplete.

## **W-Withdrawal**

A student may officially withdraw from the program by completing the Program Withdrawal Form (Form M) and submitting it to the Program Coordinator.

## **HW-Temporary Hardship Withdrawal**

Under exceptional circumstances, a student can request a hardship withdrawal by completing a **Program Withdrawal Form (Form M)**. This can be requested at any time during the program as long as a student is in good standing but, for reasons beyond his or her control, must drop out. The supervisor, the Program Coordinator, and the WHS President must approve a hardship withdrawal. A student who is awarded a hardship withdrawal may reenter the program in good standing upon written approval of the Program Coordinator and the WHS President.

## **AS – Academic Suspension**

A student will be suspended or withdrawn from the WHS-HAST program if they fail to meet the requirements of their academic probation.

# GRIEVANCES:

A student who feels he or she did not get the grade earned must first speak to the supervisor involved. If the dispute is not resolved, the student may file a Student Concern Form (Form N) with the WHS-HAST Program Coordinator.

Grade grievances must be based on:

- Grade entry errors
- If the instructor did not follow the grading criteria outlined in the course syllabus or Trainer Manual

- Grading criteria not uniformly applied. A grade grievance MUST be filed within 30 days of the date the grade was assigned.

## ACADEMIC STANDARDS OF PROGRESS

WHS-HAST expects students to be serious about their education. The academic standing of each student is carefully monitored to support each student's academic potential. The WHS-HAST is committed to student progress and academic success.

## PROGRESSIVE INTERVENTION

### **Academic Warning:**

Students may be given a written academic warning via the completed Academic Intervention Form (Form O) if they fail to meet the requirements of their training. Specifically, (1) If the student fails to submit all required quarterly documentation in a complete and timely manner to the Program Coordinator. The deadlines for documentation of supervised hours were established with each student and supervisor at the beginning of their training. (2) Failure to respond to written requests for clarification, additional information and patient audit requests.

Students receiving an Academic Warning will have 5 business days to complete the overdue course requirements or request.

A student may be given a second Academic Warning notice at the discretion of the site supervisor and Program Coordinator if they fail to complete the overdue course requirements in an additional 5 business days.

### **Academic Probation:**

A student will be placed on Academic Probation if they fail to meet the stipulations of the Academic Warning. While on Academic Probation no Student Hours will be accepted from the date of the quarterly reporting deadline until they have completed the reporting requirements.

### **Academic Suspension:**

A student will be suspended or withdrawn from the WHS-HAST program if they fail to meet the requirements of their academic probation and have not been returned to good standing by their next quarterly (90 day) reporting period. AS –“Academic Suspension” will be recorded on their WHS-HAST Transcript.

## PROGRESSIVE INTERVENTION APPEAL

Only the Academic Suspension status can be appealed. The student must notify the Program Coordinator to request a meeting with the Education Committee. Included in the notification the student must address the circumstances over which they did not have control. The appeal is an informal meeting with the Education Committee. This committee reviews appeals on a case-by-case basis. The decision of the Education Committee is final.

## LIFTING PROGRESSIVE INTERVENTION

If a student completes the terms of their academic warning(s), the WHS-HAST Program Coordinator will remove the student from Progressive Intervention and restored to good standing in writing.

## PROGRAM COMPLETION STANDARDS

A Certificate of Completion will be issued when:

- A student satisfactorily completes all course content, unit exams, and final exam of the International Hearing Society Distance Learning for Hearing Professionals with passing scores.
- A student completes the WHS-HAST program courses and exams with passing scores.
- A student completes 520 Hours of Supervised Practical Training and submits a Supervisor's Attestation of Practical Training Document (Form P) to the Program Coordinator. The Supervisor's Attestation of Training must be approved by the Program Coordinator to be considered complete.

## PROGRAM EXTENSION REQUEST

A student may be eligible for a program extension if the student has suffered a delay in completing the program requirements caused by a compelling academic reason (such as a change or unexpected conflicts of scheduling or business/training interruption, or for documented medical reasons). You must submit your request to extend your program prior to your current program end date. Once your program end date has passed, your program cannot be extended, and you are out of status. You will then need to file for reinstatement with the WHS Education Committee for consideration. Program Extension Request forms are available on the website or from the Program Coordinator.

## CERTIFICATE OF COMPLETION

A Certificate of Completion is issued to a student when the student successfully completes the program requirements. Physical documentation will be mailed to the student at the completion of the WHS-HAST program and 520 hours of supervised training. The student will receive the following documents:

- IHS Certificate of Completion (Form Q).
- IHS Final exam letter with score (Form R).
- Official transcript from the IHS Program (Form S).
- Certificate of Completion (Form T) from the Washington Hearing Society - Hearing Aid Specialist Training Program (WHS-HAST).
- WHS-HAST Program transcript. (Form U).

## RECORDS AND TRANSCRIPTS

WHS-HAST will maintain student records for a period of fifty (50) years in accordance with WAC 490-105-200 (Form V). To receive your WHS-HAST transcript or educational records, return the Records / Transcript Request Form (Form W), and required fees, to: WHS-HAST 11805 99<sup>th</sup> St., Suite 1350 Vancouver, WA 98682 or email to Sandy Hubbard, Program Coordinator at [sandyh@washingtonhearing.org](mailto:sandyh@washingtonhearing.org)

## COURSE CATALOG

The WHS-HAST Program is a competency-based certificate program consisting of three components. The program utilizes the International Hearing Society (IHS) Distance Learning for Professionals in Hearing Health Sciences course materials, online unit exams and online final exam. WHS-HAST coursework and 520 Hours of Supervised Practicum Experience are required in compliance with WAC 246-828-615 (Form X).

**Component 1: International Hearing Society (IHS) Distance Learning for Professionals in Hearing Health Sciences Course, 4<sup>th</sup> Edition.**

**Component 2: Washington Hearing Society Hearing Aid Specialist Training Courses: (Required under WAC 246-828-615).**

**Component 3: Practical Training: 520 Hours of Supervised Practicum Experience.**

Supervised Training must comply with the competency model established by the IHS Distance Learning for Professionals in Hearing Health Sciences. For information regarding the competency model and requirements for Component 3 please see Supervisor's Attestation of Practical Training Document (Form P).

Note: 260 hours of Practical Training must be completed under direct supervision.

## FORMS

All forms referenced in this catalog can be found on the Washington Hearing Society website via: <http://washingtonhearing.org/training/hast-forms/>

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Workforce Board  
128 – 10<sup>th</sup> Ave. SW  
Box 43105  
Olympia, WA 98504  
Web: [www.wtb.wa.gov](http://www.wtb.wa.gov)

Phone: 360-709-4600  
Email Address: [pvsa@wtb.wa.gov](mailto:pvsa@wtb.wa.gov)