



Australian Competition & Consumer Commission

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Our Ref: C2004/600
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7 February 2005

Registrar of Trade Marks
IP Australia
PO Box 200
WODEN ACT 2606

IP Australia
09 FEB 2005

Dear Registrar

Certification Trade Mark Application 942771 – Hand Therapy Certification Commission Inc.

The Commission, in accordance with the provisions of the *Trade Marks Act 1995*, has completed its final assessment of the above Certification Trade Mark.

A certificate detailing the Commission's assessment is attached, as well as a certified copy of the rules. The applicant has been notified.

If you have any queries on this matter, please contact Jason Byrne on (02) 6243 1279.

Yours sincerely

Isabelle Arnaud
Director
Adjudication Branch





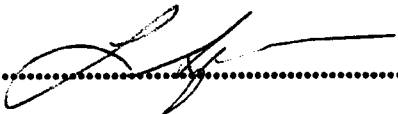
**Australian
Competition &
Consumer
Commission**

**Final Assessment of Certification Trade Mark Application 942771 lodged by
Hand Therapy Certification Commission Inc.**

The Australian Competition and Consumer Commission (the Commission), in accordance with the requirements of the *Trade Marks Act 1995*, has completed its Final Assessment of the above Certification Trade Mark (CTM) application.

The Commission's Final Assessment is that it is satisfied that:

- (a) the approved certifiers are competent to certify the services in respect of which the CTM is to be registered;
- (b) the rules governing the use of the CTM would not be to the detriment of the public;
and
- (c) the rules governing the use of the CTM are satisfactory having regard to the principles relating to restrictive trade practices set out in Part IV of the *Trade Practices Act 1974* (the Act); the principles relating to unconscionable conduct set out in Part IVA of the Act; and the principles relating to unfair practices, product safety and product information set out in Part V of the Act.

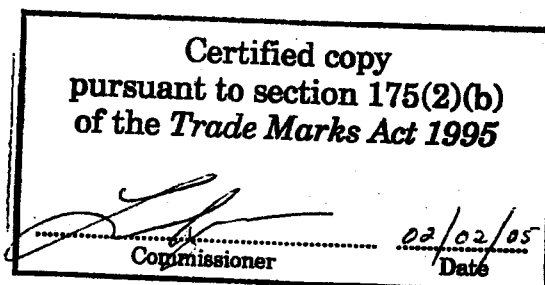
Signed.......... (Commissioner)

Date.....*February 2, 2005*.....

94 2771

**Rules for Becoming a Certified Occupational Hand therapist
or Physical Hand Therapist & Using the Certification Mark**
CHT

- Work for 5 years in a clinical setting
- Make sure that at least 4000 hours is in hand therapy
- Take continuing education courses in hand therapy
- Join a study group
- Become a member of a hand therapy organization
- Contact HTCC for information on the test (Certification Handbook)
- Do independent study
- Take a course in an area you feel your skills are weak
- Set aside time to study every week, several months before you take the examination for becoming certified.
- Be sure to get your application in by July 1st of the year you take the exam
- Read the Journal of Hand Therapy
- Get to the test on time and bring your ID and a #2 pencil with
- Use your best clinical judgment when you answer the questions



**Rules Governing the Use of the Trade Mark
"CHT" under Trade Mark Application No 942771**

1. In these Rules:

"The Association" means the Hand Therapy Certification Commission, located at 11160 Sun Center Drive, Suite B, Rancho Cordova, California, USA 95670.

"Certified User" means a person certified to use the trade mark according to these rules.

"The Trade Mark" means the mark as represented in trade mark application no 942771

"HTCC" means the Hand Therapy Certification Commission

Further definitions and meanings to words and terms used throughout these rules are defined in the attachment section following item 17.

1.1 Contact of Association in Australia

The Association is accessible to individuals, organizations and others in Australia through the availability of the Association's official website at www.htcc.org with specific links in relation to an application from an interested party, located in countries such as Australia, seeking certification.

