



Alliance for
Continuing Education
in the Health Professions

Certified Healthcare CPD Professionals (CHCP) Examination

CANDIDATES HANDBOOK

Application and Registration Instructions

Alliance for Continuing Education in the Health Professions

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I. ABOUT ALLIANCE FOR CONTINUING EDUCATION IN THE HEALTH PROFESSIONS

Incorporated in 1976, the Alliance is the recognized leader and trusted partner for the professional healthcare educator across healthcare professions who seek to develop, deliver and manage relevant, meaningful healthcare continuing education. The Alliance supports a community that creates and shares inter-professional best practices that empower them to succeed and add credibility to their role as professional continuing healthcare educators which includes physicians, nurses, nurse practitioners, physician assistants, pharmacists, among others. Members also include healthcare continuing education professionals who represent federal healthcare, healthcare education organizations, hospital health systems, industry, medical education companies, medical schools, medical specialty societies and state medical societies.

The mission of the Alliance is to connect healthcare education professionals to promote best practices that improve patient care.

The Alliance has contracted with Schroeder Measurement Technologies (SMT), an international test development company, to advise and oversee the standardized steps required to create a certification examination that is psychometrically valid and legally defensible. All online data collection will be handled by SMT's secure servers, consistent with the published privacy policies at <http://home.smttest.com/>.

For more information, visit acehp.org.

II. APPLYING AND REGISTERING FOR THE CREDENTIAL

Persons employed or volunteering in any segment of the Healthcare CPD community may apply to be considered as a candidate.

STEP 1: ELIGIBILITY

The Alliance Certification Commission determines eligibility via the [Eligibility Criteria Worksheet](#).

- Download, complete, and submit your **Eligibility Criteria Worksheet** to the Alliance via email at acehp@acehp.org. In order to sit for the Certification exam, candidates must document at least 18 Education and Experience Points as noted on the worksheet. Save your Worksheet for your files; you may be asked later to verify submitted information.
- **You have 1 year (four testing windows) from your approval date to take the CHCP examination.**

- ***You should wait until you receive the approval letter with instructions to apply and register.***

STEP 2: APPLICATION

If you are qualified and approved to sit for the CHCP exam, you will receive an email with a link to the **Certification Examination Application** and payment process.

- Complete the **Certification Examination Application**. During the Application process, you will select a window of time when you want to take the examination. During the Registration process, you may reserve a date, time and location only inside that window. Submit your credit card payment online. (See below Step 3 for Application details)
- After your online payment has cleared, you will receive an “Application Approval and Payment Receipt” via email (addressed to the email you used on the application form).
- When your Application is complete, you will receive a **confirmation number, user ID, and password** and will be advised to proceed to the Registration Site.

STEP 3: REGISTRATION

After your Application has been confirmed, you will be given the URL of the Registration Site.

- Click on “Exam Registration” and select “CCHCP” from the organizations drop down menu; this will automatically populate the CCHCP Examination Registration site. Click “Next”.
- Log on to the Registration site with the **confirmation number, user ID, and password** that was emailed to you when your Application was completed.
- Verify your personal information. Click “Next”. You will be shown your five closest Test Centers, based on your ZIP code.
- Select a Test Center; then select a date and time. Click “Next”.
- Agree to the IQT Examination Agreement terms by checking the box. Click “Submit”.

Print and Save the resulting admission letter, which you will need to take with you on the day of the exam, along with your government issued photo ID.

NOTE: Registration is closed after midnight, ET, on the last day of the month prior to the applicable window. For example, registration for the December window is closed after midnight on November 30. This is an automated system and cannot be overridden.

Important Specifics to be Aware of for the Certification Examination Application

i. Applicant Demographics

- These data will assist in identifying characteristics of applicants and CHCPs as a group. This information is to be used only in aggregate form, for statistical analysis purposes only, and does not affect eligibility for certification. No names or personal information will be released; all information received will be kept confidential. This part of the application will be separated from other materials upon receipt and will not be used in decision about certification eligibility.
- The term Healthcare CPD professional is used to include persons who are employed in settings that may use terms such as CPD, CPPD, CPE, CE to designate units that provide continuing education for health professionals.
- All information provided is held in confidence and used only to establish profiles of the applicant group. These factors will be de-identified, grouped and analyzed as a part of a rigorous sample validation process.

ii. Application Audits

- Applications may be audited to verify employment information, and your employer may be asked to verify current licensure and/or experience. Other applications may be audited at the discretion of the Alliance. Failure to provide requested documentation for an audit will result in the denial of the candidate's application.

