

## **HTCC Policy on Exam Challenges**

It is the policy of the Hand Therapy Certification Commission ("HTCC") to provide every candidate with an opportunity to question the reliability, validity, and/or fairness of a test and its questions. Candidates may comment about any test question or questions individually during the examination. Comments on test procedures or the test site can be made during the post-examination survey. These comments are forwarded to HTCC by AMP. Alternatively, a candidate may submit a complaint in writing to the HTCC Executive Director no later than fourteen (14) calendar days after taking the examination. Complaints and challenges must be communicated in writing and within this timeframe; HTCC will NOT consider late challenges or complaints, or challenges or complaints not submitted in writing.

All challenges and complaints shall receive HTCC's full attention. HTCC will investigate each challenge or complaint and acknowledge it in writing to the complaining candidate. All comments will be kept in HTCC's records.

Required Information: Comment forms and letters should describe the basis for the content challenge or administrative complaint in as much detail as possible, including the:

- candidate's name, address, and telephone number;
- name, address, and telephone number of person(s) alleged to be involved;
- names, addresses, and telephone numbers of others who may have knowledge of the facts and circumstances concerning the situation;
- date and location of the test administration; and
- remedy desired by the candidate.

Mailing Information: A written letter of complaint must be submitted no later than fourteen (14) calendar days after taking the exam to the following address: Executive Director, HTCC, 1337 Howe Ave, Suite 203, Sacramento, CA 95825; e-mail: [info@htcc.org](mailto:info@htcc.org); fax: 866-329-1476.

Questions of Exam Validity: Comments regarding examination validity will be reviewed by the HTCC Exam Committee upon referral by testing company staff. The potential changes resulting from this review are generally limited to amending or eliminating the question. Whether a change is necessary will be determined by the Exam Committee based upon the nature and severity of the situation.

For security reasons, examination materials shall not be available for review by candidates. Scored answer sheets and test books are not open to public inspection or subsequent review by the candidate.

Other Questions: Complaints based on test administration practices or other circumstances not related to exam validity will be reviewed and investigated by the HTCC Executive Director in consultation with the Chair of the Exam Committee. If the Executive Director determines that the complaint is frivolous or fails to state a violation of HTCC's rules, HTCC shall take no further action. If the Executive Director determines that good cause may exist to question

compliance with HTCC rules, HTCC will investigate further. In general, HTCC will consider remedial action only in the event that a negative effect upon group scores is found. The potential recourse available to affected candidates is limited to a waiver or reduction of fees; A PASSING SCORE IS REQUIRED FOR CERTIFICATION IN ALL INSTANCES.

Appeal: A candidate may appeal a decision to the HTCC Board of Directors. However, the Board of Directors will only reconsider the decision if the candidate provides a rationale for why the original disposition was arbitrary or capricious. Any such appeal shall be limited to written briefs. The decision of the Board of Directors shall be final.