2. The Trade Mark is the absolute property of the Association and shall not be used by any person except under and by virtue of a Certificate issued in accordance with these Rules.

Successful candidates will be granted certification as a CHT by HTCC and are permitted to use the "CHT" Mark as long as valid certification is maintained with HTCC, including compliance with all HTCC standards, policies, and procedures as they may be amended.

3. The Association may from time to time alter these rules or make new ones wholly or partly in lieu thereof.

4. (a) The power of issuing, renewing and withdrawing a Certificate is vested in the Association. (b) The persons who are approved Certifiers are: the Hand Therapy Certification Commission Board of Directors.

EXAMINATION CONSENT FORM

Please indicate your answers to the following questions. If you answer yes to ANY question, you must submit a letter of explanation by mail or fax to the HTCC office to describe the circumstances. The Disciplinary Review Committee must review this information before your application will be processed:

1. Have you, in the last three years, used or do you currently use alcohol or any drug or any substance, or have any physical or mental condition that would impair competent and objective professional performance? _ YES _ NO

2. Have you ever been adjudicated to have conducted gross or repeated negligence or malpractice in the field of occupational therapy, physical therapy, or hand therapy? YES NO

3. Have you ever had your certificate or license to practice subject to limitation, discipline, revocation, or other sanction, including voluntary limitation, by a governmental regulatory board or professional organization relating to public health, occupational therapy, physical therapy, or hand therapy? YES NO

4. Have you ever been convicted of, pled guilty to, or pled nolo contendere to a felony or misdemeanor related to public health or hand therapy, or are any such charges pending against you? (These include but are not limited to a felony involving rape, sexual abuse of a patient or child, actual or threatened use of a weapon or violence, and the prohibited sale, distribution, or use of a controlled substance.)
 YES NO

By signing below, I acknowledge that I have read and understand this information and agree to abide by these terms.

Signature/Date

Should I be granted HTCC Certification, I hereby authorize and permit the Hand Therapy Certification Commission, Inc.

DISCIPLINARY POLICY FOR CERTIFIED HAND THERAPISTS

The mission of the Hand Therapy Certification Commission, Inc., is to support a high level of competence in the practice of hand therapy through the development and administration of a formal program of certification and recertification. HTCC has adopted this Disciplinary Policy to articulate standards of conduct required for eligibility for certification and continued certification of Certified Hand Therapists. HTCC hopes that this policy will help establish an identity for the specialty of hand therapy and allow the public to ascertain, in part, what is represented by certification in hand therapy. In addition to the requirements contained in HTCC's Disciplinary Policy, an occupational therapist or physical therapist must meet certain established requirements, including length of practice, experience, and passage of HTCC's written examination, in order to become a Certified Hand Therapist.

For certificants to maintain certification and to stay current with rapidly evolving practices and procedures, HTCC also encourages participation in continuing education and other involvement in the specialty. However, HTCC's Disciplinary Policy is the foundation of HTCC's certification program. It exemplifies the commitment of HTCC and Certified Hand Therapists to patients, the public and to the specialty of competent, professional hand therapy practice. HTCC is pleased to adopt this Disciplinary Policy and welcomes comment and inquiry from hand therapists and the public.

ELIGIBILITY FOR CERTIFICATION OR RECERTIFICATION

The HTCC Executive Director, in consultation with the HTCC President, shall determine whether a candidate is eligible for certification or a certificant is eligible for recertification, according to the requirements set forth below. The decision of the Executive Director may be appealed as provided in Section E, below; provided, however, that any such appeal shall be limited to written briefs. An oral hearing will not be permitted. As a condition of eligibility for and continued maintenance of any HTCC certification, each candidate or certificant agrees to the following:

COMPLIANCE WITH HTCC STANDARDS, POLICIES AND PROCEDURES

No individual is eligible to apply for or to maintain certification unless the individual is in compliance with all HTCC standards, policies and procedures. Each individual bears the burden for demonstrating and maintaining compliance at all times. HTCC may deny, revoke, or otherwise act upon certification or recertification when an individual is not in compliance with all HTCC standards, policies and procedures.