iii. Privacy Policy

- When candidates register to take the exam, their registration information is completely confidential. When candidates complete the exam, they will receive a printout of their individual results at the testing center. **Be sure to ask the testing center Proctor for a print out of your results.**
- Names of those who pass the exam are posted in the [Registry of Certified Healthcare CPD Professionals](#). Names of those who do not pass are not disclosed except to the individual candidates. Inquiries about current CHCPs will be directed to the online Registry. Pass/fail information is not provided over the telephone.
- Candidates who do not wish their names to be listed publicly must inform the Alliance at acehp@acehp.org.
- Group data without individual identifying information may be used for research and study purposes, and may be released to other groups with a specific interest in certification of Healthcare CPD professionals.

iv. Special Accommodations

- The Alliance does not discriminate against candidates for certification on the

basis of race, religion, gender, national origin, marital status, sexual orientation, age or disability.

- In accordance with the Americans with Disabilities Act (ADA) and other applicable laws, the Alliance provides reasonable accommodations for applicants with documented disabilities that may affect their ability to take the CHCP Certification Examination. When accommodation is not readily available, applicants may provide their own approved assistive devices at their own costs.
- It is the applicant's responsibility to notify the Alliance of the needed alternative arrangements to sit for examination, at the time of application.

REQUEST FOR SPECIAL ACCOMMODATIONS

If you have a disability for which you wish to request accommodation, you must provide the following information and return this form with required documentation along with your examination application. Attach additional pages as necessary. (See APPENDIX A: Special Accommodation Policy and Request Form)

Privacy Policy

All information provided will be held in confidence, and will only be shared with the Alliance, testing service staff, and professional medical reviewers as necessary. This request form includes a release for the Alliance staff to contact the diagnosing physician to clarify the need for requested accommodation.

Required Documentation for Disability Accommodations Requests

You are required to submit documentation from the healthcare provider or learning specialist who rendered a diagnosis. The costs of the verification are your responsibility. Verification must be submitted to the Alliance on the letterhead stationery of the healthcare provider or learning specialist, and must include the following:

- a) Specific description of the disability and limitations related to testing
- b) Specific recommended accommodation
- c) Name, title and telephone number of the health care provider or learning specialist
- d) Original signature of health care provider or learning specialist.

Disability Accommodations Policy

- The Alliance must approve all accommodations prior to issuing an admittance letter to the exam.
- The Alliance may not provide the accommodation requested, but may determine a reasonable alternative accommodation.
- The Alliance will not pay for any costs you may incur in obtaining the required documentation.
- In accordance with the Americans with Disabilities Act (ADA) and other applicable laws, the Alliance provides reasonable accommodations for applicants with documented disabilities that may affect their ability to

take the CHCP Examination. When accommodation is not readily available, applicants may provide their own approved assistive devices at their own costs.

- The Alliance will consider all requests on a case-by-case basis. It will be necessary for testing staff to speak and correspond with you regarding specific arrangements. Therefore, it is required that you provide your address and daytime telephone number and keep the staff informed if either of these changes.

v. Testing Irregularities

- In addition to revocation of certification as described below, applicants should also understand that the Alliance may or may not require a candidate to retake the examination, or a portion of the examination, if presented with sufficient evidence that the security of the examination has been compromised, notwithstanding the absence of any evidence of a candidate's personal involvement in such activities.
- Causes for revocation of certification include:
 - The candidate did not possess the required qualification and requirements for the examination, whether or not such deficiency was known to the Alliance prior to the examination or at the time of issuance of the certificate;
 - The candidate made a material misstatement or withheld information on the Application or in any representation to the Alliance, whether intentional or unintentional;
 - The candidate engaged in irregular practices in connection with an examination, whether or not such practices had an effect on the examination performance of the CHCP;
 - There was a limitation or termination of any right of the candidate associated with the individual's practices in any state, province or country, including the imposition of any requirement of surveillance, supervision or review by reason of violation of a statute or governmental regulation, disciplinary action by any regulatory authority, or entry into a consent order.
- No certification shall be revoked unless the Certified Healthcare CPD Professional concerned is notified of the intent of the Alliance and has an opportunity for a hearing before a select committee of peers. Such notification shall be sent by certified mail no less than 30 days prior to the hearing.

vi. Examination Appeals Policy

- Application to take the examination will be denied if the applicant is deemed ineligible for certification, or if documentation does not meet the requirements listed.

