



**Washington Hearing Society**  
**Hearing Aid Specialist Training Program**  
**(WHS-HAST)**  
**NINE-MONTH CERTIFICATE PROGRAM**

**2017 CATALOG**

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**WHS-HAST Program**

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360-607-1895  
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## Message from the President

On behalf of the Washington Hearing Society, I extend a warm welcome to the Washington Hearing Society Hearing Aid Specialist Training Program.

For over 56 years, the Washington Hearing Society has been providing quality continuing education and license preparation courses in a variety of state and regional conference settings. The Hearing Aid Specialist Training program now offers the educational and practical experience needed to prepare qualified individuals to become licensed Hearing Aid Specialists in Washington State under RCW 18.35. This program is recognized by the International Hearing Society, the Washington State Department of Health Board of Hearing & Speech, and is certified as a Private Career School by the Workforce Training and Education Board of Washington.



As an International Hearing Society State Chapter, the Washington Hearing Society recently received the 2015 State Chapter of the Year award for our efforts in creating the Hearing Aid Specialist Training program as the first and only, training program of this kind in the United States! I couldn't be more proud of our society for this accomplishment.

Our Executive Board, Board Members, Education Committee and Program Coordinator are all here to assist you and your supervisor in the completion of the Hearing Aid Specialist Training program requirements. Our goal is to assure that all graduates and supervisors have the skills necessary to be successful in the workplace and that all licensed professionals are committed to providing the highest quality of care to the hearing impaired citizens of our great state.

Driven by our mission, the Washington Hearing Society is proud of the legislative efforts we achieved in cooperation with the Washington State Department of Health, Board of Hearing & Speech to make this training program a reality. For me personally, this program is the realization of a long-term vision. I wish you all the best as you begin training and look forward to having you.

A handwritten signature in cursive script that reads "Sandy Hubbard".

Sandy Hubbard, B.S., BC-HIS

## WHS Executive Board



### PRESIDENT

**Sandy Hubbard, B.S., BC-HIS, ACA**  
Hearing Aid Specialist  
Washington License #: HA00000744  
Licensed Since: 1993  
Current Position: Owner, Northwest Hearing  
Services, LLC  
DBA Miracle-Ear Hearing Aid Centers, Seattle, WA



### PAST PRESIDENT

**Carl Arends, HAS**  
Hearing Aid Specialist  
Washington License #: HA00002670  
Licensed Since: 2003  
Current Position: Owner, Hometown Hearing,



### PRESIDENT-ELECT

**Diane Fox, BC-HIS**  
Hearing Aid Specialist  
Washington License #: HA00002405  
Licensed Since: 2000  
Current Position: Owner, All About  
Hearing, Burlington, WA



### SECRETARY

**Connie Furry, HAS**  
Hearing Aid Specialist  
Washington License #: HA00002416  
Licensed Since 2000  
Current Position: Hearing Aid Specialist  
Vancouver Hearing Aid Center, Vancouver, WA



### TREASURER

**Paula Cain**  
Licensed Business Owner  
Licensed since:  
Current Position: Owner, Hearing Aid  
Consultants, Inc.  
Vancouver, WA

## WHS Board Members



**Monica Hendsch, B.S., BC-HIS**

Hearing Aid Specialist  
Washington License #: HA60285027  
Licensed Since: 2012  
Current Position: Hearing Aid Specialist,  
Certified Hearing Aid Center, Port Angeles, WA



**Brenda Haltom, BC-HIS**

Hearing Aid Specialist  
Washington License #: HA00002055  
Licensed Since: 1997  
Current Position: Owner, Certified Hearing Aid



**Ralph Lenhard, BC-HIS, ACA**

Hearing Aid Specialist  
Washington License #: HA00000024  
Licensed Since: 1973  
Current Position: Division Manager,  
American Hearing Aid  
Associates (AHAA), Yakima, WA



**Ronald Scheurer, M.A.**

Licensed Audiologist  
Washington License #: LD00001630  
Licensed Since: 1997  
Current Position: Owner, Vancouver  
Hearing Aid Center & RJS Acoustic  
Services, Vancouver, WA

## Education Committee



**Committee Chair**

**Tammy Miller, HAS**

Hearing Aid Specialist  
Washington License #: HA00002619  
Licensed Since: 2002 Current Position:  
Director of Training, Costco Hearing Aid  
Centers, Issaquah, WA



