



HAND THERAPY CERTIFICATION COMMISSION

## 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 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 its testing company.

Alternatively, a candidate may submit a comment in writing no later than fourteen (14) calendar days after taking the examination. Please direct exam comments to the following address: Executive Director, HTCC, 180 Promenade Circle, Suite 300 #41 Sacramento, CA 95834; e-mail: [info@htcc.org](mailto:info@htcc.org); fax: 916-922-0210.

Comments will be reviewed by HTCC and testing company personnel. Whether corrective action is necessary will be determined by HTCC based upon the nature and severity of the situation.

Test question challenges will be reviewed by the HTCC Credentialing 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 Credentialing Committee.

Regarding test administration complaints, the potential recourse available to affected candidates is generally limited to a waiver or reduction of fees for a re-take of the examination.

In the event of an examination irregularity on the part of a candidate, HTCC may withhold an examination score pending resolution of the matter. HTCC may cancel an examination score if there is adequate reason to question its validity because of misconduct or other circumstances.

For security reasons, examination materials are not open to public inspection or review by a candidate. A passing score is required for certification in all instances.