- Falsification of the application, including failure to provide material information, is grounds for denial of the application or for denial of certification. In such cases, the applicant will be notified in writing of the specific reason.
- There can be no appeal for failure to achieve a passing score on the examination or failure to apply by the deadline. Any applicant whose application for certification is denied will automatically be sent information about how to appeal the decision, including steps in the appeal process and additional information required.
- Applicants denied application approval will receive a refund of the Examination Fee, minus a \$100 Administrative Fee.

vii. Application Agreement

- By your signature on the online Application Form, you are:
 - Agreeing to abide by the terms outlined in the Alliance Candidate Handbook and the Alliance Code of Conduct; and
 - Attesting that all facts on the application are true and correct; and
 - Agreeing that certification, which may result from the application, does not constitute any form of license; and
 - Agreeing to abide by the decisions of the Alliance relative to the granting and maintenance of certification.
- By having made an Application for examination, you release the Alliance from any and all liabilities, claims, demands, or causes of action whatsoever, including attorney's fees, which now exist or may hereafter arise on account of your participation in the Alliance certification process.
- You further acknowledge that this release is being given as a prerequisite for having filed application for certification consideration by the Alliance.

viii. No-Shows, Cancellations and Rescheduling

The Alliance must pay in advance to reserve a seat for the Candidate, hire a Proctor at the testing site, respond to correspondence, and administer secure databases. After a candidate has registered, the Alliance is responsible for these costs.

No-Shows

- Candidates who do not show up for a scheduled exam date are considered to be "no-shows"; their Registration will be cancelled and they will forfeit all fees previously paid. Candidates who do not show up for a scheduled exam date may register again for a future date, upon payment of all fees in effect for the future date; their Eligibility Worksheets and Application will remain valid for 1 year.

Cancellations with Required Notice

- With an approved excuse, which includes death of an immediate family member, active military orders, jury duty, or a doctor's excuse (on the medical facility letterhead), a candidate wishing to cancel or reschedule a scheduled examination five (5) or more calendar days prior to their scheduled examination date, excluding the date of the examination, will be charged \$25.00.
- The candidate will be required to pay a \$25.00 fee to IQT prior to Rescheduling/Cancelling an examination.
- Cancellation requests and other questions may be addressed to registrations@isoqualitytesting.com.

Cancellations without Required Notice

- Candidates are not permitted to reschedule or cancel a scheduled examination less than five (5) calendar days prior to their scheduled examination, without an approved excuse. If a candidate fails to appear for their scheduled examination, comes to the test site without proper ID, and/or the proper admission letter, the candidate will forfeit the full applicable testing fee.
- All rescheduling requests can be accomplished online at the Registration site, <https://www.iqttesting.com/Default.aspx>.

III. Testing Information

Testing Locations

The Examination is computer based, but because of security measure required for a certification exam, candidates may not use their personal computers or laptops to take the exam. The Examination will be offered at more than 200 secure testing sites throughout the United States and Canada. For testing locations go to the **Testing Site Map** at <http://www.isoqualitytesting.com/locations.aspx>.

The Day of the Test

- Arrive at the Testing Center at least 30 minutes prior to test time to allow time to park, locate the examination room, and visit the restroom. There are no scheduled breaks during the 3-hour examination period. Proctors will be available to escort testers to the restroom facilities, if necessary.
- Bring your examination admission letter.
- Bring a government-issued photo ID with signature; driver's license, passport, military ID are acceptable. Student IDs and bank cards are not acceptable.
- You are advised to bring a sweater or jacket in case the testing room is cold.
- Water will be available on site.

- Testers may leave the room as soon as they finish the examination.
- Be sure to ask the Testing Center Proctor for a print out of your results.

Examination Security

Exam security protocols have been specifically developed to protect the exam content and administration of the Alliance certification program. By strictly enforcing these guidelines, the Alliance is able to provide a secure testing environment, a reliable certification exam and program.

Alliance examinations are and remain the sole and exclusive proprietary and intellectual property of the Alliance and are protected by contract, intellectual property, proprietary property, trade secret and federal copyright laws. It is a violation of those laws, and thus illegal, to share any information whatsoever about any Alliance examination materials and content. In particular, sharing information about an Alliance question recalled from memory, or asking someone who has taken the Alliance examination to share such information is prohibited, a breach of exam security and illegal. Additionally, it is also unethical to share, or solicit someone else to share information about an Alliance examination question.

All Alliance certification exams, including the questions, content and wording are considered confidential intellectual property, trade secrets, etc. and are protected by both state and federal law(s). The copying, reproduction, recording, distribution, possession, re-displaying, transmission, recounting, recitation, etc. of the Alliance exam materials and/or questions by any means, in whole or in part, without explicit written authorization from the Alliance is strictly prohibited, and is considered a breach of exam security, as well as violation governing state and federal laws.

Further, candidates are strictly prohibited and agree that they will not engage in any activity, either actively or passively, direct or indirect which would in any way jeopardize the integrity of, breach the exam security of, or compromise any exam content in whole or in part.