Nothing provided herein shall preclude administrative requests by HTCC for additional information to supplement or complete any application for certification or recertification.

COMPLETE APPLICATION

The individual shall truthfully complete and sign an application in the form provided by HTCC, shall provide the required fees and shall provide additional information as requested. The individual shall notify HTCC within ninety (90) days of the occurrence of any change in name, address, telephone number, and of any event or development bearing on eligibility or certification, including but not limited to any criminal conviction or disciplinary action by a licensing board or professional organization.

A candidate or certificant may not make and must immediately correct any statement concerning the candidate's or certificant's status which is or becomes inaccurate, untrue or misleading. All references to "days" in HTCC standards, policies and procedures shall mean calendar days. Communications required by HTCC must be transmitted by traceable mail or delivery service. The candidate or certificant agree to provide HTCC with confirmation of compliance with HTCC requirements as requested by HTCC.

Contact and procedures for item 4 as outline above are also available at the Association's official website at www.htcc.org with specific links in relation to an interested party, located in countries such as Australia, seeking clarification on the points raised in item 4.

5. (a) A certificate to use the Trade Mark as a Certified User (a specimen of which Certificate is included in the Schedule "A" hereto), shall be granted to any person who meets the following requirements:

ELIGIBILITY REQUIREMENTS

The Hand Therapy Certification Examination is a four-hour written test consisting of 200 multiple-choice questions. The test will be administered periodically every year. Check website for specific dates this year.

You must meet the following eligibility requirements to take the Hand Therapy Certification Examination:

You must be an occupational therapist or physical therapist with a current professional credential to practice in the United States, Canada, Great Britain, or Australia. Depending on your profession and where you practice, a professional credential may include a license, certificate, or registration. In all cases, it is the credential that you need to legally practice in that location.

You must have been certified or licensed on or before November 7, 1998.

You must have accrued a minimum of 4,000 hours of Direct Practice Experience in hand therapy, obtained in the United States (including its territories and military bases), Canada, Great Britain, or Australia.

Direct Practice Experience is the direct provision of patient care through assessment and implementation of an individualized treatment plan including but not limited to: splinting, modalities and/or exercise to prevent dysfunction, maximize functional recovery, or influence the effect of pathology in the upper extremity. It does not include time spent in administration, research, teaching, or consultation.

INTERNATIONALLY EDUCATED THERAPISTS

Therapists applying to sit for the examination who were educated outside of the United States, Canada, Great Britain, or Australia must include proof of:

Date of licensure, certificate or equivalent from the country in which education was received (e.g. copy of diploma) to document length of practice as an occupational therapist or physical therapist.

Current licensure or certification in the United States, Canada, Great Britain, or Australia.

Contact HTCC for additional information.

(b) The Certified User undertakes to use the Trade Mark only in the form authorized by the Association, a copy of which will be shown on the Certified User's certificate.

(c) Certification must be maintained by successfully meeting the Association's continuing eligibility and competency requirements.

(d) Use of the Trade Mark is subject to the permanent control of the Association which may take such steps as necessary to ensure the observance of requirements of these regulations and the Certified User of the Trade Mark acknowledges the Association's rights to this regard.

COMPLIANCE WITH HTCC STANDARDS, POLICIES AND PROCEDURES

No individual is eligible to apply for or to maintain certification unless the individual is in compliance with all HTCC standards, policies and procedures. Each individual bears the burden for demonstrating an maintaining compliance at all times. HTCC may deny, revoke, or otherwise act upon certification or recertification when an individual is not in compliance

with all HTCC standards, policies and procedures. Nothing provided herein shall preclude administrative requests by HTCC for additional information to supplement or complete any application for certification or recertification.