**Committee Member**

**Connie Furry, HAS**

Hearing Aid Specialist

Washington License #: HA00002416

Licensed Since 2000

Current Position: Hearing Aid Specialist

Vancouver Hearing Aid Center, Vancouver, WA



**Committee Member**

**Sheryl Arends, BC-HIS**

Hearing Aid Specialist

License #: HA0000804

Licensed Since: 1995

Current Position: Owner, Hometown

Hearing, Wenatchee, WA



**Committee Member**

**Lynn Byrne, MSPA**

Licensed Audiologist

Washington License #: LD00001002

Licensed Since: 1978 (HAS) / 1997

(Audiologist)

Current Position: Owner, Audiologists

Northwest, Bremerton, WA



**Committee Member**

**Ronald Scheurer, M.A.**

Licensed Audiologist

Washington License #: LD00001630

Licensed Since: 1997

Current Position: Owner, Vancouver

Hearing Aid Center & RJS Acoustic

Services, Vancouver, WA



**Committee Member**

**WHS-HAST Program Coordinator**

**Susan Agricola, M.S., CCC-A**

Licensed Audiologist

Washington License #: LD2462

Oregon License# 0200120

Licensed Since: 1976(Utah)

Current Position: Solo-Entrepreneur- Galloping Girls

## 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](#) (Appendix A) and [WAC 246-828](#) (Appendix 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](#) (Appendix 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.

## ADMINISTRATIVE OFFICE



### Washington Hearing Society

12504 NW 45<sup>th</sup> Court  
Vancouver, WA 98685  
360-433-9618

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





## 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 AND 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.

## 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](#) (Appendix 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](#) (Appendix 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](#) (Appendix 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](#) (Appendix 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](#) (Appendix 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 40 students for the 2017 calendar year. Additionally, in accordance with WAC 246-828-075 (Appendix 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 [sagricola@comcast.net](mailto:sagricola@comcast.net) or 360-607-1895.
- The Administrative Office may be reached by email at [washingtonhearing.org](http://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 include five credits each of 100 level or greater English composition, basic math, and humanities ([WAC 246-828-600](#)) (Appendix 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](#) (Appendix 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](#) (Appendix J)
2. Complete the [WHS Membership Application](#) (Appendix K)
3. Complete the [Student Registration Agreement and Declaration of Responsibility](#) (Appendix L). WHS-HAST will verify your supervisor's credentials and eligibility to supervise pursuant to WAC 246-828-075 (Appendix G). If you do not have a worksite supervisor, please contact the Program Coordinator: [sagricola@comcast.net](mailto:sagricola@comcast.net) or 360-607-1895 prior to submitting your application. He/she will try to help you find a supervisor in your area. The WHS-HAST Program Coordinator will manage a list of potential supervisors who have expressed an interest and willingness to assist prospective students with their training. 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 college or university to be sent directly to:

WHS-HAST  
 Susan Agricola  
 PO Box 826  
 Tualatin, OR 97062  
[sagricola@comcast.net](mailto:sagricola@comcast.net)



## 2017 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.....	\$25.00
Program Application Fee.....	\$100.00
Tuition.....	\$3500.00
Books (IHS).....	\$346.50 - \$899.95*
Supplies (Student Name Badge).....	\$25.00
Other Fees and Charges (AOL Online Membership FOR Component 2)...	\$99.00
<b>TOTAL COST FOR THE COURSE</b>	<b>\$3971.50 - \$4648.95</b>

\*Cost of I.H.S. Distance Learning Books/Materials may vary by student/supervisor or company based on volume discounts. 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.

### 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:

Written Exam: International Licensing Exam (ILE)	\$225.00
Practical Exam: (International Hearing Society)	TBD*
Initial License Application	\$165.00
Surety Bond (must obtain in order to receive initial license)	\$100.00
Initial License	\$140.00
<b>Total Additional Fees:</b>	<b>\$630.00*</b>

\*Total Additional Fees do not include Practical Exam fees to be determined by Department of Health (DOH).

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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](#) (Appendix 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](#) (Appendix M) to the Program Coordinator via email at [sagricola@comcast.net](mailto:sagricola@comcast.net) 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.