All candidates are required to follow to all Alliance policies, procedures, rules, requirements and examination security protocols, including oral and/or written instructions given by exam administration staff. Further candidates are prohibited from engaging in any behavior which may be considered to be disruptive, non-compliant, obstructive, argumentative, etc. and may at the sole discretion of the exam administration staff, result in your being ejected (removed) from the exam room/facility. In addition, your examination may be considered void and may not be scored at the sole discretion of the Alliance.

It is the candidate's direct responsibility to obtain, read and be knowledgeable with all requirements associated with the Alliance certification and exam administration

requirements.

i. Candidate Identification Requirements

All candidates, without exception must present a valid government issued photo-identification (ID), which conforms to the specifications identified below to gain admission to the testing facility. All candidate identification presented, is subject to digital validation prior to the candidate being permitted to enter the testing facility.

The primary form of identification must be a currently valid government-issued photo ID from a state/province/territory, or federal government. Examples of acceptable government-issued ID include a driver's license, passport, or other government issued photo identification. Further, any identification presented must have:

1. The name you used and indicated at the time of exam registration.
2. Your photograph
3. Your signature
4. Must be valid and not expired

Candidates **must have proper identification** to gain admission to the exam administration facility. Failure to provide appropriate identification at the time of the examination is considered a no-show. There will be no refund of the examination fee.

The name which a candidate used and registered as and which appears on the address section, at the beginning of this Candidate Admission Letter/Document, specifically your given name (first name) and surname (last name), must match exactly, the given name and surname on the government issued photo identification you are planning to use to gain admittance at the test facility. If the names do not match exactly, contact the Alliance Certification Services in writing IMMEDIATELY by e-mail. Upon notifying the Alliance Certification Services of any difference in your name, please provide a detailed explanation of why there is a discrepancy, and proof of your true and correct name. If you have been married or divorced, you will need to provide the Certification Services Department with a copy of your marriage license or divorce decree. If you notify the Alliance Certification Services of any differences in your name between the name you used to register for the exam and your "ID", the Alliance will provide you with written verification that they have received your notification and are in the process of reviewing it. Once a determination has been made with regard to any discrepancy involving your name, you will be notified in writing by the Alliance Certifications Services Department.

Name differences between your registration record and your identification MUST be resolved by you no later than two weeks before your scheduled exam administration date, or you will not be permitted to take the examination you registered for and the all fees will be forfeited.

It is required and your responsibility to print out copies of any name change communication and have it with you at the time you check in at the testing facility on the day of the examination. Failure to have this documentation with you may result in your being prevented from taking the examination.

The identification presented must not exhibit any characteristics of being changed, altered, defaced, obliterated, modified or changed in any way.

Under no circumstances will any differences in your given or surname be resolved at the testing facility on the day of the examination and you will not be permitted sit for your examination and any exam fees will be forfeited.

ii. Prohibited Activities/Actions

Candidates are strictly prohibited from engaging in any activity and/or actions which may jeopardize the standardized, orderly and secure administration of the Alliance exam before, during and after the exam administration conducted at the testing facility.

Failure to follow security protocols, or engage in any behavior, which is prohibited, will constitute a violation of exam security protocols, among which includes, but is not limited to:

1. Only the registered candidates can check themselves in at the test facility, under no circumstances is anyone else able to check-in or attempt to check-in another candidate at the test facility.
2. Under no circumstances are you to, remove exam questions, in whole or in part from the testing room; give them to anyone else; discuss them with anyone; or share them through any means, including, but not limited to, e-mail, text messages, a camera phone, the Internet, etc.
3. You may not consult, or have access to textbooks, teachers, instructors, professors or other students; and you may not use any electronic device (including email/messaging devices or cell phones) or any other resource at any point during and after the exam, or during any unscheduled breaks, emergencies, etc.
4. Possession of cell phones, digital cameras, personal digital assistants (PDAs), BlackBerries smartphones, iPhones, Bluetooth-enabled devices, smart watches, wrist watches, MP3 players, email/messaging devices, and any other electronic or communication devices are prohibited in the

exam room. If you are observed with any such device(s) during testing or during breaks, you may be dismissed from the exam room, and the device may be confiscated.

