



HAND THERAPY CERTIFICATION COMMISSION

Eligibility Review and Appeal Policy

The Hand Therapy Certification Commission (“HTCC”) has adopted this Eligibility Review and Appeal Policy to establish a fair process for addressing application and examination issues related to certification and recertification.

1. Eligibility.

- A. Complete Application. Each applicant is required to complete and sign an application, to pay the required fees, and to provide additional information as requested.
- B. Disciplinary Policy.
 - i. If conduct has occurred that may be grounds for disciplinary action under the Disciplinary Policy, then HTCC may place an application for certification or recertification on hold pending review by the Disciplinary Review Committee.
 - ii. If an individual has a past criminal conviction that resulted in a sentence that includes incarceration, then the individual is ineligible while in confinement.
- C. Reinstatement of Eligibility. Following a period of ineligibility based on this policy or noncompliance with the Disciplinary Policy, the individual may apply for reinstatement of eligibility by demonstrating that he/she has been rehabilitated. Proof is by preponderance of the evidence. Unless adequate evidence is submitted, the individual will remain ineligible.

2. Examination.

- A. The examination is the sole and exclusive property of HTCC and may not be used in any way without the express written consent of HTCC. No one is permitted to make or keep copies, excerpts, or notes of examination materials. For security reasons, examination materials are not open to public inspection or review by a candidate.
- B. Individuals are prohibited from using or divulging information learned from the examination.
- C. A passing score is required for certification in all instances. Failure to pass the examination may not be appealed.
- D. HTCC may withhold an examination score pending resolution of an examination irregularity. HTCC may cancel an examination score if there is adequate reason to question its validity because of misconduct or other circumstances.

3. Initial Review & Determination.

HTCC office staff in consultation with members of the Examination and Recertification Committees will determine whether a candidate has met the requirements for certification or recertification. If an individual has not met the certification or recertification criteria, then he/she may be permitted another opportunity to supplement his/her application and/or have the application further reviewed. The timeframe and other conditions for further review will be provided by office staff in writing and an additional fee may apply. If the outcome of this initial review is not favorable to the individual, then the individual may proceed with an appeal as provided below in Section 4.

4. Appeals Process.

- A. A denial of eligibility for certification or recertification may be appealed. However, an individual may appeal the decision only if certification or recertification was denied for a reason other than failing the examination.
- B. Failure to comply with any HTCC deadline may not be appealed.
- C. The individual may request an appeal within twenty-one (21) calendar days after receipt of the denial letter. After this time, the individual may not request an appeal.



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- D. All appeals must be submitted in writing and sent to HTCC by traceable mail or delivery service.
- E. The appeal request must include an explanation of why the denial was inappropriate because of a material error of fact or a failure to follow HTCC's rules. If the Executive Director determines that the request is frivolous, then the appeal will not proceed.
- F. An appeal of a certification eligibility denial will be forwarded to the Examination Committee. An appeal of a re-certification denial will be forwarded to the Recertification Committee. The Chair of the Committee will appoint two members of the Committee to review the appeal. These two members may not: (a) be the same individuals who initially reviewed the application, (b) review any matter in which their impartiality might reasonably be questioned, or (c) review any matter which presents an actual, apparent, or potential conflict of interest.
- G. HTCC office staff may file a written response to the appeal request.
- H. The Committee members will render a decision based on the written record. Documentation not previously submitted to HTCC will not be considered. A hearing is not permitted.
- I. The Committee may accept, reject, or modify the denial decision. In order to overturn a denial, the individual must demonstrate that the denial was incorrect because of a material error of fact or a failure to follow HTCC's published standards, policies, or procedures. Proof is by preponderance of the evidence.
- J. The decision of the Committee is final.
- K. The individual will be notified of the Committee members' decision.
- L. Only one appeal per application is permitted. If that appeal upholds the original denial, the individual must complete and submit a new application in order to seek certification at another time. In the case of a denial for failure to meet the continuing education requirements for recertification, the individual may apply to recertify by examination or may apply for inactive status.
- M. The individual is responsible for all expenses incurred by him/her related to the appeal of a denial of eligibility, and must pay an appeal administrative fee.