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

If the student completes this percentage of lessons:	The school may keep this percentage of the tuition cost:
0% - 10% (0 – Lesson 4)	10%
11% - 25% (Lesson 5-10)	25%
26% - 50% (Lesson 11-19)	50%
More than 50% (Lesson 20-38)	100%

If a student cancels after the fifth calendar day but before the school receives the first completed IHS lesson, the school may keep only a registration fee of either \$50 or an amount equal to 15 percent of the tuition (in no case is the school entitled to keep a registration fee greater than \$150).

Refunds will be determined by calculating the amount of the course completed by dividing the number of lesson assignments contained in the program by the number of completed lessons received from the student. 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>
One week or up to 10%, whichever is less	10%
More than one week (or 10%), whichever is less, but less than 25%	25%
25% through 50%	50%
More than 50%	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](#) (Appendix 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](#) (Appendix 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 in an attempt 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. In the event that 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](#) (Appendix 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, Sandy Hubbard, President of the Washington Hearing Society and the Program Coordinator in an attempt 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/PCS\\_Complaints.asp](https://wtb.wa.gov/PCS_Complaints.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% lesson exams and final exam

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](#) (Appendix 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](#) (Appendix 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](#) (Appendix 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](#) (Appendix O) if they fail to meet the requirements of their training. Specifically, if the student fails to submit documentation of their IHS transcript and supervised hours completed at required 90 day intervals to the Program Coordinator. The deadlines for documentation of supervised hours will be established with each student and supervisor at the beginning of their training. Students receiving an Academic Warning will have 30 days to complete the overdue course requirements.

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 30 days.

### **Academic Probation:**

A student will be placed on Academic Probation if they fail to submit required documentation of their IHS Transcript and supervised hours before the next reporting period.

### **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. 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.

## 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](#) (Appendix P) to the Program Coordinator. The Supervisor's Attestation of Training must be approved by the Program Coordinator in order to be considered complete.

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

## RECORDS AND TRANSCRIPTS

WHS-HAST will maintain student records for a period of fifty (50) years in accordance with [WAC 490-105-200](#) (Appendix V). To receive your WHS-HAST transcript or educational records, return the [Records / Transcript Request Form](#) (Appendix W), and required fees, to: WHS-HAST 12504 NW 45<sup>th</sup> Court, Vancouver, WA 98685.

## 2017 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](#) (Appendix X).

## **Component 1: International Hearing Society (IHS) Distance Learning for Professionals in Hearing Health Sciences Course.**

### Unit I: The Human Ear

- The Outer Ear and Disorders of the Outer Ear
- The Middle Ear, Disorders of the Middle Ear & Tympanometry
- The Inner Ear and Disorders of the Inner Ear

### Unit II: Audiometric Testing

- Introduction to Audiometry
- Masking
- Speech Testing
- Testing Procedures
- Audiogram Interpretation

### Unit III: Hearing Instruments

- Ear molds and Ear Impressions
- Acoustics
- Psychoacoustics
- Hearing Instruments
- Hearing Instrument Technology

### Unit IV: Hearing Instrument Fitting

- ANSI Standards
- Instrument Selection
- Fitting Formulas and Procedures
- Fitting Verification and Validation
- Psychological Aspects of Hearing Loss
- Post-Fitting Care, Follow-Up and Rehabilitation
- Maintenance, Modification and Repair

## **Component 2: Washington Hearing Society Hearing Aid Specialist Training (WHS-HAST) Courses:**

Course #100: **Intro to Communicative Disorders:** *Exploring Communication Disorders A 21st Century Introduction through Literature and Media*, Dennis C. Tanner, (Text Book and Student Essay)

Course #26014: **Cochlear Implantation in Older Adults**, presented in partnership with American Cochlear Implant Alliance 1 hour (Audiology Online)

Course #20446: **Bone Anchored Hearing Aids- Single Sided Deafness: Tunnel of Care**, 1 hour (Audiology Online)

Course #24982: **Implantable Devices: Clinical Considerations for Fitting Modern Hearing Aids**, Four Part/ 4 hours (Audiology Online)

Course #26166: **Compliance in Audiology: Documentation, Ethics and Legal Issues** Two Part/ 3 hours (Audiology Online)

Course #200: **Genetic and Infectious Hearing Loss** 1 hour (WHS-HAST Webinar)

Course #300: **HIV/Aids for Health Professionals**, 1 hour (Audiology Online #27270 or)

### **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](#) (Appendix P).

## WHS-HAST PROGRAM COURSE MAPPING

The following table is provided for information purposes only. The information shown in Column A (left) represents the Washington Administrative Code requirements for Nine-Month Certificate Training Programs under WAC 246-828-615 (Appendix X). Column B (right) lists the corresponding WHS-HAST program content.