5. Providing any false, forged, or misleading information, or documentation at any time in connection with registration for, or the administration of any exam is considered a breach of exam security.
6. Copying answers from another candidate and/or permitting another candidate to copy answers from you.
7. Copying, or attempting to copy, or in any way reproduce any examination content, in whole or in part is a breach of exam security.
8. Permitting or requesting an impersonator to take the examination on a candidate's behalf.
9. Taking the examination for the purpose of simply reviewing or auditing the examination materials.
10. Leaving the testing facility without permission of test administration staff and without signing-out on the designated log.
11. Passing to, or sharing materials with other candidates.
12. Reading questions and answering loudly, making loud noises.
13. Aiding or abetting anyone else in any cheating, collaboration, disruptive behavior, or other improper conduct.
14. Candidates are required to follow any and all verbal instructions and/or directions given by exam administration staff.

iii. Prohibited Items / Articles

The following items are strictly prohibited and will NOT be permitted past the security checkpoint:

1. Electronic devices of any kind including but not limited to cell phones, Blackberries, iPhones, PDAs, wireless e-mail devices, iPods, MP3 players, pagers, calculators, clocks, cameras, scanners, radios, recording devices, hand-held computers, programmable watches, transmitters or receiving devices, microphones, etc.
2. Jewelry i.e. wrist watch, bracelets, pendants, necklaces, broaches/pin, etc.
3. Headphones, headsets, ear phones, ear buds, or Blue Tooth capable devices.
4. Notes, papers, books, exam review, or other study materials in any format or media (including CDs).
5. CDs, USB keys, DVDs or other electronic media.
6. Newspapers, magazines, dictionaries, prayer books, or any other written material.
7. Luggage, handbags, purses, backpacks, briefcases, tote bags, or bags of any kind.

8. Pens, pencils, markers, or highlighters of any kind.
9. Hats, baseball caps, or visors (religious apparel that does not contain a brim or obscure the applicant's facial features is permitted).

iv. Alliance Security Tip Line

The Alliance and ISO-Quality Testing, Inc. (IQT) work closely with Examination Security Solutions, Inc. (ESS) to protect the integrity and security of the Alliance credentialing examination. ESS has extensive experience in conducting investigations into the facts and circumstances surrounding known, suspected loss, or compromise of examination and/or secure materials.

Unauthorized possession, reproduction, publication or disclosure of any examination materials, including storing or disclosing examination questions to any person or entity by any means before, during, or after the examination is strictly prohibited. A violation of this type can result in a civil prosecution, criminal prosecution, as well as the Alliance.

If you are aware of, or have observed an attempt to compromise the integrity and security of the exam, please contact ESS at tips@examsecurity.com or by phone toll free at (877) 279-3926.

All contacts, emails and calls will be handled discreetly by highly experienced exam security professionals.

v. Monitoring of results

To assure the validity of each individual examination, the Alliance and Schroeder Measurement Technologies, Inc. (SMT) its test development contractor and Examination Security Solutions, Inc. (ESS) conduct continual systematic statistical reviews of exam scores, measurable candidate behaviors and patterns, etc. Passive and active data forensics are used to detect irregularities that raise questions about the validity of each score.

If there is any indication of irregularity, your official score report may be delayed pending further review and investigation. If further investigation finds evidence that your behavior during the exam was questionable or your test results are questionable, the Alliance reserves the right to invalidate your score, inform the appropriate authorities, as deemed necessary.

vi. Authorized Materials

Exam administration staff, at your request will provide you the authorized materials you are permitted to have with you and use during the course of the

exam administration. The Authorized materials you are permitted to have while sitting for the Alliance examination are specifically restricted to:

1. Scratch paper
2. Pencil

All authorized materials will be provided to you by the Proctor(s) at the exam administration facility at the time of your exam. You are strictly prohibited from possessing or bringing any personal materials and/or affects into the testing facility. All personal items and/or affects must be secured outside the exam administration room.

You are required to bring with you a valid identification and this Candidate Admission Document Letter.

It is expressly understood by each candidate that the Alliance, and/or ISO-Quality Testing, Inc., and their respective staff, contractor(s), consultants, etc. hereby assume absolutely no liability of any nature whatsoever for any items of the candidate's personal property which may have been brought to, left at, or left outside the examination site. It is further understood that the candidate's admission to the examination shall hereby constitute the candidate's full, knowing, and complete waiver of any and all such claims against the Alliance, and/or ISO-Quality Testing, Inc., and their respective staff, contractor(s), consultants, etc.

vii. Cancellation of Scores

The Alliance and Schroeder Measurement Technologies, Inc. (SMT) are dedicated to reporting scores which accurately reflect the skill and performance of each candidate. Therefore, our standards and procedures for administering examinations are focused on: giving candidates comparable opportunities to demonstrate their abilities, and preventing any candidate from gaining an unfair advantage over others. Therefore, we reserve the right to cancel or withhold any exam scores when, in our judgment, there has been a breach in exam security; a candidate failed or refused to adhere to exam security protocols; a candidate failed to follow instructions or directions provided by any member of the test administration staff; a testing irregularity is identified; unusual answer patterns; unusual score increases from one exam to another; inconsistent performance on different parts of the exam; there is an apparent discrepancy in, or falsification of a candidate's identification; a candidate engages in misconduct; the scores are believed to be invalid for any other reason.