6. The Association will keep a register in which will appear the names and addresses of each Certified User together with the date on which the Certificate was issued and the period for which the Certificate will remain in force. More specifically, the Association will keep a register with: Mary Kasch, Executive Director, Hand Therapy Certification Commission, 11160 Sun Center Drive, Suite B, Rancho Cordova, California, USA 95670.

Contact of Association in Australia

The Association's register is accessible to individuals, organizations and others in Australia through the availability of the Association's official website at <http://www.htcc.org/locate/index> with specific links to information of those kept on the register.

7. (a) Application for Certification shall be made after successful completion of the eligibility conditions listed in #5, above. The fees payable:

Fees in \$US Latest Update of Fees should be Verified at website

Candidate Handbook \$35 Non-refundable

On Time Application \$400 \$325 refundable before September 1st

Late Application \$500 Application postmarked between July 2nd and August 1st; late fee is non-refundable Incomplete Application \$75 If documents are missing from application
Additional Test Site \$150 If site is established Special Accommodation No Charge
Supporting documentation required Alternate Day Test Varies No charge in Los Angeles or New York City;
(Unable to test on Saturday supporting documentation required for religious reasons)

Hand Scoring Exam \$60 May be requested by applicants who receive a failing score and want to have results verified. Must be requested in writing prior to February 1st following exam administration. Returned Check \$25

Fees may be submitted by credit card, check, or money order in U.S. funds made payable to "HTCC."

Certification Refunds

Eligible candidates who decide not to take the 2003 Hand Therapy Certification Examination must send a written request for a refund to the HTCC Administrative Office by September 1, 2003. The initial registration fee will be returned minus a \$75 processing fee within 30 days after receipt of the refund request. After September 1st, and until the Hand Therapy Certification Examination is administered, requests to withdraw from the exam due to extreme personal hardship or extraordinary circumstance will be considered on an individual

basis. Such requests must be in writing and should be sent to the HTCC Administrative Office.

No refunds will be issued without written notification of cancellation by the candidate. No refunds will be given once administration of the exam has begun.

Application fees may not and will not be applied to a future examination. Candidates who have requested an Additional Test Site will be invoiced a \$150 fee if the site is established. The HTCC office must receive the fee by October 1, 2003 to be assigned to the Additional Test Site. If the fee is not paid by that time, you will be tested at an already established test site of your choosing.

2004 fees, <http://www.htcc.org/certification/certificationa.cfm>

(b) Every Person wishing to take the Certified Hand Therapist Examination can obtain an application form from: the Association or on the Association's website at <http://www.htcc.org/certification/certificationx.cfm> (candidate handbook) or <http://www.htcc.org/recertification/recertificationa.cfm> (recertification handbook).

8. Any Notice given by or on behalf of the Association in pursuance of these Rules shall be deemed to have been duly given if it is forwarded by prepaid letter addressed to the party concerned at the address on the Association's records.

9. Certified Users and applicants for Certified User status will advise the Association of any change of address.

10. All communication regarding Certification and information in respect of the Trade Mark should be addressed to: Mary Kasch, Executive Director, Hand Therapy Certification Commission, 11160 Sun Center Drive, Suite B, Rancho Cordova, California, USA 95670.

11. The fee for Certificate to use the Trade Mark is according to:

There is no separate fee for the initial small ID card, small certificate, or certificate suitable for framing. This is included within the application fees.

12. Recertification fees.

- 2003 fees, Recertification Handbook p. 2-2 (Recertification by Exam), p. 3-3, (Recertification by Professional Development), and p. 4-2, Inactive Status.
- 2004 fees, <http://www.htcc.org/recertification/recertificationb.cfm> (Recertification by Exam), <http://www.htcc.org/recertification/recertificationz.cfm> (Recertification by

Professional Development), and
<http://www.htcc.org/recertification/recertificationp.cfm> (Inactive Status).