<b>Column A</b>	<b>Column B</b>
WAC 246-828-615 Standards for hearing aid specialist programs.	Washington Hearing Society's 9 Month Certificate Program for Hearing Aid Specialists
(a) Supervised practicum: Including hands-on experience with patients.	The International Hearing Society's Trainer Manual provides a roadmap for teaching the practical application of core competencies.
(i) The supervised practicum must consist of a minimum of five hundred twenty hours.	Supervisors sign an attestation of completion of the required 520 hours of hands-on instruction per WAC 246-828-075
(ii) Two hundred sixty of the five hundred twenty hours must be directly supervised. The remaining hours may be directly or indirectly supervised.	Supervisors sign an attestation of the required 520 hours of hands-on instruction. This form tracks the directly supervised hours and the indirectly supervised hours to meet WAC requirements. Reporting of hours is required in 90-day intervals. WHS HAST Program Coordinator also conducts audits at 90 day reporting intervals and hours are deducted if they do not comply with WAC and competency requirements.
(iii) Methods of instruction on effective communication strategies for individuals with hearing impairments.	IHS Trainer Manual Unit I. IHS Student Textbook Chapter 5: Pre-Audiometric Assessment; Student Workbook Lesson 12: Exploring the Hearing Loss.
(b) Occupational communications: Documentation of professional activities.	Audiology Online (AOL) Course # 26166 Compliance in Audiology: Documentation, Ethics and Legal Issues
(c) Occupational human relations: Code of professional ethics.	Audiology Online (AOL) Course # 26166 Compliance in Audiology: Documentation, Ethics and Legal Issues; IHS Code of Ethics



<p>(d) Acoustics: The physics of sound and basic acoustics.</p>	<p>Distance Learning for Professionals in Hearing Health Sciences Domain 1 Conduct Patient/Client Assessment; Textbook Chapter 2 – Acoustics; Workbook Lesson 3 – Acoustics; Lesson 4 – Psychoacoustics; Lesson 19 – Speech Acoustics</p>
<p>(e) Hearing instrument sciences: Basic electronics, circuit designs of hearing instruments, testing methodology of instruments, test standards, familiarity with all major types of instruments on the market, basic signal processing, programming of digital instruments using computers.</p>	<p>Distance Learning for Professionals in Hearing Health Sciences Domain 3-Select Hearing Devices; Textbook Chapter 10 – Hearing Instruments; Workbook Lesson 27 – Hearing Instrument Technology; Lesson 28 Hearing Instrument Styles and Applications; Lesson 29-Hearing Instrument Electroacoustic Measurements (ANSI Standards); (Text): Digital Signal Processing Supplement for Hearing Aids by David A. Preves, Ph.D.</p>
<p>(f) Hearing physiology and anatomy: Anatomy and physiology of the human auditory system.</p>	<p>Distance Learning for Professionals in Hearing Health Sciences Domain 1: Conduct Patient/Client Assessment; Textbook Chapters 4-5: Anatomy &amp; Physiology of the Auditory System (2 parts); Workbook Lesson 6 – The Outer Ear; 7-Disorders of the Outer Ear; 8-The Middle Ear; 9 – Disorders of the Middle Ear; 10 – Inner Ear &amp; Auditory Pathways; 11 – Cochlear &amp; Retro-cochlear Disorders.</p>
<p>(g) Pathophysiology of auditory system: Introductory level study of genetic disorders and infectious diseases of the auditory system</p>	<p>Course #200: <b>Genetic and Infectious Hearing Loss</b>, 1 hour (WHS-HAST Webinar)</p>
<p>(h) Psychological aspects of hearing loss: Curricula should be designed so the student understands:</p>	<p>Distance Learning for Professionals in Hearing Health Sciences Domain 2 – Interpret and Apply Assessment Results; Textbook Chapter 9 – Interpretation and Presentation of Test Results; Workbook Lesson 12 – Exploring the Hearing Loss; Lesson 25 Presenting the Test Results to the Patient/Client &amp; Family; Lesson 31 – Geriatric Considerations in Hearing Aid Fitting. Domain 4 – Fit &amp; Dispense Hearing Devices – Textbook Chapter 14 – Counseling; Workbook Lesson 38 – Counseling; Lesson 39 – Beyond Hearing Instruments.</p>
<p>(i) How hearing loss affects patients and others close to them;</p>	<p>(h) &amp; (i) are covered together – see details shown above</p>