The Alliance and/or their designee reserve the right in all cases to report the reason for a score cancellation. The Alliance also reserves the right to prohibit a

candidate from taking an Alliance examination in the future, as well as perusing other remedies and/or actions available.

viii. Candidate Certification and Acknowledgement

By participating in the Alliance credentialing program, registering and sitting for the certification exam, you acknowledge and agree, without exception to be bound by the terms and conditions established by the Alliance among which includes:

1. You have been provided, or afforded access to the Alliance Candidate Handbook, the IQT Examination Agreement, and this Candidate Admission Letter. You acknowledge and agree that it is your sole responsibility to review, understand and have knowledge of the contents of the listed materials prior to my attempting to take the Alliance exam. Further, if you have any questions, or in any way am unable to understand any of the requirements and responsibilities stated therein, you must provide the Alliance written notice of any questions or seeking clarification no later than two weeks prior to your scheduled exam administration date.
2. You will adhere to all the terms and conditions, requirements, protocols, rules, instructions contained within the Alliance Candidate Handbook, the IQT Examination Agreement, and this Candidate Admission Letter, as well as any and all verbal instruction or direction provided by test administration staff.
3. The Alliance examination material is considered to be confidential information, a trade secret and copyrighted materials protected by law. As such, you agree that you will not discuss the content of the examination with anyone. Further, you will not record, copy, or disclose any exam question or answer, in whole or in part, in any form or by any means, i.e. orally; in writing; in any internet "chat room," message board, or forum; or otherwise.
4. The content of the Alliance examination, including without limitation, questions, answers, or any communication, regarding or relating to the exam is confidential and a trade secret. As such, any disclosure of confidential information is a violation of exam security and may compromise the integrity and security of the Alliance certification program. The Alliance is making the examination available to you solely for the purpose of demonstrating competency. You are expressly prohibited from disclosing, publishing, reproducing, copying, selling, posting, downloading or transmitting any confidential or trade secret information, in whole or in part, in any form or by any means, oral or written, electronic or mechanical, for any purpose.
5. You agree to be personally and financially responsible, for any and all of your actions, direct or indirect which in anyway may cause a breach of

examination security, which may jeopardize, or in any way compromise the content or integrity of the Alliance certification program, to include, but not limited to being financially responsible for any and all losses, fees, costs and expenses associated with any compromise of examination related materials, to include, but not limited to exam development or exam research and development; investigation(s), attorney fees and costs, court costs, etc.

Notification of Examination Results

Most candidates will receive notification of their pass/fail status as soon as they have completed the computer-based exam at the testing center. Electronic scoring is instantaneous; the results will be printed by the exam proctor and given to the candidate on site.

Candidates who pass will receive only pass/fail information; Candidates who fail will receive weighted scores specific to the five content domains of the exam. Your score will not be reported as a raw score (the number of questions answered correctly) but rather as a scaled or weighted score. To prevent candidates who took a less difficult form of the examination from having an unwarranted advantage over those who took a slightly more difficult form, raw scores are converted to weighted scores that represent comparable levels of achievement.

Candidates who pilot test a new form of the exam will receive a letter when they have completed their exam, informing them that they will receive their examination results via US Postal Service within approximately 4 to 6 weeks of their examination date.

Re-scoring the Examination

- Requests to re-score the exam must be submitted in writing to and received by the Alliance within 30 days of the postmarked date on the formal letter of notification of test results. Upon receipt of such a request, the exam answers will be rescored and the results sent to the candidate within 6 weeks. The candidate will be assessed a \$150 re-scoring fee if no error is found.

Re-taking the Examination

- Candidates who fail the certification examination may reapply to retake it as often as desired, provided they continue to meet the eligibility requirements and submit a new application and required fees for each attempt.

The Examination

Examination Preparation

- The validated [Content Outline](#) can be used to identify areas of content

represented on the test. The five subject matter domains within the Outline describe information that Healthcare CPD professionals across the broad spectrum of the Healthcare CPD enterprise can be expected to know. Organizations may want to form **internal study groups** to prepare for the examination, as a method of supporting continuing professional development for their staff.

CBT Tutorial

- Candidates for certification can take a [tutorial](#) to become familiar with the computer-based test (CBT) engine used at our testing centers. This demonstration is posted online, is free of charge, and can be accessed 24/7 from your own computer.

Resources

- A list of resources can be found on the [Alliance website](#).