13. Upon proof to the satisfaction of the Association of the loss or destruction of a certificate that is in force the Association may authorize the issuance of a duplicate thereof.

HTCC will provide replacements. There is a \$15US fee to replace the small ID card and small certificate. A replacement certificate suitable for framing costs \$25US.

14. The Association may cancel or refuse to renew a certificate if the Certified User has committed a breach of these Rules with such amendments as may be requested from time to time by the Association or has refused or proved unable to comply therewith.

Sanctions

Sanctions for violation of any HTCC standard set forth herein or any other HTCC standard, policy, or procedure may include one or more of the following:

1. Denial or suspension of eligibility;
2. Revocation of certification;
3. Non-renewal of certification;
4. Reprimand;
5. Suspension of certification; or
6. Other corrective action.

15. Any Person who is aggrieved by the decision of the Association to (a) refuse to grant a certificate to use the Trade Mark; (b) refuse to renew a Certificate; (c) cancel a Certificate may appeal according to the following and with reference to information provided for in the "Certification Handbook and Application" provided by the Hand Therapy Certification Commission, Inc and the "Recertification Handbook and Application" provided by Hand Therapy Certification Commission, Inc., and are enclosed herewith in Attachment C.

Establishment of Special Disciplinary Review and Disciplinary Hearing Committees

1. The HTCC Board of Directors by a majority vote shall elect (i) a Disciplinary Review Committee and (ii) Disciplinary Hearing Committee, to consider alleged violations of this Disciplinary Policy or any other HTCC standard, policy or procedure.
2. Each of these Committees shall be composed of three members drawn from current HTCC certificants.
3. A committee member's term of office on the committee shall run for three years and may be renewed.

4. A committee member may serve on only one committee and may not serve on any matter in which his or her impartiality might reasonably be questioned, or which presents an actual or apparent conflict of interest.
5. Committee action shall be determined by majority vote.
6. When a committee member is unavailable to serve by resignation, disqualification or other circumstance, the President of HTCC shall designate another individual to serve as an interim member.

Reconsideration of Eligibility and Reinstatement of Certification

If eligibility or certification is denied or revoked, eligibility or certification may be reconsidered on the following basis:

1. In the event of a felony conviction directly related to public health or hand therapy no earlier than three (3) years from the exhaustion of appeals or release from confinement, whichever is later.
2. In any other event, no earlier than three (3) years from the final decision of ineligibility or revocation.

In addition to other facts required by HTCC, such an individual must fully set forth the circumstances of the decision denying eligibility or revoking certification, as well as all relevant facts and circumstances since the decision relevant to the application. When eligibility has been denied because of felony conviction, the individual bears the burden of demonstrating by clear and convincing evidence that the individual has been rehabilitated and does not pose a danger to others. Such evidence shall be submitted to the HTCC Executive Director, who shall determine whether the evidence meets this burden. Unless and until clear and convincing evidence is submitted, the candidate or certificant will remain ineligible for reinstatement.

The decision of the Executive Director may be appealed as provided in Section E, above. K. Submission of Information to HTCC Concerning Possible Violation of Standards Persons concerned with possible violation of HTCC standards should identify the persons alleged to be involved and the facts concerning the alleged conduct in as much detail and specificity as possible with available documentation in a written statement addressed to the President. The statement should identify by name, address and telephone number the person making the information known to HTCC and should identify others who may have knowledge of the facts and circumstances concerning the alleged conduct. Supplementation relating to the content or form of the information may be requested.

16. The Trade Mark is normally to be used by placing it after the name of the Certified User in accordance with the Association's directions as referred to above and the Candidate handbook.

NOTE: The above rules are also supported and complimentary to the "Certification Handbook and Application" provided by the Hand Therapy Certification Commission, Inc and the "Recertification Handbook and Application" provided by Hand Therapy Certification Commission, Inc., and are enclosed herewith in Attachment C.