<p>(ii) How to follow up with patients after initial fitting; and</p>	<p>Distance Learning for Professionals in Hearing Health Sciences  Domain 5: Provide Continuing Care; Textbook Chapter 13 – Fitting Verification &amp; Validation; Chapter 14 – Counseling; Chapter 15 – Maintenance, Modifications &amp; Repair. Workbook Lesson 35 – Fitting Verification; Lesson 36 – Fitting Validation Protocols; Lesson 37 – Fitting Validation; Lesson 38 – Counseling; Lesson 40 – Maintenance, Modifications, &amp; Repair</p>
<p>(iii) Methods of instruction on effective communication strategies for individuals with hearing impairments.</p>	<p>Distance Learning for Professionals in Hearing Health Sciences Domain 2 – Interpret &amp; Apply Assessment Results; Workbook Lesson 31 – Geriatric Considerations; Domain 4 – Fit and Dispense Hearing Devices; Textbook Chapter 14 – Counseling; Workbook Lesson 38 – Counseling; Lesson 39 – Beyond Hearing Instruments.</p>
<p>(i) Audiometrics: Performing pure tone and speech audiometry and interpretation, measuring output of instruments both in the lab and in the ear.</p>	<p>Distance Learning for Professionals in Hearing Health Sciences Domain 1 – Conduct Patient/Client Assessment. Textbook Chapter 5 – Pre-Audiometric Assessment; Chapter 6 – Pure Tone Audiometry; Chapter 7 – Speech Audiometry; Chapter 8 – Immitance. Workbook Lesson 14: Intro to Audiometric Evaluation; Lesson 15 – Pure Tone Air Conduction; Lesson 16 – Pure Tone Bone Conduction Audiometry; Lesson 17 – Masking for Air Conduction Audiometry; Lesson 18 – Masking for Bone Conduction Audiometry; Lesson 19 – Speech Acoustics; Lesson 20 – Speech Audiometry; Lesson 22 – Additional Testing for the Hearing Aid Instrument Fitting; Domain 3: Select Hearing Devices; Textbook Chapter 10 – Hearing Instruments; Workbook Lesson 27 – Hearing Instrument Technology; Lesson 28 – Hearing Instrument Styles &amp; Applications; Lesson 29 – Hearing Instrument Electroacoustic Measurements (ANSI Standards). Domain 4 – Fit and Dispense Hearing Devices. Textbook Chapter 12 – Hearing Instrument Fitting; Chapter 13 – Fitting Verification &amp; Validation. Workbook Lesson 34 – The Delivery; Lesson 35 – Fitting Verification; Lesson 36 – Fitting Validation Protocols; Lesson 37 – Fitting Validation.</p>
<p>(j) Earmolds: Emphasis on impression-taking techniques, practical skills, safety, selection, and modification. Direct</p>	<p>Distance Learning for Professionals in Hearing Health Sciences Domain 1: Conduct Patient/Client Assessment. Workbook Lesson 5 – Infection Control; Lesson 13 – Otoscopy &amp; Bracing. Domain 3 – Select Hearing Devices. Textbook Chapter 11 – Ear</p>

<p>supervision is required for all earmold impressions.</p>	<p>Impressions &amp; Earmolds. Workbook Lesson 32 – Ear Impressions; Lesson 33 – Earmolds &amp; Other Acoustic Couplers.</p>
<p>(k) Instrument selection: Recommending the best technology according to the patient's or client's needs from basic through advanced analog and digital instruments, including referrals for medically implantable devices.</p>	<p>Distance Learning for Professionals in Hearing Health Sciences Domain 2 – Interpret &amp; Apply Assessment Results. Textbook Chapter 9 – Interpretation and Presentation of Test Results. Workbook Lesson 24 – Audiometric Interpretation; Lesson 25 – Presenting the Test Results to the Patient/Client &amp; Family; Lesson 30 – Hearing Instrument Candidacy; Lesson 31-Geriatric Considerations. Domain 3 – Select Hearing Devices. Textbook Chapter 10 – Hearing Instruments; Chapter 11 – Ear Impressions &amp; Earmolds; Workbook Lesson 27 – Hearing Instrument Technology; Lesson 28 – Hearing Instrument Styles &amp; Applications; Lesson 29 – Hearing Instrument Electroacoustic Measurements; Lesson 32 – Ear Impressions; Lesson 33 – Earmolds and Other Acoustic Couplers; Lesson 39 – Beyond Hearing Instruments.</p>