Scoring the Examination

The pass/fail score is established by a systematic procedure that employs the Angoff Method, the judgment of subject matter experts (SMEs) in the Healthcare CPD community as well as the assistance of professional psychometricians from SMT.

Candidate scores are not reported as a raw score (the number of questions answered correctly) but rather as a scaled or weighted score. Candidates who pass the exam will be informed that they have passed; candidates who fail the exam will receive scaled scores reported for the five content domains, to identify areas for future improvement.

Although much care is taken to ensure that all forms of the examination are similar, new forms may vary somewhat in level of difficulty from earlier ones. Proper psychometric procedures are employed to make certain that all test forms are equivalent in difficulty. Scores are calculated as scaled or weighted scores that take into account the difficulty of the question. The degree of difficulty is determined by SMEs referred to above. To prevent candidates who took a less difficult form of the examination from having an unwarranted advantage over those who took a slightly more difficult form, raw scores are converted to scaled scores that represent comparable levels of achievement.

Each certification examination will contain newly created test items; previously used test items may remain on subsequent exams, or may be discarded, depending upon the statistical analysis of their performance.

Confidentiality of Examination Results

Individual examination results are released only to the candidate. No pass/fail information will be provided over the telephone. In response to specific inquiries, and with permission of the individual candidate, confirmation of current CHCP status will be

provided.

IV. Use of the Credential

Upon receiving notification of having passed the certification exam, successful candidates may use the designation of “CHCP” after their names. Certified Healthcare CPD Professionals will receive a certificate. Their names will be posted in a [Registry of Certified Healthcare CPD Professionals](#) unless they notify the Alliance in writing that they do not wish to be listed. There are continuing obligations to maintain the CHCP credential, which may include adhering to ethical standards.

Term of the Credential

The initial CHCP credential is valid for 3 years; your certificate will tell you when your certification expires. Recertification instructions are found on the [Alliances website](#).

APPENDIX A

SPECIAL ACCOMMODATIONS POLICY AND REQUEST FORM

Submit this Form only if you have a documented disability, and after reading the disability accommodation policies below.

The Alliance for Continuing Education (Alliance) does not discriminate against candidates for certification on the basis of race, religion, gender, national origin, marital status, sexual orientation, age or disability. The Alliance and its testing vendors make every effort to reasonably accommodate candidates with documented disabilities as defined by the Americans with Disabilities Act (ADA).

Required Documentation for Disability Accommodation Requests

If you have a disability as defined under the ADA, it is your responsibility to notify the Alliance of your disability and your recommendations for alternative arrangements at the time of applying to sit for the exam. You must notify the Alliance by emailing this form and the Disability Report described below to acehp@acehp.org at least one month prior to your requested testing date.

The Disability Report must be on the physician's or other qualified medical professional's letterhead; typed, dated and signed by the medical professional. The report must document the following information:

- A specific diagnosis and date of your diagnosis
- Specific and current findings that support your diagnosis: relevant medical history, tests administered, date of the most current evaluation (within the last 3 years)
- A description of your substantial functional limitations resulting from your stated disabilities
- Specific recommendations for your testing accommodation(s) including a detailed explanation of why the accommodation is needed. If the accommodation includes extra time, please indicate the amount of time needed.
- The medical professional's contact information.

Important note: Additional information may be requested after a review of your information.

Disability Accommodations Policy

All information provided will be held in confidence, and will only be shared with the Alliance, testing service staff, and professional medical reviewers as necessary.

The Alliance must approve all accommodations prior to issuing an admittance letter to the exam.

The Alliance may not provide the accommodation requested, but may determine a reasonable alternative accommodation.

The Alliance will not pay for any costs you may incur in obtaining the required documentation.

In accordance with the Americans with Disabilities Act (ADA) and other applicable laws, the Alliance provides reasonable accommodations for applicants with documented disabilities that may affect their ability to take the CHCP Certification Examination. When accommodation is not readily available, applicants may provide their own approved assistive devices at their own costs.

The Alliance will consider all requests on a case-by-case basis. It will be necessary for testing staff to speak or correspond with you regarding specific arrangements. Therefore, it is required that you provide a current address and daytime telephone number and keep the staff informed if either of these changes.

You will receive written confirmation of your approved accommodation(s).

You must notify the Alliance if you are unable to take the examination on the date for which you are scheduled.

In order to make the necessary arrangements to accommodate your needs, all requests and supporting documentation must be received electronically at least one month prior to your requested testing date at acehp@acehp.org.