Attachment A

DEFINITION OF HAND THERAPY AND SCOPE OF PRACTICE OF CERTIFIED HAND THERAPISTS

© Hand Therapy Certification Commission, 2002

INTRODUCTION

In 2001, the Hand Therapy Certification Commission ("HTCC") conducted a practice analysis of nearly 1100 Certified Hand Therapists in the United States and Canada. Based on the responses to the survey, the Commission reviewed and revised the original Definition and Scope of Practice of Hand Therapy that was originally published in 1987. The new document was adopted by the HTCC Board of Directors in May 2002.

(a) DEFINITION OF HAND THERAPY

Hand therapy is the art and science of rehabilitation of the upper quarter of the human body. Hand therapy is a merging of occupational therapy and physical therapy theory and practice that combines comprehensive knowledge of the upper quarter, body function, and activity. Using specialized skills in assessment and treatment, hand therapists promote the goals of prevention of dysfunction, restoration of function and/or reversal of the progression of pathology in order to enhance participation in life situations for individuals with upper quarter disease or injury.

(b) WHO ARE HAND THERAPISTS?

Hand therapists are certified or licensed occupational therapists or physical therapists, who through advanced continuing education, clinical experience and independent study have become proficient in the treatment of pathological upper-quarter conditions resulting from trauma, disease, or congenital or acquired deformity. A Certified Hand Therapist (CHT) is an occupational therapist or physical therapist who has met the standards established by the Hand Therapy Certification Commission, Inc.

(c) SCOPE OF PRACTICE AND DOMAINS OF HAND THERAPY

The Scope of Practice of Hand Therapy may include one or more of the domains described below. Domains describe major areas of responsibility in hand therapy. The first three domains include assessment and treatment of hand patients. In compliance with state and federal law, treatment is based on the results of assessment and may be provided on a one-to-one basis, in a group, or by consultation. The fourth domain describes services to specific population groups.

The final two domains describe activities associated with professional practice. The domains and their associated tasks are listed below:

Evaluate upper quarter & relevant patient characteristics

Obtain and review medical, psychosocial, and vocational history; Interview patient; Plan for and select assessment tools; Assess and document skeletal, muscular, nervous, vascular, skin and connective tissue status, functional and/or ergonomic status and psychosocial factors; Reassess and document patient status at appropriate intervals.

Develop treatment and discharge plans

Integrate theoretical knowledge bases and patient goals into treatment; Establish short-term and long-term goals of treatment; Establish frequency of treatment in collaboration with patient and referring physician and within the guidelines of third party payors; Determine rehabilitation potential; Select appropriate treatment techniques; Identify appropriate resources to which patients can be referred; Consult with and refer to other health care professionals; Document the treatment plan; Assess readiness and determine discharge needs including return to work; Formulate and document discharge plan.

Implement treatment plans

Implement and modify treatment/interventions to address edema/vascularity, pain, scar, range of motion /flexibility, wounds, strength, dexterity, sensation, function, endurance and posture/movement.

Provide population-based services

Determine needs of the target population (e.g., industrial, athletic, and performing artistic groups); Make intervention recommendations (e.g., education programs, prevention strategies, ergonomic modifications and screening) based on available resources; Assist in implementation of interventions; Monitor effectiveness of interventions; Serve as a resource person/consultant.

Organize and manage services

Comply with regulations that ensure environmental safety; Advocate for patients; Ensure compliance with organizational policies and procedures; Participate in case management; Assess patient satisfaction.

Promote professional practice

Maintain ethical and legal standards; Participate in evidence-based (i.e., scientifically-based, outcome-based) practice; Interpret and apply clinical research and outcome studies.