<p>(l) Health care and business: Laws governing the profession, insurance aspects, health care management, advertising, marketing, purchase agreements, and sales.</p>	<p>IHS Trainer Manual Appendix D: WAC HEARING AND SPEECH Chapter 246-828 &amp; IHS Trainer Manual Appendix F: TITLE 21-- FOOD AND DRUGS CHAPTER I--FOOD AND DRUG ADMINISTRATION DEPARTMENT OF HEALTH AND HUMAN SERVICES SUBCHAPTER H--MEDICAL DEVICES;</p>
<p>(m) Introduction to speech-language pathology and audiology.</p>	<p>Course #100: Intro to Communicative Disorders: Exploring Communication Disorders a 21st Century Introduction through Literature and Media, Dennis C. Tanner (Text Book and Student Essay)</p>
<p>(n) Overview of medically implantable devices, including criteria for referral.</p>	<p>AOL Course # 20446 Single Sided Deafness: Tunnel of Care - Oticon Medical; AOL Course # 26014 Cochlear Implantation in Older Adults. Recommendations regarding when to refer older adults for a cochlear implant evaluation will be discussed; AOL Course # 24982 Clinical Considerations for Fitting Modern Hearing Aids - Gus</p>

	<p>Mueller. General criteria for candidacy are discussed and an overview of implantable devices and their place in the clinical picture is provided.</p>
<p>Additional W.H.S. Training Offered to Students, Supervisors and Licensees</p>	<p>Infection Control: Course offered by W.H.S. twice a year at the Tri State Hearing Convention (March) and the W.H.S. Summer Meeting (August). The course is recommended for all students during the course of their training to increase awareness of health and safety for students, supervisors, and public health. Course will provide requirements for license renewal if audited in Washington State (1 hour every 3 years) - Course was held at 2015 Summer Meeting with 20+ licensed attendees.</p>

## LINKS TO APPENDICES

[Appendix A: RCW 18.35 – Hearing & Speech Sciences](#)

[Appendix B: WAC 246-828 Hearing & Speech](#)

[Appendix C: EHB-2108 – Engrossed House Bill 2108 – Hearing Aid Specialists](#)

[Appendix D: WAC 495E-110 – Student Conduct Code & Hearing Procedures](#)

[Appendix E: RCW 28\(C\).10 – Private Vocational Schools](#)

[Appendix F: WAC 246-828-600 – Approval of Programs for Hearing Aid Specialist Instruction](#)

[Appendix G: WAC 246-828-075 – Supervisors of Students](#)

[Appendix H: Equal Employment Opportunity Commission \(EEOC\)](#)

[Appendix I: WAC 490-105-140 – What are student admissions standards](#)

[Appendix J: WHS-HAST Program Application](#)

[Appendix K: WHS Membership Application](#)

[Appendix L: Student Registration Agreement & Declaration of Responsibilities](#)

[Appendix M: Program Withdrawal Form](#)

[Appendix N: Student Concern Form](#)

[Appendix O: Academic Intervention Form](#)

[Appendix P: Supervisor’s Attestation of Practical Training Hours](#)

[Appendix Q: IHS Certificate of Completion \(Sample\)](#)

[Appendix R: IHS Final Exam Letter and Score Report \(Sample\)](#)

[Appendix S: IHS Transcript](#)

[Appendix T: WHS-HAST Certificate of Completion](#)

[Appendix U: WHS-HAST Transcript](#)

[Appendix V: WAC 490-105-200 – Minimum Requirements for Record Retention](#)

[Appendix W: Records & Transcript Request Form](#)

[Appendix X: WAC 246-828-615 – Standards for Hearing Aid Specialist Programs](#)

[Appendix Y: WHS Code of Ethics](#)

[Appendix Z: IHS Code of Ethics](#)

[Appendix Aa: Enrollment Agreement/Debt Acknowledgment](#)

[Appendix Ab: HAST Program Flow Chart](#)

[Appendix Ac: IHS Distance Learning Program Competency Mapping](#)

[Appendix Ad: Student Complaint Disclosure Process](#)

This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to the:

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)