By filling in the information below and emailing this form from my email account, I hereby grant permission for the Alliance staff to contact my health care professional if there are questions about the documentation provided:

<i>Applicant</i>	<i>First Name</i>	<i>Middle Initial</i>	<i>Last Name</i>
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<i>Street Address</i>	<i>City</i>	<i>State</i>	<i>Zip Code</i>
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<i>Email</i>	<i>Day Phone</i>	<i>Mobile</i>
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APPENDIX B

ABBREVIATIONS AND ACRONYMS USED IN THE EXAM

AAFP	American Academy of Family Physicians
ABMS	American Board of Medical Specialties
ACCME	Accreditation Council for Continuing Medical Education
ACGME	Accreditation Council for Graduate Medical Education
ACEhp	Alliance for Continuing Education in the Health Professions
ACOG	American College of Obstetricians and Gynecologists
ACP	American College of Physicians
AdvaMed	Advanced Medical Technology Association
AHRQ	Agency for Healthcare Research and Quality
AMA	American Medical Association
AMA PRA	American Medical Association Physician's Recognition Award
AOA	American Osteopathic Association
APA	American Psychiatric Association AND American Psychological Association
CME	Continuing Medical Education
CMS	Center for Medicare and Medicaid Services
CMSS	Council of Medical Specialty Societies
CQI	Continuous Quality Improvement
EMR	Electronic Medical Record
FDA	Federal Food & Drug Administration
FSMB	Federation of State Medical Boards
HEDIS	Healthcare Effectiveness Data and Information Set
HHS	Department of Health & Human Services
HIPAA	Health Insurance Portability & Accountability Act
IOM	Institute of Medicine
JCEHP	Journal of Continuing Education in the Health Professions
KOL	Key Opinion Leader
MECC	Medical Education and Communication Company
NBME	National Board of Medical Examiners
NCQA	National Committee for Quality Assurance
OIG	Office of the Inspector General
PDA	Personal Digital Assistant
PhRMA	Pharmaceutical Research and Manufacturers of America
PI	Performance/Practice Improvement
POC	Point-of-Care
QA	Quality Assurance
QIO	Quality Improvement Organization
RFP	Request for Proposals
SACME	Society for Academic CME
SCS	Standards for Commercial Support

APPENDIX C

SAMPLE TEST ITEMS FOR CHCP EXAMINATION CANDIDATES

In response to requests for study materials to help Candidates prepare for the CHCP exam, the five sample test items below have been released by the Director of Test Development at Schroeder Measurement Technologies for this purpose and will not appear on any future exam forms. They are representative (in difficulty and content area) of items that were approved by the Exam Review Team for use in Form 2, but were not needed for the exam.

1. Relationships between physicians and their patients have been significantly impacted by
 - (A) Internet access to health-related resources.
 - (B) The increase in outpatient surgical procedures.
 - (C) Maintenance of Certification (MOC).
 - (D) Commercially supported CME.

Domain: III. Relationships with Stakeholders

Sub-Domain A. Internal external stakeholder ID and assessment

Reference: Frenette. JCEHP 18(1)20-28, 1998

Steinert. FamMed. 19(5)346-350, 1987

Eysenbach and Diepgen. Arch Derm.135(2)151-156, 1999

2. According to Knowles' theory, which model provides a physician learner the ability to select a learning experience (i.e., CME activity) appropriate to what the learner should know?
 - (A) Cognitive model
 - (B) Competency model
 - (C) Assessment model
 - (D) Proficiency model

Domain: I. Adult Learning Principles

Sub-Domain: B. Research on ways physicians change professional behaviors

Reference: Knowles, Malcolm. The Modern Practice of Adult Education: From Pedagogy to Andragogy. ISBN 0695814729 1980 revised

3. According to ACCME Policies, how long are activity attendance records required to be kept?

- (A) Four years
- (B) Six years
- (C) Until the end of the provider's current accreditation period
- (D) Indefinitely

Domain: IV. Leadership, Administration and Management
Sub-Domain C. Administration and Management

Reference: ACCME Policy
Updates, www.accme.org

4. A well-written learning objective should be
- (A) at least five words and no more than fifteen words.
 - (B) a description of the observable and measureable performance.
 - (C) as short as possible.
 - (D) A description of the content the teacher intends to present.

Domain: II. Educational Interventions
Sub-Domain: E. Learning objectives and desired outcomes

Reference: http://en.wikipedia.org/wiki/Bloom's_Taxonomy

5. Who is responsible for ensuring the independence of an educational activity as defined by the ACCME?
- (A) CME Provider
 - (B) Commercial interest
 - (C) Non-accredited third party
 - (D) Faculty member

Domain: V. Knowledge of CME Environment
Sub-Domain: G. Difference between independent and non-independent activities

Reference: ACCME Standards of Commercial Support, www.accme.org

Answers: 1-A, 2-B, 3-B, 4-B, 5-A



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