(d) SCIENTIFIC KNOWLEDGE BASIS OF HAND THERAPY

The foundation of hand therapy is comprehensive understanding of:

- Surface anatomy
- Anatomy and physiology of the skin/connective, muscular, skeletal, nervous, and vascular/lymphatic systems
- Physical properties (e.g., heat, water, light, electricity, and sound)
- Wound healing
- Behavioral science, and psychological reactions to impairment
- Research design and statistics
- ~~Kinesiology and biomechanics~~
- Posture and pathomechanics
- Etiology and pathology of medical conditions
- Surgical and medical treatment of conditions
- Standardized and non-standardized assessment tools
- Treatment rationale, indications and contraindications
- Treatment methods, techniques, and tools
- Expected functional outcomes of treatment
- Expected physiological and psychological effects of treatment procedures
- Regulatory and legal guidelines

- Resource management
- Professional codes of ethics
- Safe and appropriate use and maintenance of equipment and assistive devices
- Safety techniques and procedures (e.g., infection control, emergency procedures, practitioner safety, environment)

(e) **HAND AND UPPER QUARTER PATIENTS**

Theoretical knowledge and technical skills are applied, using good clinical judgment, in assessment and treatment of individuals with diagnoses related to the upper quarter (hand, wrist, elbow, shoulder girdle, cervical area or multiple joints). These may include but are not limited to:

- Amputations
- Central nervous system disorders as they relate to the upper quarter
- Congenital differences/anomalies
- Cumulative trauma disorders/repetitive stress injuries
- Dupuytren's contracture
- Flexor/extensor tendon injuries
- Fractures/dislocations/joint instabilities
- Infections
- Inflammatory and degenerative arthritis
- Multiple system trauma
- Nail bed injuries
- Pain-related syndromes
- Peripheral nerve compression and disease
- Peripheral nerve injuries
- Post-mastectomy/post-radiation lymphedema
- Psychogenic disorders involving the upper quarter
- Soft tissue injuries
- Thermal injuries
- Tumors and cysts
- Vascular disorders

Such patients may be referred to a hand therapist following a variety of medical or surgical interventions including:

- Amputation revision
- Arthroplasty
- Arthrodesis
- Fasciectomy/fasciotomy
- Fracture fixation/bone graft
- Ganglionectomy
- Injections
- Joint reconstruction
- Joint releases
- Joint synovectomy
- Ligament repair
- Nail bed repair
- Nerve blocks/sympathectomies

- Nerve decompressions
- Nerve grafts/nerve repairs
- Neurolysis
- Replantation/re-vascularization
- Scar revisions
- Skin grafts/flaps
- Soft tissue releases
- Tendon grafts/tendon repairs
- Tendon transfer
- Tenolysis
- Tenosynovectomy
- Tissue transfers
- Use of pharmaceutical agents

TREATMENT TECHNIQUES AND TOOLS

A variety of techniques and tools may be used in therapeutic intervention with hand and upper quarter patients, including but not limited to:

- Activity
- Adaptive/assistive devices
- Training in activities of daily living (ADLs)
- Behavior management
- Compressive therapy
- Desensitization
- Electrical modalities
- Ergonomic modification
- Exercise
- Manual therapy
- Patient and family education
- Prosthetics
- Sensory re-education
- Splinting
- Standardized and non-standardized assessment tools
- Strengthening
- Thermal modalities
- Work hardening/retraining
- Wound care/dressings/topical agents

Attachment B

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, test procedure, and/or the test itself by completing the comment form distributed by the Chief Examiner following each examination. Comment forms must be turned in before leaving the testing site and the Chief Examiner will forward them to the Program Manager at PES, who will then send them to the HTCC Executive Director. 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, 11160 Sun Center Dr., Suite B, Rancho Cordova, CA 95670; e-mail: info@htcc.org; fax: 916-851-0554.

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.

Attachment C

“Certification Handbook and Application” provided by the Hand Therapy Certification Commission, Inc and the “Recertification Handbook and Application” provided by Hand Therapy Certification Commission, Inc., and are enclosed herewith in Attachment C.